



CAN Board of Directors Meeting & CAN Retreat, 12/09/16 Minutes

Location: Austin City Hall, 301 W 2nd Street, Boards and Commissions Room

Present: **Marina Bhargava**, Executive Director, Greater Austin Asian Chamber of Commerce; **Megan Cermak**, Senior Healthcare Planner, Central Health; **Kelly Crook**, Superintendent, Del Valle ISD; **Jerry Davis**, Goodwill Central Texas; **David Evans**, Chief Executive Officer, Integral Care; **Sherri Fleming**, Travis County HHS (for Precinct Two Commissioner Brigid Shea); **Simone Talma Flowers**, Executive Director, Interfaith Action of Central Texas; **Stephanie Hawley**, Associate VP for College Access, Austin Community College; **Patricia Hayes**, Greater Austin Black Chamber of Commerce; **Ora Houston**, Council Member, District 1, City of Austin; **Wayne Knox**, Chief of Staff and Clerk of the Board, Huston-Tillotson University (for President and CEO Dr. Colette Pierce Burnette); **Irma Martinez**, Greater Austin Hispanic Chamber of Commerce; **Ara Merjanian**, Vice Chair, CAN Community Council; **Andy Miller**, Executive Director, Any Baby Can & One Voice Central Texas (for One Voice Central Texas chair Ann Howard); **Erica Saenz**, Associate Vice President, UT Division of Diversity and Community Engagement; **Brigid Shea**, Precinct 2 Commissioner, Travis County.

CAN Community Council members present: Ara Merjanian

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

Other guests: Dr. Celina Bley, Assistant Superintendent of Finance & Organizations, Del Valle ISD

Call to order and introductions: Simone Talma Flowers called the meeting to order at 1:10 p.m. and members introduced themselves & shared announcements.

Approval of minutes: The 9/9/16 meeting minutes were approved, with changes, on a motion by Jerry Davis, seconded by Marina Bhargava

Selection of 2017 CAN Vice-Chair: Simone Talma Flowers began by asking who was born in Austin Texas, and noted that our selection for chair was the only person in the room who raised their hand: Dr. Kelly Crook. Dr. Kelly Crook continued with a review of the work she has done in the previous years, her academic background, and Dell Valle ISD's relationship with CAN. Simone Talma Flowers called for a motion to approve Dr. Crook as the 2017 CAN Vice-Chair. Commissioner Shea's motion to approve Dr. Kelly Crook was seconded by Jerry Davis and approved unanimously.

Executive Director's Report: CAN 2017 Meeting Dates, Beginning of year celebration & Butler Awards Presentation, 2016 CAN Work Plan Update, Performance Outcomes.

Raul Alvarez began by mentioning that today was the first Advisory Team meeting with the new Equity Officer at the City of Austin, pointing out that addressing institutional racism or bias was one of the topics that came up at that first meeting, a topic also discussed at our Retreat. In the coming year we will hear about partners who have taken on this challenge in their organizations so we can develop tools useful to other participating organizations. Next, Alvarez discussed the meeting dates for 2017 (available at the end of this document) starting with the Beginning of Year Celebration and Butler Awards Presentations, and the 25 year Anniversary Celebration on January 19th at St. David's Foundation Innovation Center. Complimentary valet parking will be provided. Alvarez continued his presentation with a discussion of the 2016 CAN Survey results. Can convened 59 meetings, 6 shy of the 65 meeting contractual goal. Another

performance measure fallen short on was that 64% of CAN partner organizations participated in 70% or more of CAN board meetings, when 80% are required (not 64%). Alvarez noted that the deadline for reporting these performance measures to Travis County or the COA is on the fiscal year, while the report to the Board is on the calendar year. Alvarez also discussed solutions that will be implemented to increase attendance and improve performance measures and reminded board members of the proxy system in place to designate proxies in the event of scheduling conflicts. Recommendations for the Language Access Work Group are pending the completion of work currently underway.

Alvarez continued with an overview of the CAN Stakeholder Survey Results. This year there was a smaller response than in previous years (71 vs over 100). Results include information on frequency of CAN product or service use, helpfulness of the products, type of products or services used, and effectiveness of the organization. The Executive Director's presentation is available on the [CAN website](#). Commissioner Shea mentioned that perhaps members participating in any CAN organized activities can be asked to fill out a survey at the time of the meeting, because sometimes online survey are easy to forget or have fall through the cracks. Digital surveys sometimes seem to carry low participation rates. Wayne Knox mentioned that SurveyMonkey can send reminders to email recipients who haven't responded to the survey. Irma Martinez asked about CAN social media presence/activity, and whether the board needs to approve the change of date for the survey. Alvarez responded that addressing communications is also in the workplan and we will be developing a more focused social media presence. Erica Saenz responded that the Executive Committee determines when the survey takes place, but that it is important that the information is shared. Dr. Crook asked how many people it was sent to. Alvarez responded that it was sent to nearly 5,000 recipients.

