

2-1-1 Collaborative Meeting Minutes

8/29/07

1. The August 29, 2007 meeting of the 2-1-1 Collaborative was called to Order at 10:05 by Vice Chair, Tom Thompson.

2. Roll Call

- o Voting Member Roll Call: Lovie Byrd (10:20), Pam Cross, Toni Frioux (10:10), Bob Adams for Raymond Haddock, Mary Howell, Ashley Jones, Michael Jones, Madalyn McCollom, Mechelle Jagers for Michelann Ooten, Ed Pulido (ill) sent note taker , Toni Frioux proxy for Deborah Price, Kelley Riha (10:45), Helene Schwartz, Karen Sedberry, Bob Stafford, Natalie Scott (10:10), Tom Thompson, Tom Wade, Steve Willoughby

[19 voting members and proxies. Quorum established.]

- o Carrie Wiggs, 2-1-1 Programs Supervisor
- o Guests: Richard Cook, OCCY; Michael Walsh, OCCY; Jim Lyall, CSC 2-1-1 Helpline; Bob Rawlings, Chair, State Council on Aging; Tom Martin, Heartline; Heather Elmenhorst, United Way; Bob Adams, Proxy, OKDHS for Raymond Haddock; Ronald Boggs, Ada 2-1-1; Kristine Rudy, 2-1-1 of Southeastern Ok; Edwina Reddick, 2-1-1 Southwest Oklahoma; Lynn Whipple, Heartline 2-1-1;

3. Approval of Minutes from July 25, 2007.

Amendments included

- o Correction of spelling of Ezzell (from Eazell).
- o A motion was made for inclusion in minutes of memo referred to by Carrie Wiggs during July 25, 2007 meeting regarding service information call to 2-1-1 Southwest. After discussion, the motion was amended to include summary of memo. **Made by Tom Wade, second by Karen Sedberry. Motion passed.**

4. Revision included in the July 25, 2007 minutes in bold:

“5. Discussion and take possible action on Call Center Reports: Tom Wade reported that some areas seem to work well with Area Wide Aging (Triple A), while some do not. He believes that asking for a zip code is a problem. He wants to add referrals to the Triple A. He stated that the reports from the 2-1-1s do not necessarily show that referrals are made to Triple A. He suggested referring all aging calls be referred to Triple A; and, that that could be accomplished by MOU. He also suggested 211 staff be trained by Triple A. Carrie Wiggs stated that the purpose of the current required reporting is to compare 211 services using the same standards. **Carrie referred to an e-mail from Lawton describing a request for referral to an area nursing home. It stated the person who answered had requested a number for call back, pending research on the question.** Each 211 has a different relationship with Senior Services. Larry Olmstead suggested that each 211 work out better relationship with the local Triple A. Jim Lyle agreed that interface with the local level should improve the overall relationships.”

- **Motion to approve minutes, as amended, made by Tom Wade and seconded by Pam Cross. Motion passed.**

5. Call Center Reports were received as part of the meeting packet.

6. Jim Lyall presented an update on 2-1-1 Helpline (Tulsa).

The call center is live twenty-four hours a day. They are experiencing a large call volume and are working on lowering the number of dropped calls. They currently have five bi-lingual staff and are seeking funding for television spots on the Tulsa Hispanic station. They have participated in Tulsa area Heat Emergency Action Plan.

Jim made two recommendations:

- Call centers might designate a portion of marketing monies for generic marketing development.
- Development of a standardized follow-up/quality assurance form would provide a method for call center comparison consistency.

7. A report was received from Ashley Jones, Committee Chair, Appropriations/Allocations Committee.

The Committee, comprised of Toni Frioux, Deborah Price, Kelly Rhia, Ashley Jones and Tom Thomson received applications for 2007 HB 1243 funding from two agencies in the identified area, Western Plains Youth and Family Services in Woodward, covering Alfalfa, Beaver, Blaine, Cimarron, Custer, Dewey, Ellis, Harper, Major, Roger Mills, Texas, Woods and Woodward counties (total \$81,365); and, CDSA in Enid covering Garfield, Grant, Kay, Noble, Pawnee, Payne and a portion of Osage counties (total \$70,716). The Committee recommended funding.

A short discussion followed discussing the current strength and weakness of the call center applicants as they start toward going live April 1, 2008.

A motion to accept the funding recommendations was made by Toni Frioux and seconded by Steve Willoughby. Motion passed.

8. No report from the Resource and Development Committee.

9. Karen Sedberry reported from AIRSO, the Alliance of Information and Referral Systems.

She praised all the hard work that Edwina Reddick has been doing in preparation for hosting the national AIRSO conference.

The state AIRSO (Alliance of Information & Referral Systems Oklahoma) Fall Conference will be held Thursday, October 25, and Friday, October 26, in Oklahoma City at Belle Isle Library. The CIRS Test will be given on Friday, with a review on Thursday. Application deadline for this testing no later than September 25. An application can be downloaded by visiting www.airs.org.

The agenda includes Disaster Planning, FISH training, Compassion Fatigue, Psychological First Aid, Crisis Call Management, AIRS Accreditation. AIRSO is offering two scholarships in memory of Merrelyn Damron, Oklahoma City, and in honor of David Bernstein, Tulsa.

If you have questions, call Edwina Reddick, 580-355-0218, or Karen Sedberry, 918-682-7891.

10. Mike Walsh presented an update from the Joint Oklahoma Information Network (JOIN).

He reported a huge bump in the number of JOIN site hits during the past month. The number of Resource Directory hits increased from 28,001 in June to 106,825 in July. The top ten keywords were: rent assistance, food pantry, housing low income, food, food bank, financial assistance, utilities, abuse/neglected child, disabled, free health care,

In his last conversation with SunCoast they stated that the due date for Iris IV is September 30, 2007.

Jim Lyle asked about the support levels for the call centers. Mike replied that it remains about the same. Jim asked if training issues were being identified; and, Mike responded that he is keeping track informally and does have some ideas.

11. Discussion and new business

The 2-1-1 Call Centers were meeting directly after the Collaborative.

The AIRSO meeting was being held after lunch.

12. Announcements

Mary Howell distributed the schedule for second round of community transportation planning meetings and announced that funding was being provided for this year's operation of United We Ride from the Department of Human Services, the Health Care Authority, the Department of Transportation; and, in kind contribution from the Department of Rehabilitation Services.

13. A motion was made by Steve Willoughby, seconded by Toni Frioux to adjourn the meeting. Motion passed. Meeting was adjourned at 11:15.

Respectfully submitted

Mary Howell,
2-1-1 Secretary