



CENTRAL HEALTH

Our Vision

Central Texas is a model healthy community.

Our Mission

By caring for those who need it most, Central Health improves the health of our community.

Our Values

Central Health will achieve excellence through:

Stewardship - We maintain public trust through fiscal discipline and open and transparent communication.

Innovation - We create solutions to improve healthcare access.

Respect - We honor our relationship with those we serve and those with whom we work.

Collaboration - We partner with others to improve the health of our community.

EASTERN CRESCENT SUBCOMMITTEE AND STRATEGIC PLANNING COMMITTEE MEETINGS

Wednesday, December 8, 2021 1:00 p.m.

Videoconference meeting¹

A quorum of the Committee and the presiding officer will be present at:

Central Health Administrative Offices
1111 E. Cesar Chavez St.
Austin, Texas 78702
Board Room

Members of the public may attend the meeting at the address above, or observe and participate in the meeting by using the Ring Central meeting link below (copy and paste into your web browser):

<https://meetings.ringcentral.com/j/1445157436?pwd=U1pRZTRzOHUzUzILZTRCL1laNIREUT09>

Password: 645362

Or to participate by telephone only:

Dial: (888) 501-0031

Meeting ID: 144 515 7436

Effective September 1, 2021, Governor Abbott has rescinded emergency waivers allowing Open Meetings to be conducted virtually. To reduce the possibility of infection as a result of attendance at in-person meetings, the Committee will meet via videoconference with a quorum present in person and allow public participation via videoconference and telephone as allowed under the Open Meetings Act. Although a quorum of the Committee will be physically present at the location posted in this meeting notice, we strongly encourage all members of the public to observe the meeting virtually and participate in public comment, if desired, through the virtual meeting link or telephone number listed on this meeting notice.

Members of the public who attend in person should conduct a self-assessment before coming to the building to ensure they do not have a high temperature or any symptoms of COVID-19. Anyone who is symptomatic and/or has a fever should contact their healthcare provider for further instructions. Symptomatic members of the public can still participate, if desired, through the virtual meeting link or telephone number listed on this meeting notice. Masks should be worn inside the Central Health offices and individuals should maintain proper social distancing from others. Resources related to COVID-19 can be found at the following link:

<https://www.centralhealth.net/covid-info/>.

A member of the public who wishes to make comments during the Public Communication portion of the meeting must properly register with Central Health **no later than 11:30 a.m. on December 8, 2021**. Registration can be completed in one of three ways:

- Complete the virtual sign-in form at <https://www.centralhealth.net/meeting-sign-up/>;
- Call 512-978-9190 and leave a voice message with your full name, your request to comment via telephone, videoconference, or in-person at the meeting; or
- Sign-in at the front desk on the day of the meeting, prior to the start of the meeting.

Individuals who register to speak on the website or by telephone will receive a confirmation email and/or phone call by staff with instructions on how to join the meeting and participate in public communication.

PUBLIC COMMUNICATION

Public Communication rules for Central Health Committee meetings include setting a fixed amount of time for a person to speak and limiting Committee responses to public inquiries, if any, to statements of specific factual information or existing policy.

SUBCOMMITTEE AGENDA²

1. Review and approve the minutes of the October 13, 2021 meeting of the Eastern Crescent Subcommittee. (*Action Item*)
2. Receive and discuss updates on Eastern Travis County Service Expansion.³ (*Informational Item*)
3. Confirm the next Eastern Crescent Subcommittee meeting date, time, and location. (*Informational Item*)

COMMITTEE AGENDA²

1. Review and approve the minutes of the November 10, 2021 meeting of the Strategic Planning Committee. (*Action Item*)
2. Receive an update from Guidehouse, Inc. on equity-focused systems planning work, including the initial draft of prioritization framework concepts and a briefing on Voice of the Community engagement activities. (*Informational Item*)

3. Receive a presentation on the results from the Central Health Enterprise 2021 Awareness and Messaging Survey. (*Informational Item*)
4. Confirm the next Strategic Planning Committee meeting date, time, and location. (*Informational Item*)

¹ Although emergency orders allowing for fully virtual meetings have expired, the Travis County area continues to have a high COVID-19 infection rate. This meeting may include one or more members of the Strategic Planning Committee participating by videoconference. It is the intent of the presiding officer to be physically present and preside over the meeting at Central Health Headquarters, 1111 Cesar Chavez, Austin, Texas 78702. This meeting location will be open to the public during the open portions of the meeting, and any member participating by videoconference shall be visible and audible to the public members in attendance whenever the member is speaking. **Members of the public are strongly encouraged to participate remotely through the toll-free videoconference link or telephone number provided.**

² Agenda item numbers are assigned for ease of reference only and do not necessarily reflect the order of their consideration by the Committee.

³ Possible closed session discussion under Texas Government Code §551.072 (Deliberation Regarding Real Property).

The Strategic Planning Committee may consider any matter posted on the agenda in a closed session if there are issues that require consideration in a closed session and the Committee announces that the item will be considered during a closed session.

A quorum of Central Health's Board of Managers may convene or participate via videoconference to discuss matters on the agenda. However, Board members who are not Committee members will not vote on any Committee agenda items, nor will any full Board action be taken.

Any individual with a disability who plans to attend or view this meeting and requires auxiliary aids or services should notify Central Health as far in advance of the meeting day as possible, but no less than two days in advance, so that appropriate arrangements can be made. Notice should be given to the Board Governance Manager by telephone at (512) 978-8049.

Cualquier persona con una discapacidad que planee asistir o ver esta reunión y requiera ayudas o servicios auxiliares debe notificar a Central Health con la mayor anticipación posible de la reunión, pero no menos de dos días de anticipación, para que se puedan hacer los arreglos apropiados. Se debe notificar al Gerente de Gobierno de la Junta por teléfono al (512) 978-8049.

Central Health Board of Managers Shared Commitments **Agreed adopted on June 30, 2021**

Whereas, the Board of Managers of Central Health has come together as a governing body to ensure the Vision of Central Health: Central Texas is a model health Community;

Whereas, the Board of Managers of Central Health bring this vision into reality by enacting the mission of caring for those who need it most and thereby improving the health of our community;

Whereas, the Board of Managers of Central Health achieves excellence toward this vision and mission through the stated values of Stewardship, Innovation, Respect, and Collaboration;

Whereas, the Board of Managers of Central Health further known as we in this document understand that systemic racism is the root of health inequities that emerge from a history of racism in Texas including Travis County that contributes to the social determinants of health that play a primary role in producing inequitable health outcomes;

Whereas, as an organization, Central Health is anti-racist and committed to a diverse and inclusive culture that seeks equity and social justice in the pursuit of its mission:

1. We Commit to informing all of our actions as Board Managers with the understanding that we are accountable to recognizing and to interrupting systems of oppression. This includes understanding the power structure in the United States, and Texas, and Travis County, that advantages certain community members and has historically disadvantaged other community members based on the color of their skin, race, ethnicity, language, and/or other characteristics. We further understand that to disrupt this power structure and the health inequities it produces, we must collaborate to collectively respond to the lived realities of all ethnicities, races, and identities disadvantaged within this system and all historically oppressed identities and communities disadvantaged within this system. We Commit to understanding that when disadvantaged communities compete against each other, we all lose in this system, and the only way forward is to work together for the benefit of all oppressed communities collectively.
2. We Commit to a model of Generative Leadership which requires us to understand and practice collaboration and accountability demonstrated by following our agreed upon meeting procedures and ensuring all members have the opportunity for comparable speaking time. We further Commit to intentionality prior to speaking including: considering: what is the goal of what I

want to share; is this the right time to share it; and is this in keeping with our collective goal for this particular moment within this particular meeting?

