



CAN Board of Directors Meeting 4/10/20 Minutes

Location: Virtual Zoom Meeting

Present: **Tamara Atkinson**, Capital Area Workforce Solutions; **Marina Bhargava**, Greater Austin Asian Chamber of Commerce; **Eric Bustos**, Capital Metro; **Megan Cermak**, Central Health; **Chris Cervini**, Austin Community College; **Nora Comstock**, CAN Community Council; **David Escamilla**, Community Justice Council; **David Evans**, Austin Travis County Integral Care; **Jimmy Flannigan**, Council Member, City of Austin; **Sherri Fleming**, (for Judge Sarah Eckhardt, Travis County Commissioner's Court); **Simone Talma Flowers**, Interfaith Action of Central Texas; **Nancy Gilliam**, CAN Community Council; **Dr. Suchitra Gururaj**, UT Austin; **Dr. Stephanie Hawley**, Austin ISD; **Patricia Hayes**, Greater Austin Black Chamber of Commerce; **Kenny Hill**, Goodwill Industries Central Texas; **Elizabeth Johnson**, St. Edward's University; **Dan Leal**, One Voice; **Jeremy Martin**, Greater Austin Chamber of Commerce; **Rudy Metayer**, Council Member, City of Pflugerville; **Luis A. Rodríguez**, Greater Austin Hispanic Chamber of Commerce; **Rich Segal**, Austin LGBT Chamber of Commerce; **David Smith**, United Way for Greater Austin; **Ingrid Taylor**, Seton Healthcare Family; **Jeffrey Travillion**, Precinct 1 Commissioner, Travis County; **Eric Byrd**, Office of Council Member Harper-Madison.

CAN staff in attendance: Raul Alvarez, Jelina Tunstill

Other guests: **Marti Bier**, Office of CM Flannigan; **Yvonne Camarena**, CommUnity Care.

Call to order and Introduction: Board Chair Jimmy Flannigan called the meeting to order at 1:10 pm and allowed members to introduce themselves.

CAN Partner Updates & Highlights on COVID-19 Impact, Health Arena:

Travis County HHS is collaborating with Austin Public Health. County community centers are open prioritizing food distribution.

Central Health's priority is to support Community Care. At the outset of the crisis, CommUnity Care put together a rapid response team to address how the organization would support the community. This includes prioritizing access to PPE for health service providers, creating an emergency hotline to answer questions relating to caring for and protecting oneself or others or to speak to a providers, expanding telemedicine access, and implementing a drive-up testing center for CommUnity Care patients or folks who did not have a PCP.

Seton has been in planning mode for the different surge stages that are being expected, implementing new flows at hospitals, redeploying physicians and staff, requesting and offering PPE, seeking devices to facilitate patient and family visits and palliative care connection, and expanding telemedicine.

Integral Care have taken a 4-point approach: protect staff and public they serve; consolidate and temporarily suspend facility based services; move to telehealth services and integrate a new electronic health record including shift administrative tasks to telecommute format; and identify accountable leads for each of the collaborative steering and planning groups. Integral Care is also securing PPE. Integral Care is supporting the hotlines available for mental health crisis support.

The Travis County Attorney's Office had been working with reducing numbers at the Jail since before the crisis, in partnership with the Sheriff and District Attorney, and continues to work on those issues. Prior to the epidemic, they were able to get the County Court and District Judges to adopt standing orders on several measures. The Sheriff has worked with other law enforcement agencies to underscore the importance of utilizing cite-and-release to reduce flows into the jail population. Other measures relate to access to bail and bond, and temporary suspension of enforcement of outstanding warrants for many nonviolent crimes. Together, these measures have succeeded in reducing the Travis County Jail population by 1/3 over the past few weeks.

CAN Partner Updates & Highlights on COVID-19 Impact, Basic Needs Arena:

In collaboration, Travis County and the Capital Area Food Bank have created 4 locations where seniors can receive food assistance and have deployed resources in Manor. The County has focused on vulnerable populations through partnerships with local school districts. Cap Metro will help to deliver these resources into the communities they serve.

