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| LAN 67 Action Team Meeting  |
| Minutes | December 8, 2009 | 11:00 A.m. | Healthy Families, 2100 S. Marshall Blvd., Chicago, IL |
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| Meeting called by | N/A |
| Type of meeting | Action Team |
| Facilitator | John Robinson and Dianne Scruggs |
| Note taker | Reiko Suber |
| Timekeeper | N/A |
| Attendees |  |
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| Agenda topics |
|  | Resource pamphlet |  |
| Discussion | John Robinson noted that the last meeting of the LAN 67 Action Team was spent discussing the development of a pamphlet, which will be used to inform the community about the helpline as well as the action team. Donna Moore reminded the group that the pamphlet would not just be provided to parents, but also to providers. Diane Scruggs stated that it would serve as a further refinement of the information included in the Statewide Resource Database. The discussion included possible formats of the pamphlet as well as specific wording.  |
| Action items | Person responsible | Deadline |
| Diane noted that she would work with Sarah to finalize the pamphlet and would then circulate a draft. Reiko informed Sarah that the Commission is available to help format this document, and would provide any other assistance needed in this regard. Diane noted that she would like to enlist the Commission’s assistance in getting the pamphlets printed.  | N/A | N/A |
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|  | helpline |  |
| Discussion | Diane pondered how to centralize the system so that when a helpline volunteer refers a caller to a specified agency, helpline administrators are able to follow up in order to ensure that the call was placed (similar to 1-100-DENTIST).Donna stated that it will be important for helpline staffers to know who qualifies for what services. Moreover, Donna noted that while it seems that all agencies offer the same services, this is not the case.Diane informed the group that many of the 1-800 numbers that the Action Team members had previously suggested had been taken. Members were then invited to share ideas for this number.  |
| Conclusions | At least preliminarily the helpline will only be staffed during business hours (the group suggested from 10:00 a.m.-2:00 p.m.). For this reason, planning must be made to ensure that callers are able to leave a message. Moreover, callers must be informed that their call will be returned within a certain period of time.  |
| Action items | Person responsible | Deadline |
| Donna stated that those staffing the helpline will need to know about the various resources available to callers. She suggested coming up with a guide of what the volunteers would need to know.  |  |  |
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|  | miscellaneous |  |
| Discussion | Priscilla suggested having t-shirts printed: The helpline number would be included on the front. Diane stated that this would be a great way to inform the community about this resource.  |
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| Conclusions |  |
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| Action items | Person responsible | Deadline |
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