3. We Commit to Generative Conflict which includes engaging in disagreements and differences in perspective in a way that deepens relationships and trust by expanding knowledge and understanding of each other, including expecting our ideas to be expanded and enriched by learning and engaging with other Board Manager ideas, choosing curiosity over competition of ideas, and anchoring our conversations in our common purpose.
4. We Commit to practicing emotional intelligence as leaders which includes being aware of our own emotions and reactions and managing them, as well as being aware of our impact on others and managing this impact for the collective good when we are in our role as Board Managers.
5. We Commit to being aware of our own privileges and advantages in the sociopolitical and economic structure of the United States, Texas, and Travis County to use these for the benefit of interrupting inequities across historically disadvantaged identities.
6. We Commit to preventing the commission of microaggressions through the awareness of the history and oppression of diverse identities and communities. To this end, we Commit to strive to learn the historical context informing the lived realities of all historically oppressed identities and communities, and to use this to prevent use of language and commission of actions that can be harmful given these histories.
7. If we inadvertently commit a microaggression, we strive to immediately become aware on our own of the harm we have caused. If another Board Manager generously helps us become aware of a microaggression we have committed we welcome the support in our learning and growing process as a leader and immediately express appreciation for having made us aware, own the mistake we have made, acknowledge the impact of the harm we have caused, and engage repair through apology and the articulation of what we will do to avoid the repetition of such harm in the future.
8. If we observe one of our fellow Board Managers commit a microaggression, we Commit to calling them in by letting them know in a respectful and kind manner of the mistake that has been made.
9. We understand that many of us, as survivors of historically oppressed identities and communities, carry internalized narratives of oppression, and we can inadvertently express these oppressions against others in ways that cause harm and we Commit to the same process identified in 7 and 8 to engage repair and return to generative collaborative processes.
10. We understand that even without the history of oppression potentiating the weight of harm, expressions of prejudice and rudeness can also cause harm to our shared aims, and we Commit to the same process identified in 7 and 8 to engage repair and return to generative collaborative processes.

11. We Commit to using our Racial and Social Justice Framework (next page) for decision-making as we work together for the collective good of our communities as we eradicate health inequities and create a model healthy community.
12. We understand that we are entrusted with a vital responsibility for our communities and are accountable stewards for the time and resources available to our Board of Managers. We understand that these commitments are entered into to ensure responsible stewardship of this time and resources through generative collaborative processes to reach our vision and mission and we agree that if we do not follow any one of these commitments we welcome our Board Manager colleagues to bring this to our attention through the agreed upon process reflected here and when this occurs, we commit to immediately acknowledging the mistake and engaging in a repair and correction process as indicated in these commitments so that our work to dismantle systemic racism and resulting barriers and achieve health equity can move forward.

Be it adopted that the above agreements will be honored and acted upon by each Board Manager as of 6/30/2021 and henceforth forward as indicated by signature below.

Board Manager Signature

Date

Board Manager Printed Name

Calling In and Repairing Harm

Calling In after Harm in Groups with Shared Values and Aims Stance

Hey, this thing you said/did hurt some folks or could hurt some folks.

A) Here's why that can be hurtful or,

B) Please do some research to learn the history of why that's hurtful.

Implied message: I know you are good and are on this journey with us and we are all going to make mistakes as we unlearn things.

Calling In after Harm in Groups with Shared Values and Aims Sample Language

- I know it wasn't your intention, but what you just said minimizes the horror of _____ e.g. the history of racism, enslavement, the holocaust, etc.
- I know it wasn't your intention but what you just said has the impact of implying that _____ are not competent or as intelligent as others.
- What you just said suggests that _____ people don't belong.
- That phrase has been identified as being disrespectful and painful to _____ people and it's important that we not use it.
- Oh, I have also used that term, but I have now learned that when we use it we are leaving out people who _____ or we are implying that _____ and the word people are learning to use now is _____.
- The term used now by people living with that identity is _____.

Repairing Harm after Microaggressions, Mistakes, and expressions of Prejudice

- Own / Name it
- Recognize the Impact
- Apologize (Do not share context or explanations)
- Make any amends that are possible
- State what you are going to do to learn and do better in the future.

Sample Language: Thank you so much for letting me know. You are right, I used this term or said that phrase and realize that it has the impact of minimizing the experience of _____ or implying that _____. I am deeply sorry and will practice learning the correct language and will research and learn more about this to ensure that I do not make this mistake and cause this harm in the future.

RACIAL and SOCIAL JUSTICE FRAMEWORK

Values and Anti-Racism/Anti-Oppression

- Is this consistent with our values?
- Are we taking steps so we cannot predict outcomes by race and other systemically disadvantaged characteristics?

Intentional and Accountable Storytelling

- What data are we using and has it been disaggregated by race? What is the source of the data? Who is it making visible and invisible? Whose experience is being centralized and whose is being marginalized in the data? Does the way we are using the data reflect the complexity of the issues and reflect the issues accurately?
- What are the stories and narratives we are telling? What is the purpose? Who is interpreting the meaning? Who's it meant for? Who's impacted and how?
- Are we refusing to be ahistorical? Are we fully considering history and the impacts of the historical context?

Power Analysis

- What are the power dynamics in this situation? What are the intersecting spheres of oppression at work in this situation?
- What are the cultural norms of white supremacy at work in this situation?
- Who would benefit and who would be harmed by this action/decision?
- Does this interrupt/disrupt or collude with/reinforce oppressive systems/power structures?
- If this is attempting a solution, where are we locating the problem?
- Does the solution/strategy we are proposing change the system or the individual?
- Who are we asking to change and why?

Relationships

- Who is in the room and who isn't and why? Who is sharing and who is not and why?
- Whose perspective is represented/who is left out? And who is doing the representing? Who do we believe, who do we find credible? Why? Why not?
- Whose experience is being centralized and whose experience is being marginalized? Who is gazing and who is being gazed upon?
- Are we boldly leading toward our racial justice aim by building a broad coalition of support?
- Are we operating from a similar/shared understanding of anti-racism work? Do we have a shared anti-racist understanding of where the problem is located and a shared anti-racist theory of change to generate a solution? Have we agreed upon a shared goal?



CENTRAL HEALTH

CENTRAL HEALTH BOARD OF MANAGERS
EASTERN CRESCENT SUBCOMMITTEE

December 8, 2021

AGENDA ITEM 1

Review and approve the minutes of the October 13, 2021 meeting of the Eastern Crescent Subcommittee. (*Action Item*)

MINUTES OF MEETING – OCTOBER 13, 2021
CENTRAL HEALTH
EASTERN CRESCENT SUBCOMMITTEE

On Wednesday, October 13, 2021, a meeting of the Central Health Eastern Crescent Subcommittee convened in open session at 1:06 p.m. remotely by toll-free videoconference and in person at Central Health Administrative Offices. Clerk for the meeting was Briana Yanes.

Subcommittee members present at Central Health Administrative Offices: Chair Jones, Manager Greenberg (sitting in place of Manager Valadez, as allowed by Bylaws Section 7.5), and Manager Bell.

Board members present via audio and video: Manager Brinson and Manager Motwani

Absent: Manager Valadez

PUBLIC COMMUNICATION

Clerk's Notes: Public Communication began at 1:06 p.m. Yesenia Ramos introduced four speakers for Public Communication.

Members of the Board heard from: Larry Wallace, Michael Lofton, William Kuykendall, and Ted Burton

SUBCOMMITTEE AGENDA

1. **Review and approve the minutes of the August 4, 2021 meeting of the Eastern Crescent Subcommittee.**

Clerk's Notes: Discussion on this item began at 1:25 p.m.

Manager Greenberg moved that the Subcommittee approve the minutes of the August 4, 2021 meeting of the Eastern Crescent Subcommittee.

Manager Jones seconded the motion.

