

CAN Board of Directors Meeting Minutes, 10/14/16

Central Health Board Room, 1111 E. Cesar Chavez, Austin, TX 78702

Present: **Marina Bhargava**, Executive Director, Greater Austin Asian Chamber of Commerce; **William Buster** (for Bobbie Barker, VP, Grants & Community Affairs, St. David's Foundation); **Bill Clabby**, Associate VP, Global Initiatives, St. Edward's University; **Kelly Crook**, Superintendent, Del Valle ISD; **Ashton Cumberbatch**, VP of Advocacy & Community Relations, Seton Healthcare Family; **Jerry Davis**, President & CEO, Goodwill Industries; **David Escamilla**, Community Justice Council; **David Evans**, CEO Austin Travis County Integral Care; **Sherri Fleming**, Travis County Health and Human Services; **Dr. Stephanie Hawley**, Associate V.P. for Equity, Diversity and Community Engagement, Austin Community College; **Stephanie Hayden**, (for Ora Houston, Austin City Council Member, District 1); **Mark Hiemstra**, (for Jerry Davis, President & CEO, Goodwill Industries); **Wayne Knox**, (for Colette Pearce Burnette, Huston-Tillotson University); **Jeremy Martin**, Senior VP for Strategy, Greater Austin Chamber of Commerce; **Ara Merjanian**, Chair Elect, CAN Community Council; **Brigid Shea**, Precinct 2 Commissioner, Travis County Commissioners Court; **Nick Solorzano** (for Sabino Renteria, City Council Member, District 3, City of Austin); **Simone Talma Flowers**, Executive Director, Interfaith Action of Central Texas

Partners not represented: Austin ISD, Capital Metro, Central Health, City of Pflugerville, Greater Austin Black Chamber of Commerce, Greater Austin Hispanic Chamber of Commerce, Manor ISD, One Voice Central Texas, United Way for Greater Austin, UT Division of Diversity and Community Engagement, Workforce Solutions,

CAN staff in attendance: Raul Alvarez, Mary Dodd and Carlos Soto.

Guests and Speakers in Attendance: Donna Hagey, Kazique Prince, Allen Weeks from the Greater Austin Community Schools Coalition Announcement, Allison Ivey from Learn All the Time

Call to order and introductions: Board Chair Jeremy Martin called the meeting to order at 1:10 p.m. Members introduced themselves and shared announcements.

Citizens Communication:

Chris Cervini, Director of Public Affairs, Austin Community College, spoke about the RN to BSN degree program effort to get more nurses into the healthcare pipeline. They are offering a BSN and coordinating with 9 other community colleges in the state to have a bill passed to allow community colleges to offer this type of degree. We are not going to meet the estimated need for nurses predicted in the coming years by the NIH.. For more information please contact him or Dr. Hawley.

Approval of minutes: The 9/9/16 meeting minutes were approved, with corrections, unanimously, on a motion by Sherri Fleming seconded by Bill Clabby.

Executive Director's Report: Language Access Workgroup, Central Texas Regional Summit, Board Meeting: Topics & Schedule, CAN Retreat

Raul Alvarez began by discussing the upcoming Equity Together We Can Achieve It equity training, held in partnership with the Texas DFPS. Alvarez mentioned that approximately half of registrations are by agencies and the rest from nonprofits. Next, Alvarez discussed the upcoming Language Access Work Group Meeting, where there will be a presentation by ATCIC on their language access policy and plan, and mentioned

reports we are expecting to receive from Cap Metro and City of Austin regarding their language access policies. Regarding the Expanding Opportunity Regional Summit, Alvarez mentioned that over 200 individuals are currently registered. Alvarez also discussed the upcoming CAN Board Retreat on Friday, November 4 at the Allan Center from 11:00 AM to 3:00 PM. Upcoming meeting topics: November 4: Board Retreat, December 9: 2016 Project Reports, Consideration/Approval of 2017 Workplan & Budget. At the conclusion of his report, Alvarez presented a slide showing an update to CAN's action words, shifting from "Convenes Connects Informs" to "Inform, Engage, Activate", explaining that after a year of working on the different parts that CAN is involved with and thinking about the work gets done, these words are the ones he uses to talk about CAN's work.

