

Oklahoma 2-1-1 Advisory Collaborative  
Regular Meeting  
July 30, 2008

1. Immediate Past Chair, Brook Arbeitman introduced Tom Thomson as the new Collaborative Chair
2. The July 30th, 2008 meeting was called to order by Tom Thomson, Collaborative Chair, at 10:00 am.
3. Roll Call was taken by Patty Laub, Proxy for Michael Jones, Secretary:
  - a. Voting Members present: Brook Arbeitman, Latricia Bryant, Lovie Byrd, Toni Frioux, Ashley Jones, Jean Jones, Patty Laub for Michael Jones, Annie Lucas, Madalyn McCollom, Michelle Jagers for Michelann Ooten, Larry Olmstead, Ed Pulido, Deborah Price (10:30am) Kelly Riha, Cindy Busby for Lance Robertson , Crystal Stuhr, Karen Sedberry(10:15am), Tom Thomson, and Bill Waggoner. Carrie DeWeese and Mary Howell were present.  
**[19 members and proxies. Quorum established.]**
  - b. Absent without proxy: John Johnson and Bob Stafford
  - c. Visitors present: Edwina Reddick, 2-1-1 SW OK; Marice Wasemiller, First Call – Bville; Jim Lyall, 2-1-1 Tulsa; Debbie Hampton, Ok Center for Non-Profits.
4. **Approval of Minutes from May 28<sup>th</sup>, 2008. Motion to approve minutes made by Brook Arbeitman and seconded by Madalyn McCollom. [Motion passed 16 yes 0 No 0 Abstain.]**
5. Call Center Reports were received as part of the meeting packet. Accepted as received
6. Steve Almon gave a presentation on Heartline 2-1-1. He distributed a statistically report on center calls and discussed the difficulty in separating calls by various breakdowns. When program is updated, center will be capable of dividing calls by more specific topics. Steve also discussed the call time graph included in the report, graph essential in determining staffing. He suggested looking at all issues when attempting to solve call problems, at times issues may be technical not just staff related. Agency hopes to share call stats with referral agencies so they have information on how many and what type of assistance calls were referred to their own agencies.  
Questions and answers followed.
7. A report was received from Tom Thomson on the status of a new 2-1-1 State Coordinator. Announcement is going through state procedure for hiring and will be out ASAP. No other action taken

8. No report given on AIRSO
9. No report given on JOIN
10. It was suggested JOIN present a report on the group's history and ongoing programs and needs at the August 27<sup>th</sup>, 2008 2-1-1 Advisory Collaborative meeting
11. No announcements
12. Motioned to adjourn unanimously approved