Chairperson Jones	For
Manager Greenberg	For

2. **Receive and discuss updates on Eastern Travis County Service Expansion.**

Clerk's Notes: Discussion on this item began at 1:26 p.m. Ms. Stephanie Lee McDonald, VP Enterprise Alignment & Coordination, presented an update on Eastern Travis County Health Care Delivery Service Expansion projects. She gave an update on the construction and development of the Del Valle and Hornsby Bend Health and Wellness Centers. She noted that as Fiscal Year 2021 closed, everything was in a strong position. Staff had construction documents for both projects and active solicitations for general contractors for both projects as well. As the new Fiscal Year begins, the competitive seal proposal process has been closed and great candidates for general contractors for both projects have been identified. An interdisciplinary evaluation team has narrowed down who is in the consideration for both projects. The Board's action at the September 9, 2021 Board of Managers meeting will allow staff to negotiate a contract with the potential contractors. Staff hopes to make an award for the Hornsby bend project by the end of October.

Ms. McDonald then discussed an update on the Colony Park Health and Wellness Center. She mentioned that Austin City Council took action in early September that will allow City staff to negotiate

and execute a purchase sale agreement for the property in the Colony Park master development area. It will also allow (a) Central Health to participate in an infrastructure agreement to contribute funds and (b) the City to work with Catellus, the contractor who has the exclusive development agreement with the City of Austin, to do the infrastructure work. There is then a separate agreement, which allows staff to look at partnership opportunities for the Colony Park Health and Wellness Center, including a City library and Austin Public Health services. She stated that staff is very close to the purchase sale agreement and could have something signed in the next week or two, and then work on the other portions will begin.

3. Confirm the next Eastern Crescent Subcommittee meeting date, time, and location.

Manager Greenberg moved that the Committee adjourn.

Manager Brinson seconded the motion.

Chairperson Jones	For
Manager Greenberg	For

The meeting was adjourned at 1:37 p.m.

Shannon Jones, Chairperson
Central Health Eastern Crescent Subcommittee

ATTESTED TO BY:

Cynthia Valadez, Secretary
Central Health Board of Managers



**CENTRAL
HEALTH**

**CENTRAL HEALTH BOARD OF MANAGERS
EASTERN CRESCENT SUBCOMMITTEE**

December 8, 2021

AGENDA ITEM 2

Receive and discuss updates on Eastern Travis County Service Expansion.³ (*Informational Item*)



AGENDA ITEM SUBMISSION FORM

This form is to provide a general overview of the agenda item in advance of posting for the Board meeting. Proposed motion language is a recommendation only and not final until the meeting and may be changed by the Board Manager making the motion. All information in this form is subject to the Public Information Act.

Agenda Item Meeting Date December 8, 2021 Eastern Crescent Subcommittee

Who will present the agenda item? (Name, Title) Stephanie Lee McDonald, VP Enterprise Alignment & Coordination

General Item Description Update on Eastern Travis County Health Care Delivery Service Expansion Projects

Is this an informational or action item? Informational

Fiscal Impact Current Strategic Priority in FY 2022 Budget

Recommended Motion (if needed – action item) NA

Key takeaways about agenda item, and/or feedback sought from the Board of Managers:

- 1) Status updates for Hornsby Bend and Del Valle Health and Wellness Centers
- 2) Update on agreements with City of Austin for 2.28 acres in Colony Park Master Planned Area
- 3) _____

What backup will be provided, or will this be a verbal update? (Backup is due one week before the meeting.) Verbal

Estimated time needed for presentation & questions? 10 minutes

Is closed session recommended? (Consult with attorneys.) Not for staff presentation. BOM questions may require closed session due to real estate matters.

Form Prepared By/Date Submitted: Stephanie Lee McDonald 12/2/2021



CENTRAL HEALTH

CENTRAL HEALTH BOARD OF MANAGERS
EASTERN CRESCENT SUBCOMMITTEE

December 8, 2021

AGENDA ITEM 3

Confirm the next Eastern Crescent Subcommittee meeting date, time, and location. (*Informational Item*)



CENTRAL HEALTH

CENTRAL HEALTH BOARD OF MANAGERS
STRATEGIC PLANNING COMMITTEE

December 8, 2021

AGENDA ITEM 1

Review and approve the minutes of the November 10, 2021 meeting of the Strategic Planning Committee. (*Action Item*)

MINUTES OF MEETING – NOVEMBER 10, 2021
CENTRAL HEALTH
STRATEGIC PLANNING COMMITTEE

On Wednesday, November 10, 2021, a meeting of the Central Health Strategic Planning Committee convened in open session at 1:02 p.m. remotely by toll-free videoconference and in person at Central Health Administrative Offices. Clerk for the meeting was Briana Yanes.

Committee members present at Central Health Administrative Offices: Chair Bell, Manager Jones, and Manager Brinson

Committee members present via video and audio: Manager Valadez and Manager Motwani

Board members present via audio and video: Manager Greenberg

PUBLIC COMMUNICATION

Clerk's Notes: Public Communication began at 1:03 p.m. Yesenia Ramos announced that no speakers signed up for Public Communication.

COMMITTEE AGENDA

1. **Review and approve the minutes of the October 13, 2021 meeting of the Strategic Planning Committee.**

Clerk's Notes: Discussion on this item began at 1:03 p.m.

Manager Valadez moved that the Committee approve the minutes of the October 13, 2021 meeting of the Strategic Planning Committee.

Manager Brinson seconded the motion.

Chairperson Bell	For
Manager Brinson	For
Manager Jones	For
Manager Motwani	For
Manager Valadez	For

2. **Receive an update from Guidehouse, Inc. on equity-focused systems planning work, including the community needs assessment framework and results of the Voice of the Community focus groups.**

Clerk's Notes: Discussion on this item began at 1:04 p.m. The Guidehouse team gave an update on progress and achievements since the October 13, 2021 presentation to the Strategic Planning Committee. They then discussed the Travis County safety net needs assessment framework. Next, they gave a community engagement update, which included an overview of all October activities. They went over recurring themes that were heard in the Voice of the Community focus groups, which included transportation, patient services, resources, costs, and language/cultural barriers. Lastly, they answered questions and discussed next steps.

3. **Receive an update on the Annual Patient Satisfaction Survey.**

Clerk's Notes: Discussion on this item began at 1:53 p.m. Ms. Sally Gustafson, Quality Measures Analyst, presented the survey results for the fourth annual Quality of Life and Patient Experience Survey

for 2018-2020 conducted by Central Health. She briefly shared some background on the survey, which is designed to better understand the differences in Medical Access Program (MAP) patients' quality of life and experience of care. She then shared the types of patients sampled for the survey and went over results.

4. Receive an update on the Central Health Community Healthcare Initiatives Fund (CHIF).

Clerk's Notes: Discussion on this item began at 2:26 p.m. Chair Bell announced that there would be no presentation for this item, but staff would be available for questions. Mr. Mike Geeslin, President & CEO, briefly noted that there is currently a Request for Information (RFI) that has been posted and closes the week of November 15. An RFI is a tool to gather information for new initiatives. Lastly, he noted that the information being collected by this RFI will be brought back to the Board to discuss at a later date.

5. Discuss the Men of Color Clinic concept and working model.

Clerk's Notes: Discussion on this item began at 2:28 p.m. Mr. Mike Geeslin, President & CEO, and Ms. Trelisha Brown, Travis County Attorney's Office, gave an update on the Men of Color Clinic and discussed some legal questions that will come back to the Board in more depth and detail at a later date. Mr. Geeslin noted that a staff team has met with a provider representative to conduct due diligence with respect to becoming a provider for the Medical Access Program. Second, he noted that staff is pulling together nondisclosure agreements that can be signed by the individuals who are leading this effort so that staff can sit down and have conversations about which organizations would be involved and what ownership would look like. Once the NDAs are in place, conversations can continue. Lastly, Ms. Brown briefly went over some things that the Board should be considering when thinking about the services offered by the Men of Color Clinic.