Community Council Update: Ara Merjanian, Community Council Chair Elect, gave a quick update on the happenings of Community Council. Last month we... really wanted to focus on external funding impacts and internal organizational capabilities. We had people from ATCHHS, St. David's Foundation, and Mission Capital tell us how funding, funding requirements, funding cycles, etc. impact organization's abilities to create, implement, and maintain person centered principles. Next meeting will be a continuation of this panel. The Community Council will also provide a report/summary on person centered care. Chair Eileen Schrandt will conduct a panel with the members and moderate the conversation. In order to collect the key concepts we have learned from these meetings, the Council will assemble an Executive Summary, Outline, and Draft Framework, and present the Draft Framework at the Retreat on November 4. In his closing remarks, Merjanian also mentioned that the application period for Community Council membership is closed.

Greater Austin Community Schools Coalition Announcement: Donna Hagey, Kazique Prince, and Allan Weeks, director of Austin education voices for youth. Allan weeks began by discussing the new effort Greater Austin Community Schools Coalition, to invite all to take part in it and consider it in our planning. Community Schools is defined as schools who apply all hands on deck strategies to lift up local community schools, through a variety of programs including after school programs, resources for tech and workplace training, tutoring, mentoring, or a host of other needs. Austin and surrounding districts have many community school practices embedded. Over the last 10 years we have been working more intentionally to create Community Schools. The difference between having some practices, to where we are now, comes down to coordination and supporting one another to be more intentional at the neighborhood, local, city and community level, and coordinating partner actions in a more efficient way. This will be a coalition of sharing and informing, but also of collaboration. One example of this concept: after school programming. Every community school needs good after school programming. Our goal is that all schools have a high level of programming and that no school lags in this respect. At this point, the program is 10 years old and has 13 schools in AISD engaged in Community School work and planning, and we want to increase that number.

Donna Hagey discussed key strategies related to engaging and supporting community alliances between schools and city & county resources. One of the concepts the GACS Coalition dug into was how to use our public dollars more efficiently. The well-being of the children (and the families) who attend our public schools is what is going to ensure a positive future for our community. For those families in the crescent of poverty the need is great but they also bring unique assets that we want to leverage. This is an opportunity through an intentional coalition to think more creatively about efficient use of resources. There needs to be an intermediary entity that understands schools really well and the services and resources in schools can be connected and linked to external providers. In order to do that well you have to enter into partnerships.

Kazique Prince spoke about the importance of having engagement by the city and other government entities. Most Community Schools across the nation have strong partnerships with local governments. This type of endeavor can't be successful without partners from all different entities collaboratively working to meet the goals of this initiative. Mayor Adler is placing particular focus on education, and has spoken about education as one of the most important areas in order to foster a robust environment to drive economic investment. Although the Mayor wants to be involved and supportive of our achievements, we can't use resources from the city to accomplish everything we would like. This requires collaboration across different partners, but also looking for additional sources of funding.

