



**PLANNING & OPERATIONS COMMITTEE MEETING**

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

**DATE:** Tuesday, March 21, 2023  
**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 November 29, 2022 Planning & Operations Meeting** (pg. 5)
- III. Information Item: PNAC Quarterly Report (Goal 4)** (Overton, pgs. 5-7)
- IV. Information Item: HHSC MH & IDD Contract Performance, FY22 and FY23 YTD (Goal 3)**  
(Hammond, Buchanan, pgs. 8-13)
- V. Information Item: Authority Services Focus: Consumer Satisfaction and Concerns (Goal 3)** (Lynch, Lemelle, pgs. 13-21)
- VI. Information Item: National Standards for Culturally and Linguistically Appropriate Services (CLAS) FY23, 2<sup>nd</sup> Quarter (Goals 1-4)** (Lynch, pgs. 22-36)
- VII. Information Item: Staff Turnover Report (Goal 1)** (Guinn, pgs. 36-53)
- VIII. Information Item: Transition from Day Habilitation Services to Individualized Skills and Socialization (Goal 3)** (Ramos, Eisenberg, pgs. 53-59)
- IX. Information Item: Pilot Diversion Program Proposal** (Blyth, pgs. 59-62)
- X. Discussion Item: Chief Operations Officer Report (Goal 3)** (Handley, pgs. 63-58)
  - **Systems of Care Update**
- XI. New Business**
  - Identify Consent/Non-Consent Agenda Items
- XII. Citizens' Comments** (Presentations are limited to 3 minutes)
- XIII. Adjournment**

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