6. Confirm the next Strategic Planning Committee meeting date, time, and location.

Manager Brinson moved that the Committee adjourn.

Manager Valadez seconded the motion.

Chairperson Bell	For
Manager Brinson	For
Manager Jones	For
Manager Motwani	For
Manager Valadez	For

The meeting was adjourned at 2:44 p.m.

Charles Bell, Chairperson
Central Health Strategic Planning Committee

ATTESTED TO BY:

Cynthia Valadez, Secretary
Central Health Board of Managers



CENTRAL HEALTH

CENTRAL HEALTH BOARD OF MANAGERS
STRATEGIC PLANNING COMMITTEE

December 8, 2021

AGENDA ITEM 2

Receive an update from Guidehouse, Inc. on equity-focused systems planning work, including the initial draft of prioritization framework concepts and a briefing on Voice of the Community engagement activities. (*Informational Item*)



AGENDA ITEM SUBMISSION FORM

This form is to provide a general overview of the agenda item in advance of posting for the Board meeting. Proposed motion language is a recommendation only and not final until the meeting and may be changed by the Board Manager making the motion. All information in this form is subject to the Public Information Act.

Agenda Item Meeting Date December 8, 2021

Who will present the agenda item? (Name, Title) Monica Crowley, Guidehouse team including Dr. Abhi Sharma MD, Danielle Sreenivasan and Wil Murphy

General Item Description Receive an update on equity focused systems planning including initial draft of prioritization framework concepts

Is this an informational or action item? Informational

Fiscal Impact N/A

Recommended Motion (if needed – action item) _____

Key takeaways about agenda item, and/or feedback sought from the Board of Managers:

- 1) The Guidehouse team will update the board on progress and achievements since last month’s presentation.
- 2) Guidehouse will present an initial draft of the prioritization framework concepts.
- 3) The Voice of the Community engagement has continued and is ongoing. Guidehouse will update the board on engagement activities since November and next steps.

What backup will be provided, or will this be a verbal update? (Backup is due one week before the meeting.) Presentation will be provided

Estimated time needed for presentation & questions? 60 minutes for presentation, discussion and questions

Is closed session recommended? (Consult with attorneys.) No

Form Prepared By/Date Submitted: Monica Crowley, December 1, 2021



Strategic Systems of Care Planning

Board Update: Strategic Planning
Committee - **DRAFT**



CENTRAL HEALTH

December 8, 2021



Today's Agenda

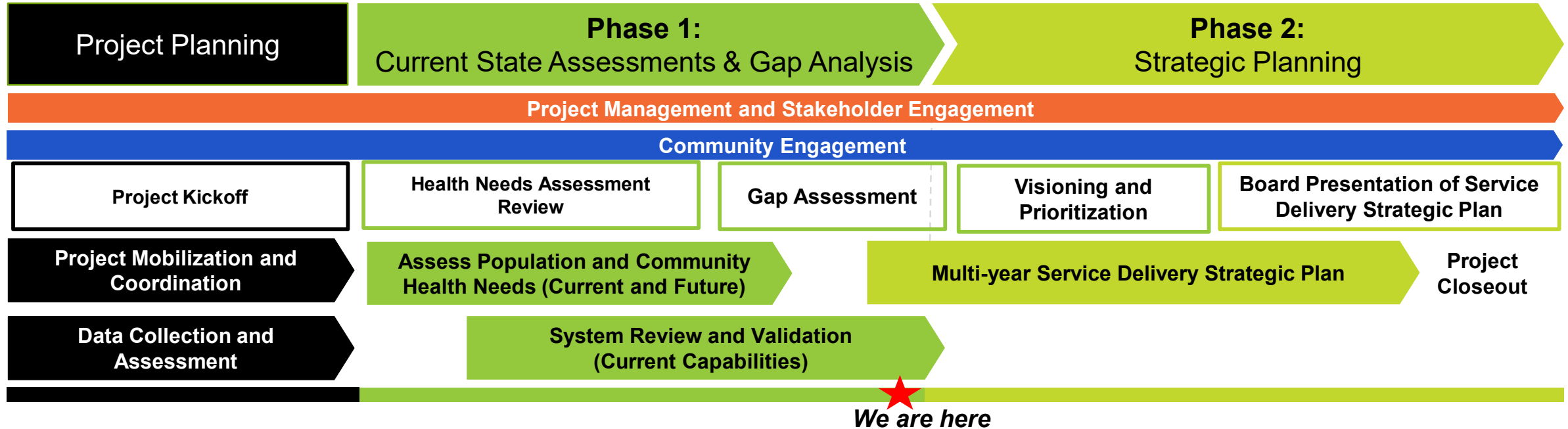
01 | Progress and Achievements Since Our November 10th Presentation

02 | Travis County Safety Net Prioritization Framework

03 | Voice of the Community Update

04 | Questions and Next Steps

Progress and Achievements Since November 10th



We are here

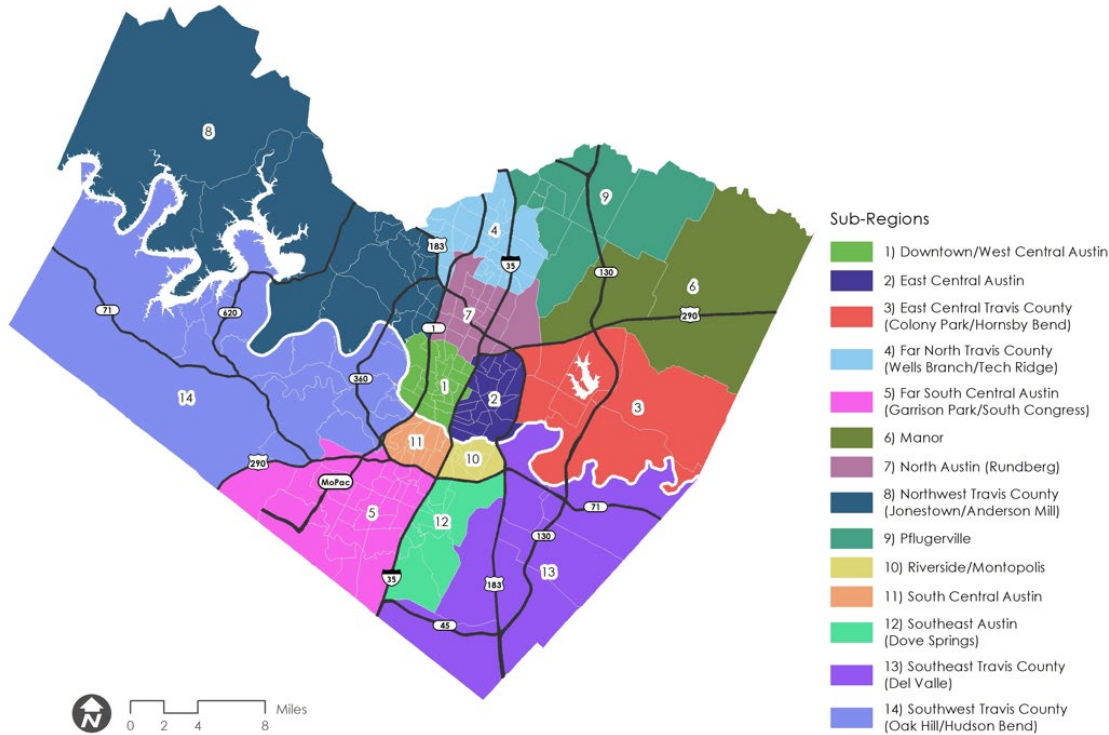
Since the Board of Managers Meeting on November 10th, Guidehouse and Central Health Leadership have accomplished the following:

