

## MINUTES

2-1-1 Wisconsin Board Meeting

January 23, 2007

3:00-4:00pm

### In Attendance

Deb Blackstone (Northwoods 2-1-1)  
Rose Mary Boesen (Great Rivers 2-1-1)  
Emily Cusic (United Way of Wisconsin)  
Michael Davis (2-1-1@Impact)  
Michelle Hartness (United Way's First Call 2-1-1)  
Jim Huycke (Safe Haven)  
Joanne Kelly (United Way 2-1-1 of Marathon Co.)  
Amy Kretz (Tri-City Area United Way/InfoLink Marinette)  
Kathy Martinson (United Way of Dane County 2-1-1)  
Lisa McLean (MHA, 2-1-1 Waukesha)  
Lisa Pentony (DHFS, Div Public Health)  
Susan Richards (United Way Fox Cities 2-1-1)  
Brian Rybarik (WSTA)  
Bob Waite (2-1-1@Impact)

### Staff:

Eric Ostermann

### Guests:

Lisa Clark (United Way of Brown County), Hiep Nguyen (United Way of Brown County).

1. The meeting was called to order at 3:00pm by Eric Ostermann. The January agenda had been modified to provide time to discuss and act on the single pending action item from the previous meeting – approval of the United Way of Brown County's application to serve as a 211 call center.
2. Kretz/Waite moved to hold Brown County's application for 1 year to provide time for the call center to develop and demonstrate their capability to operate as a 211 center for Brown County before being approved as a 211 call center. It was clarified that Brown County would continue to provide a 7 and 10-digit number to provide service within Brown County during this time.

A question was raised what conflict of interest members may have in making a motion, or voting on a motion. It was suggested there would be a conflict of interest if members were asked to vote on their own application.

Members with questions related to the background of the application were referred back to the original call center application previously submitted.

Members discussed the merits of the application, and the standards and criteria previously used to evaluate other applications. Hiep provided a brief summary of the call center's current capability and plans to develop should their application be approved.

The motion failed on a roll-call vote of 9-4-1.

Rybarik/Huycke moved to approve United Way of Brown County's application as a 211 call center to serve Brown County pending their signing the provider agreement, to begin receiving calls dialed to 211 in Brown

County no later than 3 months from the date of the board's approval, and for their call center to be evaluated 6 months after their operations for the board to confirm or rescind their 211 status. Motion carried 9-4-1.

It was agreed following the motion, that the board is to clarify the criteria that will be used to evaluate Brown County's call center, and that same criteria would be used to evaluate other call centers within the system.

3. Davis/Kelley moved to adjourn. Motion carried. The meeting adjourned at 4:00 PM.

Respectfully Submitted by:  
Emily Cusic, Secretary  
March 5, 2007