Discussion: Commissioner Shea mentioned an announcement the Commissioner's Court made recently about work completed by the Joint Sub-Committee and the Affordability Committee, which overlap, to produce the type of coordinated effort between the City, the County, and the surrounding School Districts (Affordability Committee). The Joint Sub Committee is with AISD, the City and the County. One of the priorities we have established is to pool resources to try and create affordable housing. As many as 800 teachers per year are lost to AISD due to affordability issues. Significant loss in student enrollment is exacerbated by a lack of affordable housing for families. **Kazique Prince** responded that they plan to replicate the things that seem to work in other cities, such as student health, housing, and affordability, and this focus on education, things that will help ensure that our children can get competitive jobs when they grow up. It's all part of one goal, which is to support our families, while looking at it as a 2 generational approach: not only kids we are focusing on, but whole family. It's also important to note that this is a regional approach, not limited to Austin proper. **Allen Weeks** added that housing is a good example of how Community Schools are effective and work. If you talk to teachers, and you ask them about the type of problems their school has, they may talk about instability: classes are unstable, lots of students come and go. Also, a growing problem is teacher turnover due to the cost of housing. Family Resource Centers that we have at Community Schools, came out of the idea of how to stabilize families. At Webb Middle School, at any given time about 10% of families are homeless. We know that and constantly work with connecting them to resources. We work with groups that do advocacy, but we are missing those groups that do high level advocacy around these issues that affect our teachers and our families. **Commissioner Shea** responded that they have found that the County supports a broad set of programs that aren't widely known, and they would like to see more information sharing among entities that do this type of work, and this project would probably be a good way to accomplish that. **Donna Hagey** mentioned that there is a significant lack of funding for our public schools and school districts. While the funding for education decreases, the population and thus the need increases, especially when combined with dramatic demographic shifts, as some areas have been experiencing, with a majority high need families moving into certain areas. Most families come into the schools, so we are trying to use the schools as centers or hubs for easy access to bring resources to them, as opposed to them having to seek transportation to reach them. We are beginning to acknowledge that schools have to be able to support family stability in general, by making a multi-generational impact, as opposed simply serve as a place to send your kids for education.

Kettering Foundation Learning Exchange Update: Simone Talma Flowers, Executive Director, IACT, and Mary Dodd, Assistant Director, CAN. Simone Talma Flowers began by introducing IACT and how it brings together Leadership Austin, Civic Collaboration, and works towards can collaborate and bring people to the table to have their voices heard in an environment where their voices matter and what they say makes a difference. The main take-away from the Kettering Foundation experience is the intentionality in everything that we do: how we come up with ideas and how we frame our issues. It's about being engaged and engaging of who we want to work with. There is a final meeting with Kettering in November. For CAN, it's been a great opportunity to build on what we already do and take it to the next level. Mary Dodd continued by giving some background on the Kettering Foundation and its principles for improving the quality of our democracy, which include dialogue, respect, listening, and understanding. It is upon these premises that working, functional democracies are built. Together with teams from Marin County, CA, Columbia MO, and South FL, Austin TX participated in the Learning Exchange meeting at the Kettering Foundation in Dayton, Ohio, several times since Feb. 2015 to share experiences and to receive training and support from the Kettering Foundation. The Austin team consisted of Raul Alvarez and Mary Dodd from CAN, Christopher Kennedy from Leadership Austin, Simone Talma Flowers, from IACT, and Diane Miller, from Civic Collaboration. Next, Dodd discussed the work that has been completed since the group began collaborating in Feb. 2015. In 2015 the group focused on determining an issue to tackle, hosting listening sessions to gather community input, and drafting an issue guide outlining the problem and possible solutions. In 2016, work began with testing the user guide with the Community Council, and using that feedback to revise the guide. Then we held 3 trainings at various locations, with one conducted in Spanish as well as English. Dialogues were conducted at United Methodist Church in downtown Austin, El Buen Samaritano in South Austin (dialogue

