NAME: PLANNING AND NETWORK ADVISORY COMMITTEE (PNAC)
MEETING DATE: FEBRUARY 9, 2023

MEETING LOCATION: VIRTUAL TEAMS MEETING
PREPARED BY: IRIS VANOVER, PNAC RECORDING SECRETARY

MEETING MINUTES

Item	Agenda Item	Discussion	Discussion Leader	Action
▪	**Call to Order**	Lori Wilson called the meeting to order at 12:00PM.	Lori Wilson, PNAC Chair	None
▪	**Review and approve minutes & announcements**	**MEETING MINUTES** Lori Wilson made a motion to approve the January 12, 2023 PNAC meeting minutes. Drew Glass seconded. All were in favor. The meeting minutes stand approved as written. **ANNOUNCEMENTS** None	Lori Wilson	None
▪	**Unfinished Business**	None	Lori Wilson	None
▪	ACTION ITEM: Recommendation to approve, if awarded, the Texas Veterans Commission Fund for Veterans' Assistance	Award Information • Funder: Texas Veteran's Commission • Division: System of Care • Total Funds per year: $261,129 • Match Requirement: N/A • Initial Contract: July 1, 2023-June 20, 2024. • Renewal Possible: Yes (1- 12 months' extension) • Location: Travis County	Ruth Ahearn, Practice Administrator	The recommendation will go before the Board of Trustees for approval.

Item	Agenda Item	Discussion	Discussion Leader	Action
		• Existing Staff: 4.2 FTEs • New Positions:0		
▪	ACTION ITEM: Recommendation to approve, if awarded, the FY23 Language Access Plan	The overview included the following: • Integral Care's Strategic and Equity Plan Alignment • Travis County Population that speaks languages other than English • Travis County Population with Hearing Difficulty • FY22 Accomplishments • Elements of the Language Access Plan FY23 Staff engaged in feedback. Discussion followed.	Teresa Williams, Director of Clinical Services, Jessica Pedrick, Special Projects Senior Manager & Louise Lynch, Provider Network and Management Officer	The recommendation will go before the Board of Trustees for approval.
▪	Authority Services Focus: Client Satisfaction and Concerns	Authority Services Focus: Client Satisfaction and Concerns Opportunities for FY2023: Provide Qualtrics Training for QM Team, One Data, MIS selected staff, and others on the new Engineering Qualtrics Platform Develop Power BI Dashboard for staff analysis of data. Concerted effort to increase client satisfaction surveys for more statistically significant data. Incorporate Satisfaction data into Quality Improvement Plans Continue to develop a better correlation of the data including demographic results from the Ombudsman's Office and Satisfaction Surveys. Conduct Focus groups around complaint areas from both Ombudsman and Satisfaction survey comments. Improve transparency; Ombudsman Share Point page	Melody Visser, Quality Experience Administrator & Ann Lemelle, Ombudsman	None
▪	CFS Performance Improvement Plan	HHSC MH Contract Measures - Monthly Progress July 2022: 1,368 (77% of target) August 2022: 1,405 (79% of target) September 2022: 1,463 (83% of target) October 2022: 1, 541 (87% of target)	Molly Dreckman, Program Manager	None

Item	Agenda Item	Discussion	Discussion Leader	Action
		November 2022: 1,559 (88% of target) **December 2022: 1,549 (87% of target)**		
▪	Adult Behavioral Health Plan of Improvement - Adult Service Target	ABH Performance Plan Revisions and Improvement Update as follows: July 2022 - 5,745 (81% of target) August 2022 - 5,867 (83% of target) Sept 2022 - 5,885 (83% of target) Oct 2022 -5,995 (84% of target) Nov 2022 -5,926 (84% of target) **Dec 2022 – 6,018 (85% of target)**	David West, Associate Director of Systems of Care	
▪	Board Recommendations & March 9, 2023 PNAC Agenda Items	The PNAC recommends to the Board approval, the following: • Texas Veterans Commission Fund for Veterans' Assistance • FY23 Language Access Plan March 9, 2023 PNAC Agenda Items: • Jail Services Program Update • Select PNAC Report Volunteer to the P&O Committee (March 21, 2023 at 5:30pm)	Lori Wilson	None
▪	**Citizens' Comments**	None	Lori Wilson	None
▪	**Adjourn**	Meeting adjourned at 1:31PM		