1. Weekly meetings with leadership team to coordinate on high priority items needed for project mobilization
2. Developed strategic needs assessment and identified needs across the District’s planning and assessment regions
3. Formal community needs assessment draft report completed; delivered to Central Health leadership team on 12/8
4. Facilitated a visioning session with Central Health leadership
5. Conducted additional Voice of the Community discussions through 1:1 clinical interviews and focus groups
6. Facilitated additional community convening events (in-person and virtual discussions) on healthcare. Final Voice of the Community report will be submitted in early January immediately following completion of meetings

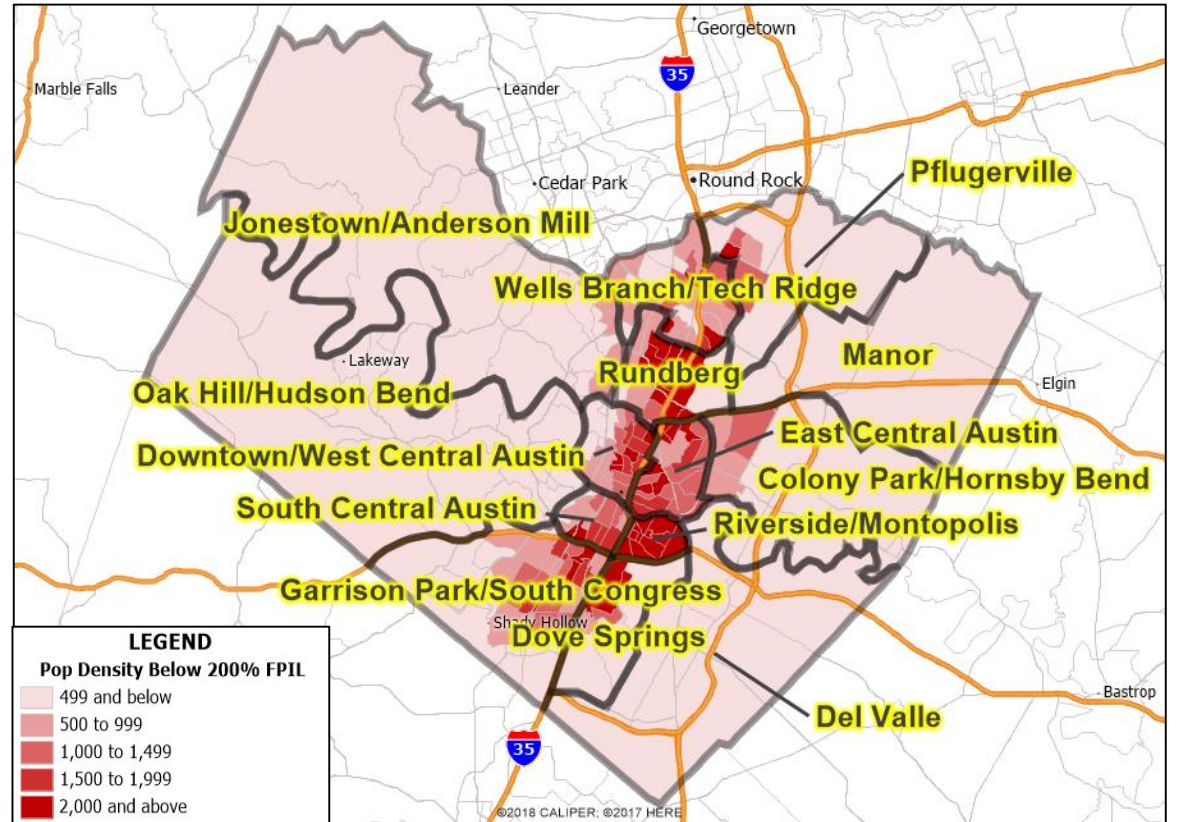
Travis County Safety Net Prioritization Framework