conducted in Spanish), and at Goodwill Industries in Northeast Austin. More than 100 people participated in the 3 dialogues from 39 different zip codes. Three-fourths of participants were women, almost half were white, 31% were Hispanic, 13% were African American, 7% were Asian/other, and 40% were between the ages of 46 and 64. Next, Dodd discussed the dialogue agenda, starting with opening quotes by Mayor Steve Adler and Judge Sarah Eckhardt that talk about increasing economic pressure for many area residents, followed by a map showing large increases in low-income population outside the central city. Next we discussed 3 approaches (developed as a result of the listening sessions held in 2015): Level the Playing Field, Unleash the Creativity of the Private Sector, and Hold on to What Makes Austin Special. Mary then discussed the part of the exercise where participants discuss solutions and tradeoffs for the different choices available. Then at the end we had participants discuss to try to find common ground. In terms of leveling the playing field, people concerned about increasingly unaffordable housing, high property taxes, and being “pushed out of the city”, with all the associated increases in cost of living expenses that brings with it. Education was viewed as very important, but focus should be not only on college prep but also on job-training and real world skills. They want to see more employers recruiting local talent instead of importing it. Regarding unleashing the creativity of the private sector: some felt public-private partnerships and socially responsible investing could help address housing and job training issues but they want to see strong accountability and transparency requirements. Supporting small business is key, as many opportunities, especially for minorities, come from small businesses. Issues centered on holding on to what makes Austin Special: people thought we are losing an important part of our identity and need to value cultural diversity in communities, many felt that civic engagement, and encouraging community involvement will help empower marginalized and disenfranchised individuals. There was also interest in continue to dialogue about the root causes of inequities and confront institutional and individual racism. Top 5 ideas: create housing opportunities that are affordable for people at all levels of employment, increase public private partnerships for job training to develop homegrown talent to meet demands of high wage industries, establish an on-going, community driven effort to confront institutional and individual racism, ensure all students graduate from high school and are ready for college and career success, and motivate young people to vote and be more civically engaged. 63% of participants reported thinking differently about the issue after the dialogue and wanted to continue the conversation. How we can use what we have learned? Possibly by developing a discussion guide tied to CAN dashboard. Better understanding about how this tool may be used to identify community issues.

Bridging the Economic Divide through Health: Ashton Cumberbatch, Seton Family of Hospitals, Dr. Mark Hernandez, Chief Medical Officer with Community Care Collaborative, St. David’s Foundation. Dr. Hernandez began by mentioning that people with 2 or more chronic conditions account for 13% of the clients they care for. On average, they take 6 prescription medications regularly, and see their doctor on average 3.2 times per year. For most of these patients, a prescription copay is \$7, and a copay for an office visit is \$10. This sums up to about \$800 for a year’s worth of care. The problem is that the federal poverty level for an individual is \$11,880. That \$800 cost is about 4-5% of their total yearly income, just in copays. It doesn’t count loss of productivity due to appointments or issues due to illness, especially since many of these clients don’t have sick leave or taking sick leave could cost them their job. The issue with bridging the economic divide through healthcare is that health care is really about health, and health is something we all take for granted until we don’t have it. Education is a great place to start in your community if you want to bridge the economic divide, and that works out really well until you get sick, and then it quits being important that you get educated because you have to get well first. In health care, the desired end is for you to be healthy. Healthcare delivery needs to stop being about “you get sick and we (the providers) takes care of you”, and instead move to “you are healthy, we will keep you healthy”. For chronic illness, we want to get you as healthy as possible and keep you there.

Next, Dr. Hernandez discussed the Community Care Collaborative, which is a non-profit developed by Central Health and Seton Healthcare Family to advance the health of identified vulnerable populations in Travis County by transforming how healthcare is delivered. The CCC pays for healthcare services for the safety net population, manages new health care projects, to transform care and maximize state/federal funding, and create and operates an Integrated Delivery System. The uninsured in Travis County: almost 21% under the age of 65 are uninsured, out of 211,000 uninsured, close to 136,000 live below Federal Poverty Line, population growth trends make us expect population growth and an aging and more medically complex population will lead to greater demand for healthcare services. Meanwhile, the Travis County safety net is working at current capacity with no easy ability to coordinate among care providers. Next Dr. Hernandez discussed a map showing clinic sites, and how they are clustered around I-35. In the context of the suburbanization of poverty, eastern and western portions of the county residents are lacking facilities for care. What is CCC doing? The CCC is a purchaser of care. We have several contracts with a variety of care providers from who we purchase care for the uninsured and the underinsured. On the inpatient side, most of that care is being donated by the Seton Healthcare Family. On the outpatient side, services are provided by a series of community clinics of which CCC is the largest. Lone Star Circle of Care is a large federally qualified health center that is primarily in Williamson County, but also has outposts in other counties including Travis County. People's Community Clinic have 2 sites in Travis County, El Buen Samaritano is a church-based clinic located in South Austin that primarily serves the Latino Community. This service delivery network is not (necessarily) sufficient for the population we are trying to serve. Moving the clinics to places that make more sense would require an immense amount of funds. One challenge is that we are based in a physician-based system, when what we need to ask is what kind of services do we actually need to provide to keep people healthy. Who keeps people healthy? The answer is we, ourselves, do, because our health is a result about the health decisions we make on a daily basis. What the healthcare delivery system needs to do is empower the patient to take care of themselves because the patient has much more control about their health outcomes than providers do. In a lot of ways, brick and mortar is not the answer. It's asking how we can help our clients be healthier. Technology could be a key asset in the transformation of how care is provided.