Community Council Update: Ara Merjanian, 2016 Community Council (CC) Chair Elect, reported in place of CC Chair Eileen Schrandt. Merjanian began by discussing the new and returning CC members for 2017, as well as the Council's planned focus on children and youth. CC members have also identified Merjanian as chair elect, and a vice-chair elect for 2017 that will be announced in January. (Laura Griebel). Merjanian also discussed the process for recruiting and replacing council members. The Council is a little short staffed this year. Typically this is a self-nominating process which occurs in the fall, and the selection is made before the end of the year. This year, the CC didn't get as many applications as they would have liked, so we are interested in trying to do things a little differently in 2017 in order to increase participation. We might also be asking CAN members to encourage people from all parts of their community, and not just from their work organizations, to apply. Sherri Fleming asked if we have discussed drafting an applicant packet that could be shared on each of the partner websites to promote CAN and encourage people to sign up. Ara Merjanian responded that it's a great idea, especially since many people on the CC didn't find out about it until they were invited to participate. Wayne Knox asked about the possibility of college students participating, and the dates of application. Merjanian responded that college students can definitely participate and encouraged any interested to join, and Mary Dodd explained how the members are selected in the fall. Raul Alvarez added that some changes have been discussed, such as having applications twice a year, quarterly, or on a rolling basis. Council Member Houston asked about the maximum number of members allowed on the CC, and mentioned how some constituent groups do not have representation on the CC, so she stressed the importance of being intentional about who we have on the CC. Ara Merjanian responded that there is an upper limit of 30 members on the CC, we have at least 6 bilingual people on the CC. Council Member Houston mentioned that in her council district she has a number of constituents other than Spanish speakers, so having representation from those groups is important. Dr. Hawley mentioned about recruiting parents from PTA meetings or at the Sheriff's Building Bridges meetings, chaired by Mike Manor. Merjanian responded that these questions indicate to him that there is not that much intentionality, an area that could be improved. Dr. Crook added that a recruitment packet with details about meeting times and dates might be effective at helping applicants to determine if they can fulfill the commitment. Merjanian mentioned that

another challenge could be the term length (sometimes up to 3 years). Irma Martinez mentioned that maybe an Open House could be helpful for prospective members. Council Member Houston mentioned the power of congregations and places of faith for outreach purposes.

Person-Centered Community Framework: Ara Merjanian began by highlighting some of the guests who shared presentations at 2016 CC meetings. Merjanian continued with an overview of the 2014 panel discussions and the 2014 Safety Net Forums. Out of those discussions and forums emerged 7 principles that later became “Person-Centered Care”, and 3 of those principles became our central focus. In 2015 the CC took that concept and asked members to present on how their organizations apply those concepts. That work culminated in a summit at the AISD Performing Arts Center in 2015, where around 90 people from diverse backgrounds gathered in a conversation to explore how individuals and organizations can promote and build a more person-centered community. In 2016, the CC focused on finding what the best practices were in person-centered care and how member organizations were applying those concepts. Merjanian then shared the Person-Centered Framework for Community Advancement that was prepared as a result of this work. Raul Alvarez also discussed the framework and its purpose.

Dr. Stephanie Hawley asked about the criteria that were used to determine the organizations discussed at CC meetings, and about specific organizations that were discussed. Merjanian responded that there was a committee process where somebody with expertise and experience was selected from the CC itself to help look through the different organizations operating in that space. Council Member Houston mentioned how she did person centered work and planning a number of years ago, and commented on the importance of also working with the continuum of care from childhood to seniors as well. If we talk about of a continuum, we want to have a good quality of life for our children and our seniors, two groups finding it increasingly difficult to thrive in our local economy.

Language Access Work Group Update: Raul Alvarez, Carlos Soto, & Esther Díaz. Carlos A Soto, Research Analyst at CAN, began the data presentation by discussing a chart showing data on Linguistically Isolated Households, or households where nobody over the age of 14 speaks English “very well” or English only. Dr. Crook asked what languages make up the “other languages” category. Soto responded that information regarding specific languages would be available in an upcoming slide (note: “other languages” category includes Arabic, Hebrew, African Languages, and all other languages not included in the other groups). Next, Soto presented a map showing census tracts in Bastrop, Caldwell, Hays, Travis, and Williamson counties (the 5 Counties), and the percent of households that are Limited English Proficient. Some census tracts in Travis County have more than 20% households that are LEP, with some tracts reaching 30%-35% LEP. There is a cluster of 11 census tracts located roughly between Metric Blvd on the West, Cameron Road/Dessau Road in the East (Interstate 35 runs between these two roads), Braker Lane on the North, and 183 and 290 in the South that contain 20% or more LEP households. The majority of the other census tracts with greater than 20% LEP households are all located east of I-35, whether on the north side of the Colorado River or the south side. Data on language growth shows that the growth of the percent of the population who speaks English “less than very well” is increasing at a faster rate than the population in general and English only speakers specifically. This indicates that there will be an increased need for services in an increasingly diverse set of languages. In terms of specific languages, Soto mentioned that in terms of numbers, Spanish has the greatest number of speakers, with nearly 250,000 speakers in Travis County, but that Vietnamese, other Asian language, and Arabic speakers had higher percentages of LEP households. Another important sector to provide access to is the population with hearing difficulties.

