



PLANNING & OPERATIONS COMMITTEE MINUTES

DATE: Tuesday, March 21, 2023
TIME: 5:30 PM
PLACE: 1430 Collier Street
Austin, TX 78704

MEMBERS PRESENT: Dr. Guadalupe Zamora, Emmitt Hayes & Ed Calahan

MEMBERS ABSENT: None

OTHER BOARD MEMBERS PRESENT: Ann Kitchen

Integral Care staff were present

Vice Chair, Emmitt Hayes called the meeting to order at 5:30 p.m.

CITIZENS' COMMENTS

None.

APPROVAL OF MINUTES

The minutes of the November 29, 2022 meeting stand approved as submitted.

INFORMATION ITEM: THE PLANNING NETWORK ADVISORY COMMITTEE (PNAC) REPORT (GOAL 4) PNAC Member Marva Overton provided the committee with an update on the Planning Network Advisory Committee activities for the last quarter.

INFORMATION ITEM: HHSC MH & IDD CONTRACT PERFORMANCE, FY22 AND FY23 YTD (GOAL 3) Brooke Hammond and Marlene Buchanan provided the Committee with a Performance Overview on the HHSC MH & IDD Contract. Discussion ensued.

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

INFORMATION ITEM: NATIONAL STANDARDS FOR CULTURALLY AND LINGUISTICALLY APPROPRIATE SERVICES (CLAS) FY23, 2ND QUARTER (GOALS 1-4) Louise Lynch provided the Committee with background information regarding CLAS. Ms. Lynch touched on the Context of Trends in Health Care, Governance, Leadership and Workforce.

INFORMATION ITEM: STAFF TURNOVER REPORT (GOAL 1) Barbara Buie provided the Committee with updated data regarding staff turnover by category.

INFORMATION ITEM: TRANSITION FROM DAY HABILITATION SERVICES TO INDIVIDUALIZED SKILLS AND SOCIALIZATION (GOAL 3) Amber Jones and Andrea Ramos provided the Committee with an update on the new service called Individualized Skills and Socialization (ISS).

INFORMATION ITEM: PILOT DIVERSION PROGRAM PROPOSAL Sherry Blyth provided the Committee with information on the background as well as the proposal and next steps. Discussion ensued.

DISCUSSION ITEM: CHIEF OPERATIONS OFFICER REPORT (GOAL 3) Teresa Williams provided the Committee with Systems of Care Update.

NEW BUSINESS

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

Consent:

None

Non-Consent:

Information Item: Pilot Diversion Program Proposal (Blyth, pgs. 59-62)

Discussion Item: Chief Operations Officer Report (Goal 3) (Handley, pgs. 63-58)

- *Systems of Care Update*

CITIZENS' COMMENTS

None.

ADJOURNED

The meeting adjourned at 7:33 p.m.



Dr. Guadalupe Zamora

April 18, 2023

Date



Kendra Drake, Recording Secretary