



PLANNING & OPERATIONS COMMITTEE MEETING

To improve the lives of people affected by behavioral health and developmental and/or intellectual challenges.

DATE: Tuesday, November 30, 2021
TIME: 5:30 PM
PLACE: 1430 Collier Street – Board Room, Austin, Texas 78704

AGENDA

- I. Citizens' Comments** (Presentations are limited to 3 minutes)
- II. Approval of Minutes from October 19, 2021 Planning & Operations Meeting** (pgs. 2-4)
- III. Recommendation to Approve, if Awarded, the Notice of Funding Offer for Fresh Start Program (Goal 2)** (Holyfield, pgs. 6-11)
- IV. Recommendation to Accept, if Awarded, the Crisis Call Diversion Program: Expanded Mobile Crisis Outreach Team at the 911 Call Center (Goal 2)** (Aguilar, pgs.11-15)
- V. Information Item: Analysis of Oppositional Defiant Disorder and Conduct Disorder Diagnoses at Integral Care (Goal 2)** (Whittington, Spencer, Martinez, pgs. 16-24)
- VI. Information Item: Authority Services Focus: Client Satisfaction and Concerns (Goal 3)** (Lynch, Moscal, pgs. 24-30)
- VII. Information Item: HHSC Contract Performance: FY21 Review and Ongoing Improvement Strategies (Goal 2)** (Hammond, Moscal, pgs. 31-36)
- VIII. Information Item: Call Center Plan of Improvement (Goal 2)** (Williams, pgs. 36-38)
- IX. New Business**
 - Identify Consent/Non-Consent Agenda Items
- X. Citizens' Comments** (Presentations are limited to 3 minutes)
- XI. Adjournment**

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