Raul Alvarez continued with background information about the needs that resulted in the creation of the Language Access Work Group (LAWG) and an update on recent developments. Detailed information is available on the [LAWG blog](#). Esther Diaz continued with an overview of her work with CAN in the area of

language access. Diaz also explained the model followed by Translation and Interpretation Network (TIN), a nonprofit, translation and interpretation training and service provider that specializes in providing high-quality, interpretation in high-stakes environments. TIN is interested in collaborating with local organizations to develop a program or office in the area. Dr. Crook asked if the people that do the translation get paid, the answer is yes. Marina Bhargava asked if we will continue to leverage interpreters from Caritas and other non-profits, who are currently providing interpretation services to refugees. Diaz responded affirmatively, adding that if additional interpreters are needed, they can be sent to the Multicultural Refugee Coalition to be trained. Irma Martinez asked about grants, angel funding, or crowd-funding that may be used to cover the cost. Diaz responded that since they have not had much success in several attempts to pursue those avenues, they are now reaching out to other groups and organizations to seek help. Sherri Fleming expressed a concern that many of the entities represented here have solicitation processes that need to be consulted before relationships like that can develop. Fleming also talked about the importance of developing and maintaining common standards all organizations follow, citing examples by the City of Austin. Diaz responded that although the workgroup itself has not yet developed standards for CAN partners to follow, she has participated in the Texas Advisory Committee on Qualifications for Health Care Translators and Interpreters, which just ended this month, where they came up with a set of recommendations regarding interpreting qualifications and translation qualifications. Translations need to be done by qualified individuals, as well as reviewed by a person with a higher level of qualification. David Evans asked about the possibility of using mobile app technology. Esther responded that in many cases, especially in a clinical setting, phone interpretation is not effective and in-person interpretation services are a necessity.

2017 CAN Work Plan: Raul Alvarez began by discussing the two main issues that emerged as a result of reviewing the information available, the results of the needs assessment, and conversations in the retreat. Partners expressed particular interest in bridging the economic divide through workforce development, and addressing institutional racism. In response to those requests, the CAN Work Plan includes provisions to support implementation of the Austin/Travis County Comprehensive Workforce Development Plan, and provisions to help identify resources, strategies, training opportunities and accountability measures that CAN partner organizations may utilize to address institutional racism. Upcoming opportunities to learn more about these issues include a series of events at ACC. Dr. Hawley provided more information about the Courageous Conversations about Race event, a two-day training taking place on February 1-2, 2017, and the Regional Equity Summit scheduled for February 3, 2017. Sherri Fleming asked if the two trainings were interdependent. Dr. Hawley responded that the Summit on Feb. 3 is an ACC event, and a one day event intended as a meeting of diverse stakeholders to facilitate leveraging our resources and expertise across the region to have solutions oriented conversations. Dr. Hawley added that after attending the National Summit for Courageous Conversations, she had the opportunity to bring them back and do a training. The registration is separate for the two events, and there is a fee for the training on the 3rd, but it's free for students and educators. For the one about Beyond Diversity, Dr. Hawley mentioned that they are trying to get some community partners to pay for that piece. Council Member Houston talked about how it is important that a group as diverse as this have some framework to start those conversations in their own area, but that framework must be based off a common grounding such as Beyond Diversity. Next, Raul Alvarez discussed the CAN Community Council's plan to focus on addressing childhood poverty and ensuring there is equity and opportunity for children across the board, and continuation items including: LAWG, Deliberative Dialogues, equity training, and a regional summit in 2018. Shea mentioned it's not clear to her how each partner organization has institutionalized a mechanism for conveying priorities from CAN to our prospective organizations. Perhaps it would be valuable for Commissioners Court to have an update from CAN on the annual priorities, as I think it's important for each of our institutions to hear that as a collective body, we've committed to addressing institutional racism as a priority in this community. Erica Saenz made a motion to

approve the Work Plan for 2017, Council Member Houston seconded the motion, and the motion was approved unanimously.

Adjournment: The Chair adjourned the meeting at 3:00 p.m.

2017 CAN Board of Directors Meetings

January 13	St. David's Foundation, 1303 San Antonio, Suite 600
February 10	Austin City Hall, 301 W 2 nd Street, Boards and Commissions Room
March	NO MEETING
April 7	Austin City Hall, 301 W 2 nd Street, Boards and Commissions Room
May 12	Austin City Hall, 301 W 2 nd Street, Boards and Commissions Room
June 9	Austin City Hall, 301 W 2 nd Street, Boards and Commissions Room
July	NO MEETING
August 11	Austin City Hall, 301 W 2 nd Street, Boards and Commissions Room
September 8	Austin City Hall, 301 W 2 nd Street, Boards and Commissions Room
October 3	Austin City Hall, 301 W 2 nd Street, Boards and Commissions Room
November 3	TBD – retreat
December 8	Austin City Hall, 301 W 2 nd Street, Boards and Commissions Room