



One Voice for Volusia

Connecting Our Community

Start: 9:00 a.m.
End: 10:30 a.m.
Volunteers: 78
Volunteer Hours: 117

Coalition Meeting Minutes

October 14, 2009, 9:00 a.m. to 10:30 a.m., Volusia County Health Department

Name	Agency
Butler, Jeanna	American Lung Association
Hamilton, Lisa	Arrington-Marlowe LLC
Wilary, Loretta	Campaign for Working Families
Banks, Donna	Central Florida Community Development Corporation
Broxton, Tony	Children's Advocacy Center
Davenport, Christine	Children's Home Society
Schmellick, Nita	Community Foundation of East Central Florida
Beckwith, Jennifer	Community Legal Services of Mid-Florida
Tapp, Priscilla	Consumer Credit Counseling Services
Lewis, Lisa	Council on Aging of Volusia County
Burke, Heather	Daytona State College
LaRoche, Clay	Department of Children and Families
Kerr, David	Department of Juvenile Justice
Wolfson, Darlene	Domestic Abuse Council
Glaser, Lara	Early Learning Coalition of Flagler/Volusia
Mudge, Jennifer	Early Learning Coalition of Flagler/Volusia
Pascal, Glynnne	Early Learning Coalition of Flagler/Volusia
Louis, Diane	Easter Seals Society of Volusia/Flagler
Sinnott, Lynn	Easter Seals Society of Volusia/Flagler
Bledsoe, Maria	Evidence Based Associates
Troxler, Dave	First Christian Church
Preston, Gloria	Florida Health Care Plans
Arrowood, Suzan	Florida Powersports Safety Council
Trammell, Bonnie	Goodwill
Michaels, Barrie	Guardian Ad Litem
Dixon, David	Handicapped Adults of Volusia County
Case, Joyce	Health Planning Council of Northeast Florida
Philio, Cher	Healthy Communities
Larue, Ed	Larue House
Stricklin, Tommy	Learning RX
Decker, Bob	Mental Health Association of East Central Florida
Ryan, Deb	Mental Health Association of East Central Florida
Miller, Linda	Mid Florida Community Services Head Start
Chrapek, Karen	Neighbor to Family, Inc.
Clark, Susan	Neighborhood Center
Boanno, Mary	Outreach Community Care Network
Jennings, Loretta	Outreach Community Care Network
Schafer, Joann	PACE Center for Girls
Nikolla, Theodore	Palmer College of Chiropractic
Baer, Lex	Presbyterian Counseling Center
Kroll, Tammy	Presbyterian Counseling Center
Brown, Brenda	SaSo Training Solutions, Inc.
Moltane, Lois	SEDNet, Volusia County Schools
Foley, Theresa	Serenity House of Volusia
Robertson, Julie	Serenity House of Volusia
Sternor, Robert	Seventh Judicial Court
deMange, Paul	The deMange Agency

Gomez, Barbara	The House Next Door
Sally, Steve	The House Next Door
Krisciunas, Cherish	Tomoka Correctional Institute
Major E. Sistrunk	Tomoka Correctional Institute
Preston, Nealy	Tomoka Correctional Institute
Pollack, Barry	United Cerebral Palsy of East Central Florida
Rollier, Mark	United Cerebral Palsy of East Central Florida
Salazar, Ray	United Way of Volusia/Flagler Counties
Walsh, Maralee	University of Central Florida
Greeley, Darryl	University of Central Florida - Daytona Beach
Wolfson, Barbara	Very Special Arts Volusia
Knapp, Michael	Vince Carter Sanctuary
Timmis, Judy	Vocational Rehabilitation
Gregg, A.	Volusia County Department of Corrections
Hinson, Rakinya	Volusia County Health Department
Moran, Teresa	Volusia County Health Department
Sorensen, Bonnie	Volusia County Health Department
James, Pat	Volusia County Human Services
Ferranti, Wendy	Volusia County Schools
Tramont, Sharon	Volusia County Schools
Anderson, Susan	Volusia/Flagler Family YMCA
Giles, Jonathan	Volusia/Flagler Family YMCA
Johnson, B.	Volusia/Flagler Family YMCA
Kennedy, Lauren	Volusia/Flagler Family YMCA
Mitchell, Herman	Volusia/Flagler Family YMCA
Pugh, Vicki	Volusia/Flagler Family YMCA
Rogers, Teresa	Volusia/Flagler Family YMCA
Blanck, Heather	Votran
Willner, Robert	Westminster Retirement Communities of Florida
Tarus, Lynda	White Foundation
One Voice Staff:	
Schlageter, Deborah	Project Director
Kennedy, Lynn	Project Director
Gedney, Rosemarie	Administrative Coordinator

WELCOME/APPROVAL OF MINUTES

The meeting was called to order at 9:00 a.m. by Co-chair Pollack. He extended a welcome to all and roundtable introductions ensued. Consensus was reached to approve the September 9th meeting minutes.