United Way joined with Austin Community Foundation create the [All Together ATX Fund](#). Launched last Friday it has raised so far just over \$4M. Plans include 3 phases of distribution: first phase is immediate, decided by April 17 and disbursed by May 1st; second phase in summer; third phase in fall. Also working with childcare centers on ensuring workers have access to safe childcare. 2-1-1 has been working to respond to the surge in calls received, which is at quadruple their normal volume.

iACT reports congregations have been hit hard, especially with meeting online and the challenges this poses to collect revenue. One can observe disparities in terms of technology access and ability to host virtual services. iACT continues its work with affordable housing, home repairs, and gift cards to families for groceries. One thing that has come to their attention is that some landlords are charging late fees, affecting low income folks negatively. The Daily Dose of Hope daily messaging campaign is another iACT effort.

One Voice has partnered with Mission Capital to create a nonprofit community survey, called the Pulse Survey. Emerging themes include fear of loss of funds, bringing more technology to service delivery, need for PPE, and outcomes due to loss of volunteers. One Voice surveyed members regarding needs for PPE and shared results with the Emergency Operation Center & private supporters. They also wrote a letter to city and county elected officials from membership to consider social service providers as first responders. They also urged the city and county to follow lead of other large local organizations on adjusting contracts so that organizations and nonprofits are not held to their original outcome measures.

Cap Metro moved to a modified schedule back in March, reduced service to Sunday level of service to help support social distancing measures while continuing to provide essential trips for essential workers. Cap Metro has had to shift gears from an agency focused on promoting their service and increasing ridership, to one of discouraging ridership which has resulted in a 65% decline in ridership. An increased focus on health and safety means enhanced cleaning measures, including mid-service cleaning schedules, special signage to support ridership in engaging in social distancing measures, an added barrier between cab and operator to help protect front line staff, and other measures. Cap Metro has instituted free service to reduce contact between staff and riders and provided all drivers and front-line staff with masks, gloves, and hand sanitizers. Cap Metro also partnered with local nonprofits and private organizations to provide special services, such as meal deliveries.

CAN Partner Updates & Highlights on COVID-19 Impact, Education & Economic Impact Arena:

Workforce Solutions see themselves as first responders for employment security. Despite moving to web-based services, they have seen an unprecedented volume of calls for help. They have overhauled their website with COVID related info. Top requests received from individuals as a result of COVID include how to apply for unemployment

insurance and how to find a new job. In terms of severity of impact, Workforce Solutions have access to data on number of claims, which zip codes have been most impacted, and what industries. Top zip codes are 78745, 78741, 78660. Hit hardest are accommodation, food prep, and food service. By far most who have applied for Unemployment Insurance have some college, no degree, at twice over those who have a HS Diploma or less. Folks with higher education levels seem to be faring better. This week Workforce Solutions added to applications for childcare, prioritization for essential workers. If a person qualifies, they are put in a priority group to receive fully subsidized childcare. Upon closing physical facility, WFS extended Wi-Fi into the parking lot of the Northview facility so folks can access online services. For businesses, they are providing rapid response services. Also, on WFS website is a "Jobs Now" link updated in real time with every employer currently hiring.

Goodwill has shrunk as a result of furloughs. After shutdown, they have shifted all programs to virtual and telephone service. Work is fast-tracked around certain grants, such as one to provide homeless services in partnership with Caritas. Other current efforts include food delivery in coordination with the Central Texas Food Bank. They have also furloughed approximately 1000 of 1800 employees, in a way that retains access to benefits such as health insurance. Technical Academy certification programs have shifted online.

Austin ISD began Learning at Home efforts on Monday. They have a high volume of requests for ChromeBooks. Survey has found significant numbers of students without Wi-Fi, so AISD is mobilizing busses to meet that need. Packet Pickups are also available at 31 of the schools for families without access to technology. Have raised \$400,000 for Family Crisis Fund. AISD has delivered over 278,000 meals since the crisis began. The Board passed a policy on Monday to have Pass/Incomplete this semester. AISD has also been working with grassroots organizations to focus on marginalized communities and families.

