

## 211 Regionalization Team Meeting

June 11, 2009

Attending: E. Burch, D. Groesbeck, V. Sayler, Commission Seel, Judge Sullivan, G. Petersen and Thompson

**Sarasota and Manatee:** Commissioner Seel reported that she has been in discussions with Sarasota and Manatee Counties about consolidating 211 services. Specifically, she is proposing that they maintain their own database, while 211 TBC provides call center services for them. She indicated that they have expressed interest in this proposal. Sarasota seems more willing than Manatee at this point. She is meeting with their Board on June 15<sup>th</sup>.

**Pasco:** Commissioner Seel indicated that she has had conversations with Anne Hildebrand regarding Pasco County. Pasco County staff has recommended cutting funds to 211 services in that county (\$150,000) that could mean they would have no money to pay 211 TBC for providing the services. The County's budget meeting is this Friday. Diana Baker expressed willingness to go to Pasco with Commissioner Seel, but felt this would not be particularly advantageous in the discussions.

Commissioner Seel cautioned that many of these 211's would need a web-based system to have this work efficiently. This is a feature that many of them do not currently have.

**Hillsborough:** Diana Baker informed Commissioner Seel that she does not believe there is willingness on the part of the 211 Crisis Center to work with 211 TBC because their 211 operations are so entwined with the programs that they operate.

**Other Partners:** Micki Thompson described a "super cube" that would enable 211 providers to roll overflow calls to other centers that have current ability to handle them. There are currently six counties that may be interested in this option (Pasco, Hillsborough, Manatee, Brevard, Volusia, and Flagler. Each entity would cost \$5,000 and UWTB may be willing to fund that one time cost. Grant Peterson raised a concern that all of the participating providers could be inundated with calls at the same time with nowhere for the calls to roll to be answered. Van Sayler suggested getting 211's in other time zones involved to help with that. Micki is considering San Diego and New Orleans as potential partners for that reason.

Micki indicated that she has an appointment to speak to Bob Henriquez at DCF about funding support. Judge Sullivan asked if DCF Case Managers might be able to roll their calls over to 211 for a fee and the idea was discussed.

**Other Issues:** Van Sayler also suggested that every agency funded by the County and JWB should be required by their contract to update their capacity to deliver services via e-mail to 211 on some regular basis (weekly, monthly, etc.) which Micki agreed would be very helpful. Micki suggested that, at a minimum, they should alert 211 when they are at capacity and no longer able to deliver a service.

**Federal Calling for 2-1-1 Act:** Micki will forward a document regarding testimony from the Hill.

**Next Steps:** The group reached consensus that another meeting prior to the July 17<sup>th</sup> Policy Board meeting would not be necessary and adjourned.

**SIGN IN**

**2-1-1 REGIONALIZATION TASK FORCE  
ATTENDANCE  
MEETING DATE: JUNE 11, 2009**

**SIGN IN**

NAME	TITLE	ORGANIZATION	ADDRESS	E-MAIL
Dennis Hoesbeck	Ex Dir.	HTSCC	575 Bldg.	
Edrie Buch	Com. Specialist	JWB		edbuch@jwbprillias.org
Van Sayre	JWB Bd member	JWB		<del>vsayre</del> on file
Irene Sullivan				
Karen Seal				
Gant Petersen		211 TRC		
Micki Thompson	Exec. Director	211 TRC		