

AGENDA
2-1-1 Texas Advisory Council
Friday, September 5, 2014 – 10:30a.m.

- A. Call to Order & Declaration of a Quorum**
- B. Invocation and Pledges**
- C. Welcome Guests**
- D. Approval of Minutes:** Minutes for June 6, 2014 – **page 2**
- E. Program Manager's Report**
 - 1. DARS Presentation, Julie Penn-White
 - 2. Database Manager Report, Mary Browning-Alquist
 - a. Veteran's Resource Guide
 - b. Revised 2-1-1 public website

F. Consent

All items on Consent Agenda are considered to be routine by the Texoma Area Information Center and will be enacted with one motion. There will not be separate discussion of these items unless a member of the advisory council or a citizen so requests, in which event these items will be removed from the general order of business and considered in normal sequence.

None

G. Action

- 1. Proposed meeting dates for 2015
 - Friday, March 6, 2015
 - Friday, June 5, 2015
 - Friday, September 4, 2015
 - Friday, December 4, 2015
- 2. Nominating Committee for new officers to server 2015-2016

H. President's Report

- 1. Community Announcements
- 2. 2014 Council Meeting Dates

Friday, December 5, 2014

I. Adjourn

Persons with disabilities who plan to attend this meeting and who may need auxiliary aids or services are requested to contact Judy Fullylove at 903-813-3549 two (2) work days prior to the meeting so that appropriate arrangements can be made. The above Agenda is posted at www.tcog.com/211 as well as the Texoma Council of Governments offices in a place readily accessible to the public. The Agenda was also faxed to the County Clerks offices in Cooke, Fannin, and Grayson Counties, Texas on Friday, August 22, 2014.

Texoma Area Information Center
Advisory Council Minutes
Texoma Council of Governments, Eisenhower Room
Friday, June 6, 2014

Members present: Cheryl Brandon, Terry Matthews, Charles Holcomb, Julie Penn-White, Kathi Kirby, Shane Hill, Harold Wright, Joyce White, Kris Reeves, Shonkista Stephens, Nannette Pickney, Betty Schlesinger, Sherry Little. From 211, Judy Fullylove and Mary Browning-Alquist.

- A. The meeting was called to order by Chairman, Cheryl Brandon at 10:30 a.m.
- B. The pledges were said by members present and Brandon led the invocation.
- C. Brandon introduced guests. Nadine Creswell representing Angie Hare of Cooke County United Way.
- D. The minutes of the March 2013, meeting were presented and approved 13-0.
- E. PROGRAM MANAGER'S REPORT:
 - 1) Judy Fullylove introduced Kathi Kirby, Director of Volunteer Engagement, Abigail's Arms who detailed their programs and services to abused women and children. Julie Penn-White, DARS, will present at the September meeting.
 - 2) Mary Browning-Alquist gave a report on the Veterans Guide she is preparing detailing available services for vets. She also reported that organizations will receive email information on updating their program/services information on a rolling basis
 - 3) Judy Fullylove gave the Program Manager's Report with consisted of a review of YTD 2014 information.
 - a. 17,872 calls were handled, of which 7,823 were from Grayson, Cooke and Fannin Counties.
 - b. After assistance with Medicaid and food stamps, the top needs were in the areas of assistance with electricity, medicine and food.
 - c. Staff training included database training, TCOG trainings, and webinars.
 - d. Overall service level improved from 2013's 86.11% (minimum standard 80%) to the low 90's - May = 93.39% - and trending up.
 - e. Outreach included 73,000 distributed copies of Summertastic Youth Guide; Fannin County agency visits; cross training with TCOG, 211 and AAA; and increased utilization of Facebook and Twitter.
 - f. 211 is collaborating with AAA on the ADRC grant for Texoma; Texoma Piece of Mind with Texoma Health Foundation and TCOG, including the state initiative, "Speak Your Mind."
 - g. 211 contract extended 9/2014 to 8/30/2015.
 - 4) There were no items on the consent agenda.
 - 5) Action Item - Joyce White moved, Betty Schlesinger seconded and the council unanimously accepted membership of Shonkista Stephens representing the City of Sherman.
 - 6) President's Report - Brandon asked that members present share current activities for their agencies.
 - 7) There being no other business the meeting adjourned at 11:28 a.m.

Respectfully submitted,
Sherry Little, Secretary