

CAN Community Council Notes
 May 20, 2024, 11:30 am – 1:00 pm
 Zoom Video Conference

Attendees: Ara Merjanian, Donovan DePriest, Pamela Garcia, Sona Shah

CAN Staff: Jelina Tunstill, Raul Alvarez, Carlos Soto

Guests: Paul Secord

Call to Order	The meeting was called to order at 11:37 am. A quorum was not present.
Approval of minutes from the April 15, 2024 Meeting	Due to lack of quorum, the approval of the April 15 minutes will be moved to the June meeting for approval.
Community Council Chair’s Report	<p>Summary: Donovan shared that Commissioner Travillion shared in the Executive Committee meeting that he is ready to see impact. Donovan stated that he knows this is something that the CAN CC Chair and Vice Chair are also passionate about. He stated that this group has produced reports, but now it is time to figure out what is going to be done with them. Jelina added that CAN has a LinkedIn and will be pushing recruitment through there. She shared that CAN CC members can also share out the flyer and encourage others to share. She stated that Raul has shared the flyer with the Board and the Board is helping recruit as well.</p>
Executive Director’s Report	<p>Summary: Raul stated that we are transitioning from mental health to expanding opportunity. CAN is continuing to work on the engagement around the Spanish Mental Health Toolkit. The funding for that will run out this summer so we’ve created a train-the-trainers course to build more capacity for that engagement. One of the things we are doing is identifying earn-and-learn programs and creating profiles for those programs. In the fall we want that to morph into hosting Expanding Opportunity forums to highlight these earn and learn programs and one of them focused on regional efforts. During the last Board meeting they had their first discussion to launch the strategic planning process and discuss the topic of regionalism. He stated that we are a small staff and would need additional resources or dedicated staff to work on regional efforts if that is something that the Board wants to focus on. Last, we met the goal for the Mental Health First Aid trainees. We haven’t announced it yet since a representative from every member organization. Raul stated that since both him and Jelina are trained to be trainers, we are thinking about planning a training specifically for the Community Council.</p> <p>Follow-up: Jelina will send out an interest poll for the Mental Health First Aid Training.</p>



Building a Person-Centered Community Presentation – Paul Secord (Meals on Wheels Chief Advancement Officer)

Summary: Paul stated that there isn't a national organization. Each Meals on Wheels is unique and at its core the commonality is delivering food to seniors and people with disabilities. Mow Central Texas was started 52 years ago by 8 volunteers. Now they have over 400 employees and offer home delivered meals to over 2100 older adults and people living with disabilities a day. They will also deliver between 800-1000 meals to people living in congregate centers a day. MOW will operate these centers in partnership with the City, APH, Travis County etc. Loneliness is one of the greatest impacts on health as we age and its impact on mental health. They offer a "Care" program that is their wraparound services for their neighbors(clients) where meal delivery isn't enough. "Pals" program helps neighbors that have pets and was developed in response to them sharing their daily meals with their pets. It provides pet food for the pet and meals to the human. They also have a "Grocery To-go" program that allows older adults agency in being able to select their own foods. They also have an "In Home Care" program that provides 300,000 hours of in-home care to older adults and people living with disabilities so that they can live safely in their home. All their programs are focused on allowing people to age in place safely, comfortably, and with dignity.

1. How has your organization/ program utilized the strategies from the PCC framework?

They try to meet neighbors where they are and don't adopt the one size fits all mentality. They keep their strategic priorities at the forefront of their work and it's the acronym H.E.A.R.T. Honor our neighbors, Educate our stakeholders, Analyze our processes, Rally our employees, and Target our opportunities. Paul stated that all PCC strategies in our framework are a priority for MOW except for number 1 (dealing with children). It is something that is starting to be more of a focus since the amount of multi-generational homes they service and they are looking at how they can provide food to everyone in the household at the same time. Their current funding is for providing meals for older adults, but they are looking at other funding streams to be able to provide meals to everyone in the home.

2. What PCC strategies does your organization/ program utilize that isn't reflected in the framework?

He stated that the wellbeing of children is mentioned but older adults isn't mentioned. The majority of their neighbors receive not only lunches, but also breakfasts and without MOW they would be food insecure.

3. Of the strategies listed in the framework, which one could we help your organization/ program implement?

Delivering food does nothing if people don't want to eat it. They are actively looking at how to provide a more culturally appropriate menu. He stated if this group has any ideas or resources, he would be receptive. He also stated that "they don't know if they don't know". He solicited ideas from us on what we could help MOW implement.

4. How did COVID impact how you can focus on your service population? What kind of innovative strategies did you develop that you can continue using?



	<p>He stated that COVID blew their model out of the water. They are heavily dependent on volunteers to deliver those meals. During COVID they couldn't use volunteers and even if they could their volunteers weren't in a position to do that. They pivoted to paid drivers and delivering shelf stable food instead of daily hot meals. That's not something they want to maintain from the pandemic, but it did set in motion MOW considering neighbors' delivery times. They are in partnership with Dell, St. David's, and Episcopal Foundation to provide frozen meals during their preferred delivery times. Volunteers did not come back after the pandemic in the same numbers they left.</p> <p>Q&A: Raul asked how they gain insight on what direction to go next. Paul answered that MOW is very data driven and the analysis process is very thorough. He stated that they regularly survey their neighbors through their care team. Some of the feedback they've received made them realize they needed to provide food people enjoyed that are culturally appropriate, medically tailored meals, and menu choices that are inclusive to different dietary needs (vegetarian, vegan etc.). They had to increase the amount of bilingual intake professionals in order to meet people where they are.</p> <p>Ara asked what meals on wheels +. Paul answered that their legal entity's name is Meals on Wheels and More. The Care program is similar to what other Meals on Wheels +. Ara stated that 2 years ago the Community Council wrote the Food Insecurity report which could be helpful in identifying recommendations that MOW could consider. Ara suggested that to combat loneliness, they could consider co-locating.</p> <p>Raul suggested CAN could create a catalog of surveys to create a template of a feedback survey to help organizations that are looking to improve their PCC approach.</p> <p>Donovon asked if they reach out to their neighbors to see what "culturally appropriate" means to them? He stated that from experience it could be as easy as switching seasoning packets. He stated that they are in the process of creating a neighbor advisory council that could answer questions like that. The group has not launched yet.</p> <p>Sona asked if MOW offers senior transportation. Paul answered no. They partnered with St. David's Foundation pre-pandemic to explore options for transportation for seniors and it was unsuccessful.</p>
<p>Expanding Opportunity Overview – presentation link</p>	<p>Summary: Jelina gave an overview of what the Board has already done regarding expanding opportunity. She stated that in 2021 there was a Regional Summit that sparked all of this work. In 2022 there were 4 expanding opportunity forums and to continue that work the Board created an expanding opportunity workgroup that selected 2 priorities for the Board to focus on and to be the topic of the April 5, 2024 Regional Summit. The 2 priorities were 1. Address affordability pressures</p>



	<p>for individuals participating in workforce training opportunities and 2. Promote and support workforce development opportunities aimed at upskilling, including apprenticeships and other earn and learn opportunities. She then showed the list of all the topics that could be a focus for the Community Council if they choose. She suggested focusing on one of the topics that are not highlighted or a gap if identified.</p> <p>Comments and Suggestions: Ara suggested taking a look at our past work and seeing what needs updating. He also stated there is an opportunity for the Community Council to work with integral care on hosting forums and serving as a focus group for their Children’s Mental Health Plan.</p>
Adjourn	The meeting was adjourned at 1:00 pm