14 Planning And Assessment Regions Have Been Identified To Inform The Engagement Approach And Analytic Frameworks

Planning and Assessment Regions

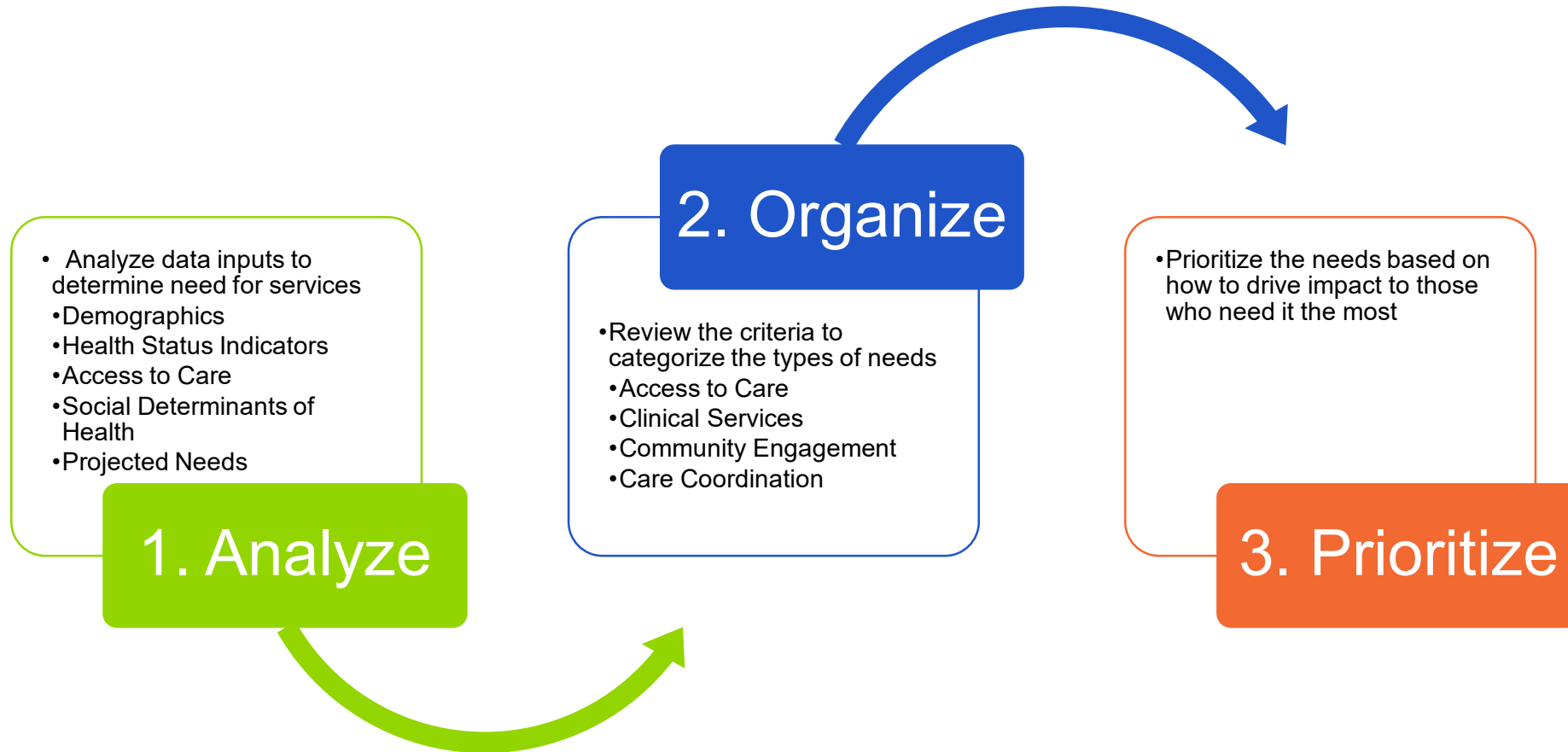


Pop. Density of Individuals >200% FPL by Census Tract

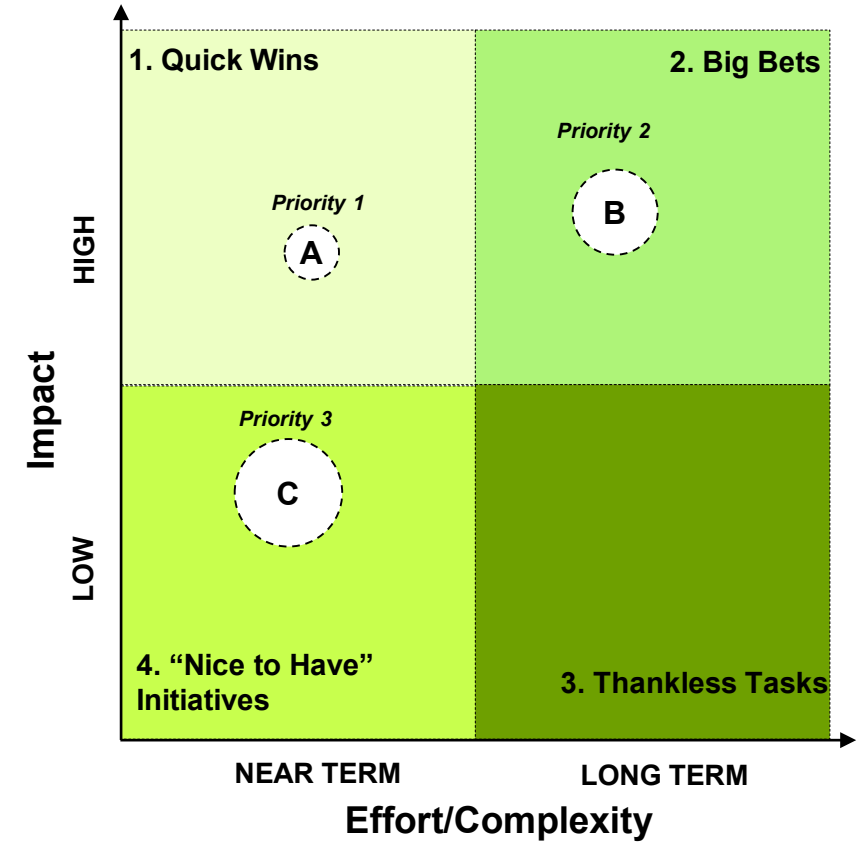
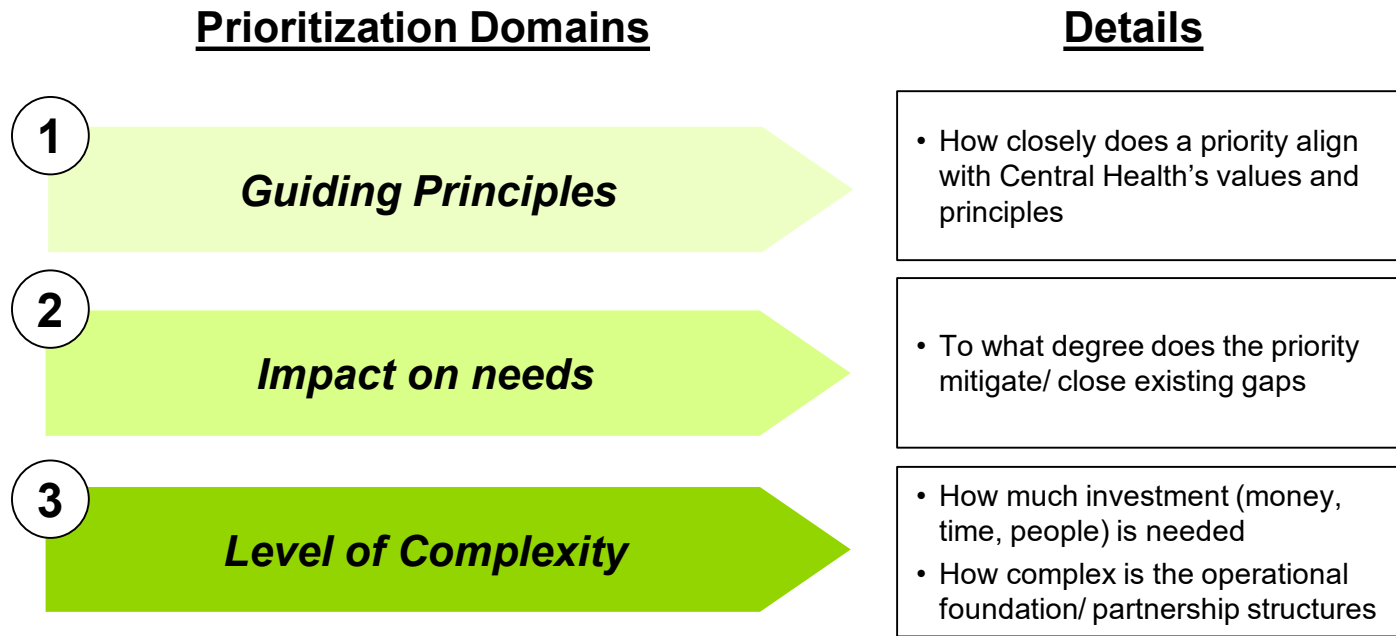


An Equity-focused, Data Driven Approach Will Enable An Objective And Comprehensive Evaluation Of Population Needs

Goal of the Needs Assessment: Determine where in Travis County there is a need for safety net services



The Prioritization Framework Will Enable The Identification Of High Impact Strategic Initiatives



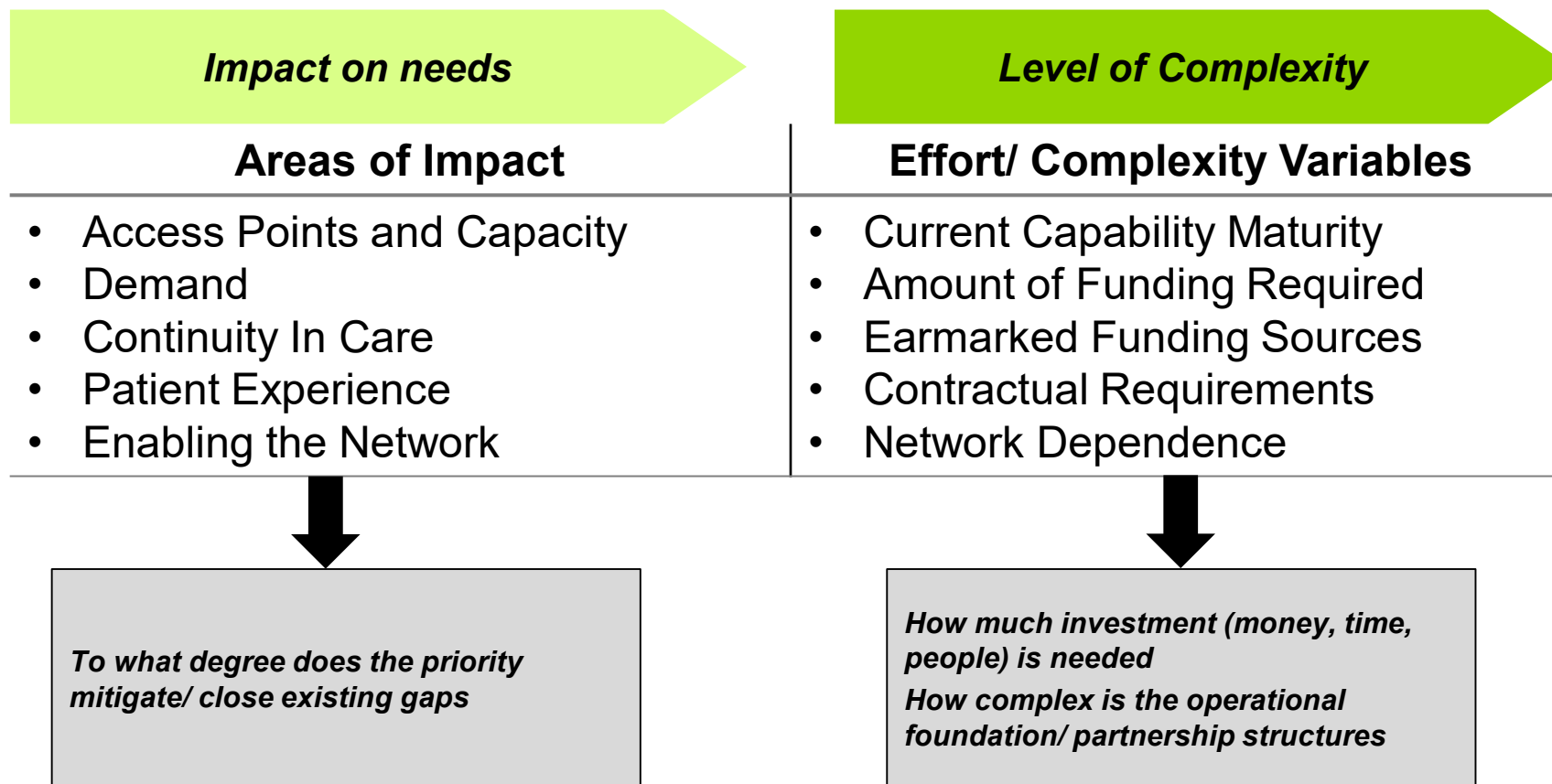
The Assessment And Prioritization Of Recommendations Will Be Based On Agreed Upon, Enterprise-wide Strategic Principles

