

## MINUTES

2-1-1 Wisconsin Board Meeting

March 15, 2007

3:00-4:00pm

### In Attendance

Deedra Atkinson (United Way of Dane County 2-1-1)  
Deb Blackstone (Northwoods 2-1-1)  
Rose Mary Boesen (Great Rivers 2-1-1)  
Emily Cusic (United Way of Wisconsin)  
Joanne Kelly (United Way 2-1-1 of Marathon Co.)  
Amy Kretz (Tri-City Area United Way/InfoLink Marinette) - telephone  
Kathy Martinson (United Way of Dane County 2-1-1)  
Lisa McLean (MHA, 2-1-1 Waukesha)  
Mary Mundt Reckase (Great Rivers 2-1-1)  
Steve Peterson (Wisconsin AIRS)  
Lisa Pentony (DHFS, Div Public Health)  
Susan Richards (United Way Fox Cities 2-1-1) - telephone  
Brian Rybarik (WSTA) - telephone  
Bob Waite (2-1-1@Impact)

### Staff:

Eric Ostermann

### Guests:

Diane Algood (Northwoods 2-1-1), Hiep Nguyen (United Way of Brown County), Elizabeth Schondelmaier (Safe Haven/2-1-1 Racine), Brian Wagner (DHFS)

1. The meeting was called to order at 10:35 am by Eric Ostermann. The agenda was revised to add ADRC and cell phone coverage updates.
2. The minutes from the January 23, 2007 meeting were approved.
3. Ostermann provided an executive director's report. First, Eric reported he had purchased office space, and was going to be hiring staff. The address and phone number for 2-1-1 Wisconsin will be distributed to board members as soon as finalized. Eric also provided a summary of his meetings with the call centers, and a summary of system activities and priorities. Priorities were distinguished as primary and secondary. In addition, Eric suggested strategic issues be identified that cross over all identified priorities – including funding and partnerships. Kelly/Pentony moved to approve the five priorities as presented for the workplan.
4. Committee Reports:
  - Ostermann reported that the database software RFP was sent to 9 vendors, with the RFP due back in early April. A period of 4 weeks will allow for review of the RFPs, development of a demo and testing of the demo on the part of the data managers' committee with a goal of making a recommendation at the May board meeting.
  - Taxonomy Subcommittee continues to meet to work through the customized taxonomy by section. Waite suggested that the Data Managers meet for a ½ day in early summer to review the work done by the subcommittees, share updates and best practices.
  - It was also suggested that other committees be encouraged to report back to the board meetings. There will be a standing agenda item for committee reports on future agendas.
5. Cell phone service for 2-1-1 continues to be an interest among members, funders and the public. McLean shared that a partner in Waukesha was interested in contacting Cingular. Rybarik offered contact information for WSTA wireless providers. Ostermann was asked to contact CT, TX, GA, IN 2-1-1 statewide

coordinators to learn from their experiences how to deal with the tariffs associated with programming switches and report back in April.

6. Douglas County has requested their service be provided by Duluth 2-1-1. They are currently served by Wisconsin Rapids. Michelle has been in contact with both Duluth and Douglas County, and all have been discussing options for 211 service to Douglas County. Douglas County will be submitting a letter to make a formal request to change their service to Duluth 211.
7. Milwaukee, Waukesha, Dane and Great Rivers 2-1-1s shared their preparedness work. It was strongly suggested that anyone that has not yet been in touch with their local health department and emergency management do so to begin preparedness discussions. One way that local 2-1-1 Call Centers can learn about response work and how its structured is to fulfill online NIMS training (on FEMA website). 2-1-1 has a unique ability to provide I&R for special needs populations in the event of an emergency.
8. Rybarik agreed to review and comment on the application and application review procedures and present at the next meeting.
9. Kelly volunteered to serve on a nomination committee with Ostermann to identify nominees for officer elections at the next meeting.
10. It was agreed Ostermann would arrange a follow-up business call to discuss potential collaborations between ADRCs and 2-1-1 Call Centers and request clarification on the state inclusion/exclusion policy/
11. Wagner congratulated Pentony on her new position as Pandemic Preparedness Program Manager in the Bureau of Communicable Diseases and Preparedness. The board thanked Pentony for her dedicated service to 2-1-1 in Wisconsin and its hope for a continued partnership in the future. Wagner and Pentony were hopeful that the new DHFS representative would be selected in time for the next board meeting.
12. In order to verify and update coverage areas in the individual Provider Agreements, Ostermann will distribute a list of the counties served by call center. All centers are asked to review and return by the April meeting. The information could be used to develop a an addendum to the existing Provider Agreements. The board will then asked to approve the coverage plan at the next meeting.
13. Mundt Reckase reported Ostermann is in the process of transitioning the accounting from Impact's books into Quickbooks. This transition will allow Mundt Reckase, beginning at our next meeting, to give complete financial reports at each meeting. It was also recommended that Ostermann compile potential "other expenses" for the current year (as well as 2008) so that a per Call Center fee could be assigned to cover these costs. Pentony will investigate whether there are surplus funds to cover Ostermann's these expenses and report back to Ostermann. If so, these funds could help cover Ostermann's mileage and travel expenses. Reckase also suggested that 2-1-1 budget for Ostermann to attend the 2007 AIRS conference. Board members agreed this would be a good opportunity for Ostermann.
14. Nguyen reported on Brown County United Way's 2-1-1 progress. BCUW has a new president, Gregg Hetue. They have hired a trilingual call specialist and plan to hire another in the near future; they are in the middle of negotiating for after hours service; have installed adequate additional phone lines, received grants to cover phone and computer equipment; finalized their MOU with 911; put in place their office workstations and have planned their rollout for June 6<sup>th</sup>. Nguyen also announced that he would be leaving his position on March 23 and expressed his appreciation to the board.
15. The next meeting is scheduled for Thursday, April 19.
16. The meeting was adjourned at 1:50 PM.

Respectfully Submitted by:  
Emily Cusic, Secretary  
March 2, 2007