

Oklahoma 2-1-1 Advisory Collaborative
Meeting Minutes
February 22, 2006
DHS - Aging Services Division

Welcome:

The meeting was called to order at 10:03 am by Toni Frioux, Chair. Those in attendance introduced themselves.

Voting Members Present by Roll Call:

Tom Martin, Heartline Inc. with Proxy for Pam Cross
Toni Frioux, OK State Dept. of Health
Vicki Downing, Okla. State Dept. of Mental Health & Substance Abuse
Mary Howell, OK Dept. of Rehabilitative Services
Jim Lyall, 2-1-1 Tulsa Helpline
Madalyn McCollom, OASIS
Kelley Riha, Okla. City Metropolitan Library System
LaQuita Thornley, Okla. Assoc. of Community Action Agencies

Guests Present:

Latricia Bryant – Southeastern Oklahoma 211
Dana Trent - INCA
Carrie Wiggs – OKDHS 211 Coordinator

1. Approval of Minutes from November meeting: A copy of the January minutes had been sent with meeting notice and attached to meeting packets.

Motion made by Mary Howell to approve minutes. Second by Kelley Riha.
Motional carried by Roll Call Vote.

2. Revision of By-Laws: A copy of the By-Laws Revision was included in the packet. Jim Lyall expressed concern that changes to the make up of the Board of Directors, leaving Tulsa and OKC United Way off would erode the mission of the collaborative and narrow the stakeholder group. He requested that both OKC and Tulsa United Way remain on the Board. He also felt that the Red Cross had not in the past expressed interest in 211, in the Tulsa area and may not be an interested stakeholder. Carrie expressed that there had been interest at the national level. She also reminded everyone of the conflict of interest. Suggestion was made to consider increasing the number of United Way designees to more than one.

Tom Martin presented a concern by Pam Cross via an email regarding formation of an advisory board/committee. She said she would not vote for it unless it had a very clear function. It was felt that the Advisory Committee be

made up of directors, staff, funders of 211 Call Centers and others with primary function of making recommendations to the Collaborative.

Further recommended changes will be made to the By-Laws and will be presented to an attorney and sent to the Collaborative 10 days prior to the next meeting.

3. 211 Call Center Development Report: Carrie asked that each call center send written reports to her by the 15th of each month to be included with the agenda. Reports will include call stats (numbers, time, length), marketing activities and staffing. Jim Lyall recommended that a template be developed for this report so each call center was reporting the same thing.

There was additional recommendation to establish members of a Monitoring Committee to develop procedures for annual site visit and monitoring of call centers.

4. Expansion of 211 Service Areas: Toni started discussion of how Collaborative is going to handle instances when a designated 211 wishes to expand their service area. Issue is for existing call centers as well as for potential call centers. There was agreement that for existing call centers a policy and procedures should be developed. For non-designated centers, it was agreed that an amended Letter of Intent needed to be submitted.
5. Due to the late hour, motion was made by Kelley Riha and seconded by Tom Martin to table remaining agenda items. Motion carried by roll call vote.

Meeting was adjourned at 12:00

Respectfully submitted by

Madalyn McCollom
Secretary, Oklahoma 211 Advisory Collaborative

Approved _____