Guiding Principles for Central Health

Access	Quality & Health Equity	Playing to Strengths	Financial Considerations
<ul style="list-style-type: none">• Right services• Right place• Right time	<ul style="list-style-type: none">• Right providers• Patient experience• Clinical outcomes• Access for patients to meet health needs	<ul style="list-style-type: none">• Right partners• Right roles and governance• Appropriate accountability standards	<ul style="list-style-type: none">• Funding sources• Capital investments• Operating costs

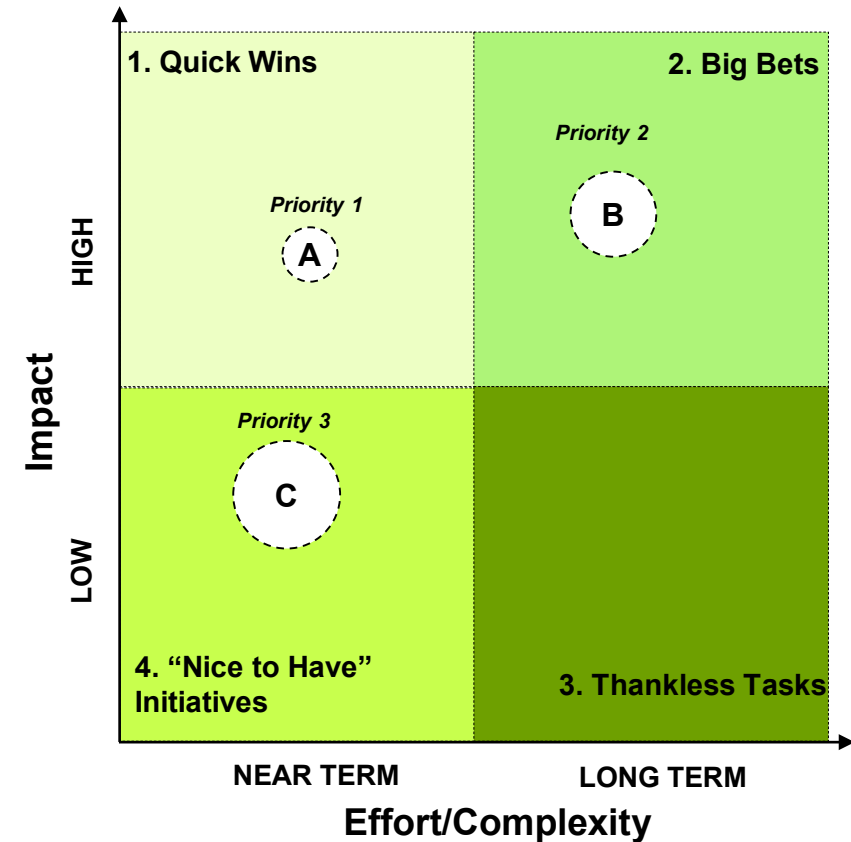
A high functioning system that enables equitable access to quality care

The Impact On Needs And Level Of Complexity Are Determined By A Distinct Set Of Variables



Evaluating Opportunities To Build Impact For The Safety Net In Travis County: Impact Versus Effort And Complexity

- 1 Quick Wins**
 - Initiatives that have a low complexity to implement, and have a high impact
- 2 Big Bets**
 - Initiatives that are more complex to implement but have a high impact
 - These initiatives typically drive long term organizational change
- 3 Thankless Tasks**
 - Initiatives that are complex to implement and will not drive impact
- 4 Nice to Haves**
 - Initiatives that are less complex to implement and do not have a high degree of impact

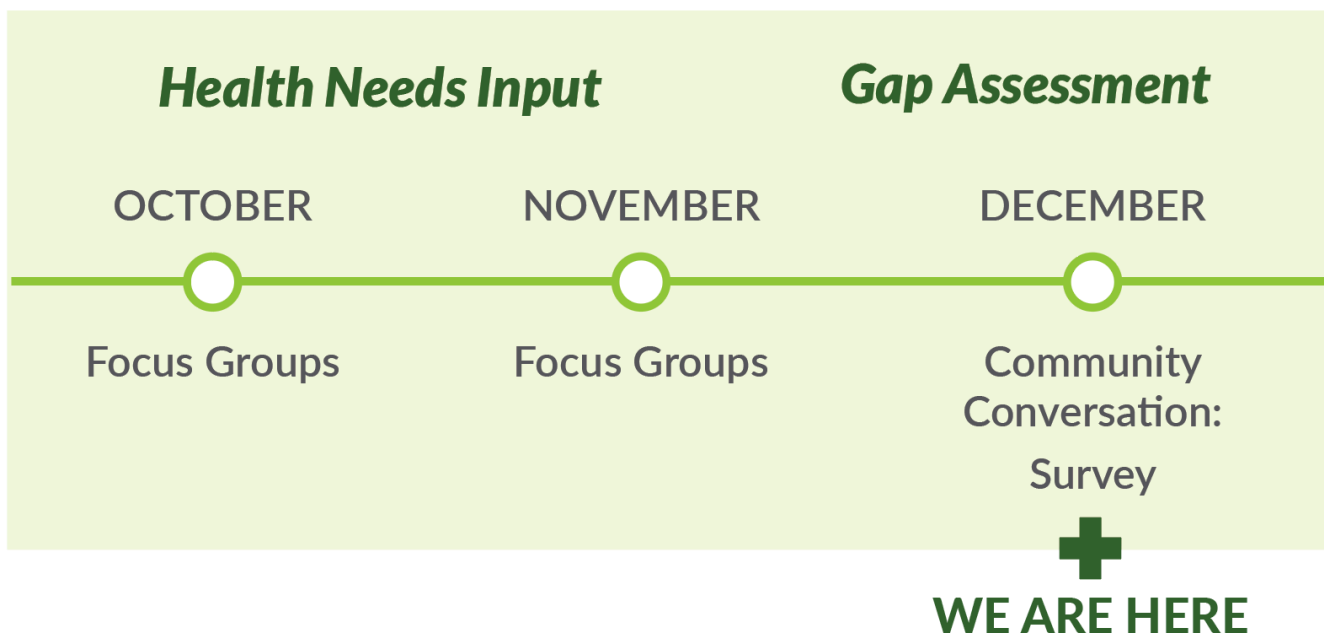


Voice of the Community Update

Recap: Voice of the Community

The voice of the community is critical to understanding factors that influence patient access, connectedness, continuity, and trust - and improving health equity among some of our most vulnerable populations

VOC TIMELINE



Measuring Success

Measurable data and analytics showing **high level success metrics**:

- Meaningful participation from diverse populations including homeless and non-native, non-English speakers
- Outreach to overcome barriers that contributed to past community exclusion
- Exceed KPIs set for community engagement
- Thorough understanding of the voice and health needs of the community
- Strategic imperatives and activities to increase engagement of diverse populations for the future

Update: Voice of the Community

Recap of October and Overview of November Activities

Recap of October:

Through October 31, focus groups and conversations were held over a three-week period both in-person and virtually.