William Buster St. David's Foundation, began by bringing to attention the 'slippery slope" or precarious nature of being on the edge of poverty and how health can have a serious impact on economic wellbeing. In many cases, it is health issues that push otherwise economically viable individuals into difficult economic positions. Another issue we need to talk about the aging population of Central Texas and the burden that will place on adults.

St. David's Foundation is born out of a partnership between the St. David's healthcare system and the St. David's Foundation. Our focus is on the individuals and the families that receive the services we provide. With the family and the individual as our focus, our 4 core values are: community, collaboration, innovation, and stewardship. This year the foundation will invest more than \$70M through signature programs and collaborations with more than 60 partners, most of them based in Travis County or Austin. Recent investment highlights include investments in People's Community Clinic, the Judge Guy Herman Mental Health Crisis Center in South Austin, Texas State University (to move the allied health science programs from San Marcos to Round Rock campus), free low income dental care, including for adults, and building a new headquarters for St. David's Foundation. Focus areas of primary investment: Healthy Minds, Healthy People, Healthy Smiles, Healthy Aging, and Healthy Futures. Next, Buster described investment highlights in a number of areas, including: Healthy People Investment Since 2014: \$55M: \$21M to Peoples Community Clinic, and \$926,913 since 2014 to UT School of Nursing to provide a medical home to underserved children in Del Valle ISD. Healthy Minds Investments since 2014: \$600,000 to Foundation Communities to help enroll Central Texans in insurance plans under ACA, and \$730, 000 to Stop Abuse for Everyone (SAFE) – Strong Start, a

referral based daycare program. Healthy Smiles investment since 2014: St. David's Dental Program, provides free dental care services to more than 11,000 children annually, at more than 60 schools in 6 school districts, valued at more than \$10M annually.

Discussion: Bill Clabby mentioned how at an activity he was in France, the doctors made a house call, the doctor was brought to provide treatment to a musician who had gotten injured. Also, during the Paris bombings, doctors were being brought to the scene, whereas here we bring them into hospitals. The digital aspect is what is very interesting to me: clinics that are primarily digital, or digitally enhanced clinics. What is the status of that development? Dr Hernandez responded that they will be deploying phones in piloting some of that activity as early as January. They are working through partners, so they won't be developing software themselves. There are some communities that have been doing this for a number of years. The problem is a function of the payment system: the way we pay for healthcare in the USA doesn't lend itself to the development of that sort of delivery method. Because we are the payer... we are somewhat released from the payment system as it exists for everybody else, because we don't have federal payment rules we have to stick to. The reality is that we will never have enough money to take care of this population in the way we should unless we take funding from roads, education, etc., services that we need and want to spend on.

Adjournment: The Chair adjourned the meeting at 3:02 p.m.

INCLUDE DAVID EVANS ANNOUNCEMENT AT END OF MTG (see photo) ALSO NO HYPHEN IN SIMONE's NAME