COALITION BUSINESS

Ms. Schlageter shared the following reminders:

- The Health and Human Services Summit Vendor Registration is due by October 19th.
- The Efficiencies in the Workplace contest nominations are due October 23rd (nomination forms at the Network Zone table and on One Voice for Volusia website).
- Upcoming and 2010 meeting schedule in meeting packets with a reminder that the November meeting will be the 18th (third Wednesday of month due to Veteran's Day).
- Requested CDC Survey in meeting packet for attendees to complete and leave which addresses grant/funding opportunity/proposal.
- Revised "regular" meeting critique addresses the Community Agenda Snapshot Report.

Dr. Bonnie Sorensen, Director of the Volusia County Health Department, updated attendees on the Swine Flu prevention/education efforts (PowerPoint and handouts). Additional brochures/handouts were available at the Network Zone. Brief question/answers ensued.

TOPIC OF THE MONTH: Sensational Customer Service Presentation

Ms. Brown from SaSo Training Solutions, Inc. presented the group with a short introduction video and slide presentation with helpful tips for every industry to achieve sensational customer service.

CLOSING ANNOUNCEMENTS

Co-chair Rogers opened the floor to brief member announcements with a reminder to refer to the Network Zone for additional information from members on current events. She reminded the group to please complete your meeting critique form.

NEXT MEETING/ADJOURNMENT

There being no further business, the meeting was adjourned at 10:15 a.m. Networking continued until approximately 10:30 a.m. The next meeting will be held on Wednesday November 18, 2009 at 9:00 a.m. in Conference Room 516 C, Volusia County Health Department.

The results of the meeting critiques were:

- 33 responses
- 25 responded that the meeting was “productive”
- 3 responded that the meeting was “O.K.”
- 5 did not respond either way

The next meeting could be improved by:

- “Microphone issues”
- “How can we share services/partnerships/funding for non profits”
- “Correcting the “static” connected to the sound system”
- “Fix microphone issues”
- “More engaging speaker/SaSo”
- “Customer service presentation was weak”
- “N/A good meeting”
- “Video with sound”
- “Providing better food”

What I liked about the meeting was:

- “Flu information”
- “Continuing present practices, friendly atmosphere with a positive learning experience”
- “Clear to point. Don’t drag things out”
- “Timely info on Swine Flu! Enjoyed the topic on customer service”
- “Presentation on H1N1”
- “Timely and informative information”
- “Flow of meeting”
- “Good flow; good info on H1N1. Customer service ok- maybe a bit “basic” for this group”
- “Good information for customer service”
- “Good speakers – good info”
- “Great information”
- “Informative with up to date information”
- “Timely start & ending. Networking, H1N1 update”
- “H1N1 update. Customer service presentation very good”
- “Great topics, very professional presentation”
- “Customer services section”
- “Liked the slides in presentation”
- “H1N1 presentation”
- “Health update”
- “Good presentations and presenters – current, important topic”
- “Uplifting”
- “Customer service training”

Suggestions for “Topic of the Month”

- “Homeless children to school”
- “Letting the public learn about your service”
- “Seeking employment”
- “Brain awareness”
- “Addiction”

Other Comments:

- “These meetings are always helpful!”
- “Great info”
- “Good room temperature – comfortable entire meeting”
- “Need contact information for speaker Brenda Brown”
- “Love the broad scope of topics”
- “Great meeting”
- “Terrible presentation: clichés, unexplained terms (what's an internal customer?), unrelated references, use of pronouns without antecedents, meaningless video clips. One slide of useful alternatives”
- “Opportunity to comment on presentation on this form”
- “Dr. Sorensen is great! Timely topic, practical advice and knowledgeable presenter”