Hosted **two** in-person community events:

- Community Dinner: Thursday, October 21
- Community Lunch: Monday, October 25

Hosted **four** virtual focus groups for Community Groups Advocating for Patients and Institutions:

- **Community Advocates**
 - Wednesday, October 20, 9 – 10:30 a.m.
 - Friday, October 22, 11:30 am – 1pm
- **Institutions**
 - Wednesday, October 20, 3 – 4:40 pm
 - Friday, October 22, 9 – 10:30 am

Additionally, GH and K Strategies have participated in monthly or weekly meetings of community organizations (detail to follow)

Progress through November:

Through November 30, focus groups and conversations were held over a three-week period both in-person and virtually. These sessions were formed through connections from participating organizations of initial VOC focus groups.

Hosted **one** in-person community event:

- People Experiencing Homelessness: One-on-one interview sessions: Friday, November 19, 9 a.m. – 1 p.m.

Hosted **three** virtual focus groups and planning sessions for Community Groups Advocating for Patients:

- **Community Advocates**
 - CHEP Council - Wednesday, November 3, 9 – 10 a.m.
 - Sunrise Community Church - Friday, November 5, 2:30 – 3 p.m.
 - AACHI - Wednesday, November 10, 4 – 5 p.m.

Update: Voice of the Community

Preliminary Themes Identified; Additional Outreach is Underway

Transportation

⑩ The lack of affordable transportation deters patients from receiving care

Patient Service

⑩ How patients are treated before, during, and after receiving care

Resources

⑩ Patient locations and organizations help deliver information, services and access to care

Costs

⑩ Costs offset by MAP program and community provided services

Language/ Cultural Barriers

⑩ Miscommunication and misunderstanding between providers and patients

Themes above are preliminary; supporting detail to be provided upon completion of all surveys, focus groups, outreach activities, etc.

Update: Voice of the Community

Next Steps



Group	Next Steps
Group 1: Patients and Community via Patient Serving Organizations	<ul style="list-style-type: none"> • Scheduling focus groups with <ul style="list-style-type: none"> ○ Asian community (Segmented cultures Vietnamese, Korean etc.) <ul style="list-style-type: none"> ○ Virtual focus group scheduled on Dec. 2 with Austin Asian Community Health Initiative (AACHI) ○ African-American men • Community survey to be conducted online and by phone beginning in December • Community Conversations Virtual Event – December 16
Group 2: Community Groups Advocating for Patients	<ul style="list-style-type: none"> • Discussion about the initiative with other groups that have not yet been reached • Community survey to be conducted online and by phone beginning in December
Group 3: Institutions	<ul style="list-style-type: none"> • Discussion about the initiative with other groups that have not yet been reached • Community survey to be conducted online and by phone beginning in December

Questions?

DRAFT

Appendix

Voice of the Community: Participating Organizations

Group 1: Patients and Community via Patient Serving Orgs

Participating Organizations
























Organizations				
CommUnityCare		Center for Health Empowerment		SAFE
Lone Star Circle of Care		Lifeworks		The Other Ones
People's Community Clinic		AGE of Central Texas		Texas Harm Reduction Alliance
Integral Care		Community First! Village		Central Health
ECHO (Ending Community Homeless Coalition)		Caritas		HACA (Housing Authority of the City of Austin)
Salvation Army		NAMI of Central Texas (National Alliance on Mental Illness)		El Buen Samaritano
Foundation Communities		Central Texas Food Bank		Planned Parenthood

* These organizations have been identified, but we recognize it is not representative of all groups in Travis County

Group 2: Community Groups Advocating for Patients

Participating Organizations




















Organizations					
Latino Healthcare Forum		Community Resilience Trust		Go Austin, Vamos Austin! (GAVA)	
Alliance for African American Health in Central Texas		Asian Family Support Services of Austin		Austin Voices for Education & Youth	
Black Leaders Collective		PODER Austin		El Buen Samaritano	
Austin Asian Community Health Initiative		Texas AFL-CIO		Austin Latino Coalition	
Minorities for Equality in Economy Education Liberty and Justice (MELJ)		CHEP-Council		Quality of Life Commissions	
HEALTH Equitable Cities		Health Champions		Colony Park Neighborhood Association	
Community Coalition for Health		Refugee Services of Texas		Hornsby Bend Community Advocate	
Texas Anti-Poverty Project Community Advisory Committee		Middle East Outreach Council (MEOC)		Del Valle Community Coalition	

* These organizations have been identified, but we recognize it is not representative of all groups in Travis County

Group 3: Institutions

Participating Organizations



Organizations					
United Way		Harmony (Charter School)		Del Medical School at UT	
Austin Independent School District		IDEA (Charter School)		Travis County HHS	
Pflugerville Independent School District		KIPP (Charter School)		City of Austin APH	
Del Valle Independent School District		CAP Metro		Concordia University	
Manor Independent School District		Austin Community College		St. Edwards University	
Leander Independent School District		Huston-Tillotson University			

* These organizations have been identified, but we recognize it is not representative of all groups in Travis County



CENTRAL HEALTH

CENTRAL HEALTH BOARD OF MANAGERS
STRATEGIC PLANNING COMMITTEE

December 8, 2021

AGENDA ITEM 3

Receive a presentation on the results from the Central Health Enterprise 2021 Awareness and Messaging Survey. (*Informational Item*)



AGENDA ITEM SUBMISSION FORM

This form is to provide a general overview of the agenda item in advance of posting for the Board meeting. Proposed motion language is a recommendation only and not final until the meeting and may be changed by the Board Manager making the motion. All information in this form is subject to the Public Information Act.

Agenda Item Meeting Date	<u>12.8.21</u>
Who will present the agenda item? (Name, Title)	<u>Ted Burton, VP of Communications, Strop Insights, Cultural Strategies, Belmont Icehouse</u>
General Item Description	<u>Presentation of results from the 2021 Central Health Awareness/Messaging Survey</u>
Is this an informational or action item?	<u>Information</u>
Fiscal Impact	<u>None</u>
Recommended Motion (if needed – action item)	<u>None</u>

Key takeaways about agenda item, and/or feedback sought from the Board of Managers:

- 1) Central Health Enterprise organizations perform strongly among current patients in awareness and favorability.
- 2) Increase in awareness of Central Health among all patients compared to 2019
- 3) Increase in awareness of Central Health among Spanish Speakers and African Americans compared to 2019

What backup will be provided, or will this be a verbal update? (Backup is due one week before the meeting.) We will distribute a PPT during/after meeting. It's still under development.

Estimated time needed for presentation & questions? 45 Minutes

Is closed session recommended? (Consult with attorneys.) No

Form Prepared By/Date Submitted: Ted Burton 11.30.21



CENTRAL HEALTH

CENTRAL HEALTH BOARD OF MANAGERS
THE STRATEGIC PLANNING COMMITTEE

December 8, 2021

AGENDA ITEM 4

Confirm the next Strategic Planning Committee meeting date, time, and location. (*Informational Item*)