

**South Hampton Roads Disability Services Board09**  
**Regional Building, Hampton Roads Planning District Commission Office**  
**(HRPDC), 723 Woodlake Drive, Chesapeake, Va. 23320**

Minutes 13 May 2011

George Harden, 211.va, guest speaker Planning Council  
Shirley Confino-Rehder  
Stephanie Potter  
Yousiff Kahlil  
Helen Brown  
Eugene Rosier  
Barbara Craig  
Shernia Bethea

Presenter George Harden, VP for Information and Referral Services, Planning Council. 211.Virginia, servicing South Eastern VA.

The 211.Virginia program is part of Health and Human Service, and the N11 number system of the Federal Communication Commission. It is funded by federal, state, and local grants. It is an easy to access response system for getting programs providing information and services. Hospitals and office buildings cannot dial into the 211 sites. An accredited program, it has trained certified responders to take calls. SE VA covers Accomack, Essex, Gloucester, Isle of Wight, James City, King & Queen, King William, Lancaster, Mathews, Middlesex, Northampton, Northumberland, Richmond, Southampton, Westmoreland, and York. The Norfolk communication center is located the Norfolk Commercial Center Park, has a staff of 11 people, including 8 responders, that work during the day. After 5, calls are received at various centers around Virginia. The 211 website was establish in 2006. To date, counters on the website shows that there are statewide 280,000 hits. Twenty-nine thousand (29,000) people are currently serviced in the SE VA. area. The budget for 211.virginia in SE Virginia is currently \$400,000.

Each city has a local disability database, and regional, statewide and country resources. Services and resources can be accessed throughout the entire country on the database, with access of sister agencies to help provide services and resources.

The program is based on a Automated Call Distribution (ACD) system – callers receive first available responders – enabling callers to receive access to trained responders that understand the needed services, offer at least three resources, access questions all over country and many networking providers.

Responders are giving 1-½ hours of training to learn how to conduct simple and complex inquiries. The more responders are able to learn from callers, the

easier to identify the needed service, identify the resources and follow up the cases. Follow-ups to collect data of clients and providers to record success or problems are recorded, when possible. Location and identification of clients are asked but are not required for service. All problems are dealt with if there are complaints. Programs for profit are not promoted.

The presenter, Mr. Harden, is available to attend our meetings to share information on the 211.Virginia database. The service needs resources to enhance their disability information sources. They require more feedback to add to their information for PWDs, including sources for contributions, outreach sites, no wrong programs, buddy systems, and assessments for services.

Our committee can increase the database by including information on accessible housing, assistive technology, confirming site compliance and assisting in training to work with disabled clients. If information is requested in Braille, the Bayside library is used for translation.

Additions to the website capacity is easily done. The State of Virginia produced the software making the database easy to update. Any new information can be entered through to website 211.virginia, reviewed, and then processed within 48 hours. There is no cost to add sources. VA would be responsible for making data base ADA compliant.

The commission discussed adding links for adding data base, including the Eastern Shore and Free Clinics, as well as working with other commissions and committees that focus on people with disabilities.

Other business:

- April minutes will be review at next meeting
- Identifying and create mission of SHRDSB
- Identify Who, What, Objectives of group
- Discuss name, adding other locations
- Research other locations of DSB in Virginia
- Write a report to our five cities members describing our 2010 performance and outlining our plans for 2011-2014.
- Meeting adjourned 3.50 pm