St. Edwards has been on remote instruction for two weeks, closed residence halls, and all but essential staff are working remotely. They are working to get funds and technology to students who need them for students who need them. Plan to be remote only in the summer, not clear for the fall. Extended admission deadline to June 1.

UT has also shifted to remote access. In addition, UT is working on keeping its working students engaged with their jobs. UT is also working on supporting Census efforts through collaborative efforts with local Complete Count Committees. Texas Grants Resource Center is still open for business.

Austin Community College will also be online through the summer. Emergency student aid is another area of focus, with some challenges found in connecting some homeless students with help. They have also donated unused PPE from career training courses to community health efforts. ACC is in the process of tech disbursement, providing students with technology. They have received \$14M through CARES act of which at least \$7M is to go directly to students in the form of emergency aid. The College has modified the grading system to accommodate disruption. Technical education provided option for ACC students to complete studies later, and mobile hotspots in parking lot so students with limited access can engage with courses in a safe environment that maintains social distance.

The Greater Austin Black Chamber has continued to engage with local businesses and maintained their website updated with sponsor initiatives. They are also coordinating with other chambers on upcoming workshops. Together with Survive to Thrive, the chamber helps support finding help for people who are suffering from domestic violence. Survive to Thrive has also partnered with Peace, Love and Happiness Foundation to phone bank to help coordinate requests coming in for help.

The Greater Austin Chamber of Commerce announced they have selected Laura Huffman to lead the organization as President/CEO. The Chamber has an open survey to business to learn more about their concerns. More than half of the over 300 businesses surveyed employ 25 or fewer people. Largest impact reported includes decline in business mostly due to cancellations. Cash flow, liquidity, solvency, and childcare are also big concerns. They continue to host webinars to connect businesses and employees to resources. They hosted a session for job seekers

who have been displaced to connect them with HR leaders. Regional efforts to address PPE shortages include partnership with regional development organizations to survey manufacturers who are producing supplies or can produce supplies, to get them into state procurement efforts.

Greater Austin Hispanic Chamber is working diligently on the Paycheck Protection Program. They will have a webinar in partnership with other Austin chambers, the City, and WFS, where they will host a panel to discuss the bridge loan program for local small business. This will take place on the 15th of April from 1:30 to 2:30. They had about 200 responses to their COVID impact survey. They suggest establishing a task-force post-COVID with an economic development perspective to see how we can work collectively to bring conditions back to normal.

The LGBT Chamber is working on several issues related to the crisis including mental health. They are also helping support businesses as they navigate through the system. They have produced webinars on small business administration, crisis communication, and marketing and mental health, and working on more. Health and wellness and advocacy committees meet next week.

Greater Austin Asian Chamber is working on translations, webinars, and resources in Chinese Vietnamese and Korean. Working on fundraisers for PPE. This afternoon they will hold another fundraiser to help restaurants.

Discuss Roles for CAN I addressing COVID-19: Conversation with Executive Committee centered on creating opportunities to satisfy unmet needs. Recent findings from a coalition facilitated by Mission Capital mentions the impact historical inequities have on COVID outcomes. The CAN Language Access Action Team continues to meet virtually to support language access needs. Race Equity Coordination Team also continues working. CAN is also compiling information from partners, such as communications strategies that have been effective, and information partners have been tracking. CAN is considering development of a dashboard to track additional COVID data from call centers or crisis hotlines to highlight top issues/meeds being reported and where additional support is needed. Some things CAN could help the crisis response effort by serving as central point of contact for volunteer efforts to connect folks that would like to volunteer with organizations seeking volunteers. Regarding Dashboard work, it might be useful to delay publication since data may not be relevant considering emergent issues. This is a special opportunity to put an equity overlay upon COVID crisis and reach out and connect with grassroots organizations. A COVID response dashboard that taps into our core competency as data collection and analysis would be very valuable. Data points may include how much money is being put into the response, how many people are being helped by response effort, and how do we measure equity with regard to the response effort. Regarding volunteering, CAN might refer to: Texas State COVID website (that has a form for donating time) and the Dell Medical ATX COVID Exchange (that allow you to submit a sign up to volunteer).

Adjournment: Jimmy Flannigan adjourned the meeting at 3:00 pm.