



PLANNING & OPERATIONS COMMITTEE MINUTES

DATE: Tuesday, November 30, 2021
TIME: 5:30 PM
PLACE: 1430 Collier Street – Via TEAMS
Austin, TX 78704

MEMBERS PRESENT: Dr. Guadalupe Zamora & Emmitt Hayes

MEMBERS ABSENT: Ed Calahan

OTHER BOARD MEMBERS PRESENT: None

Integral Care staff were present

Chair, Dr. Guadalupe Zamora called the meeting to order at 5:57 p.m.

CITIZENS' COMMENTS

None.

APPROVAL OF MINUTES

The minutes of the October 19, 2021 meeting stand approved as submitted.

RECOMMENDATION TO APPROVE, IF AWARDED, THE NOTICE OF FUNDING OFFER FOR FRESH START PROGRAM (GOAL 2) Ashley Jones provided the Committee with information on the grant which will be funded by the Housing and Urban Development for those diagnosed with a Behavioral Health condition or SUD. Emmitt Hayes called for a motion to recommend to the Board the approval of proposed recommendation. Dr. Guadalupe Zamora second. All in favor. Motion carried. *This item will be added to the consent agenda.*

RECOMMENDATION TO ACCEPT, IF AWARDED, THE CRISIS CALL DIVERSION PROGRAM: EXPANDED MOBILE CRISIS OUTREACH TEAM AT THE 911 CALL CENTER (GOAL 2) Marisa Aguilar provided the Committee with information on the grant which would provide additional funding, staffing & training for the Mobile Crisis Outreach Team. Emmitt Hayes called for a motion to recommend to the Board the approval of proposed recommendation. Dr. Guadalupe Zamora second. All in favor. Motion carried. This item will be added to the consent agenda.

INFORMATION ITEM: ANALYSIS OF OPPOSITIONAL DEFIANT DISORDER AND CONDUCT DISORDER DIAGNOSES AT INTEGRAL CARE (GOAL 2) Stacy Spencer and Keisha Martinez provided the Committee with information on the disparities of diagnoses between non-Hispanic whites vs. White American children. Discussion ensued.

INFORMATION ITEM: AUTHORITY SERVICES FOCUS: CLIENT SATISFACTION AND CONCERNS (GOAL 3) Louise Lynch provided the Committee with survey data.

INFORMATION ITEM: HHSC CONTRACT PERFORMANCE: FY21 REVIEW AND ONGOING IMPROVEMENT STRATEGIES (GOAL 2) Brooke Hammond provided the Committee with information on the Performance Overview, measures and Quality Improvement Planning.

INFORMATION ITEM: CALL CENTER PLAN OF IMPROVEMENT (GOAL 2) Dawn Handley provided the Committee with an update on Call Center data.

The items listed below were decided for Consent/Non-Consent Agenda:

Consent:

Recommendation to Approve, if Awarded, the Notice of Funding Offer for Fresh Start Program (Goal 2)

Recommendation to Accept, if Awarded, the Crisis Call Diversion Program: Expanded Mobile Crisis Outreach Team at the 911 Call Center (Goal 2)

Non-Consent:


None.

CITIZENS' COMMENTS

None.

ADJOURNED

The meeting adjourned at 7:00 p.m.



Dr. Guadalupe Zamora

March 22, 2022

Date



Kendra Drake, Recording Secretary