

# **Planning and Network Advisory Committee**

## **FY 24 Annual Summary Report**

### **Meeting Topics-**

September –

- FY24 Board Charges Reviewed
- Customer Satisfaction Survey Tool Discussion
- Overview of My Avatar -new Electronic Health Record
- Discussion of City Link Transportation

October –

- Discussion on Work Plan Topics for future agendas – Community Response Teams, Community Health Workers, IDD Law Enforcement Training, City Link, Consumer Operated Services all discussed as options
- Customer Satisfaction Survey Questions and QR Code access

November –

- FY24 Fiscal Budget review
- Annual Training
- Customer Satisfaction Survey Responses
- Discussion on HUD Housing programs and request for future presentation.

December –

- West Texas Homeless Network and HUD Program Presentation
- Discussion Related to Homelessness, Other Community Services Available – Veterans, Emergency Shelter, Neighboring Communities

January –

- Q1 Performance Reports
- Q1 PNAC Report to Board
- YES Waiver Request for Application – seeking providers for services

February –

- Children’s Mental Health Services Overview – TRR, YES Waiver, Behavioral Health Partnership Program, Mental Health First Aid and Multisystemic Therapy

March –

- Center Changes – Elimination of Care Coordination Department, Public Information, IT/Data Support Positions, Jail Transitions Program

April –

- West Texas Harm Reduction

May –

- IDD Respite Program Changes and Community Support Services

June –

- Quarterly YTD Performance Reports
- PNAC Staff Liaison Transition
- Customer Satisfaction Survey Responses

July –

- Sheriff's Office IDD Training
- Customer Satisfaction Survey
- Discuss FY 25 Work Plan Requests for Board Consideration

August –

- Review Annual PNAC Summary Report
- Overview of Center Services
- Review QM/UM Plan

### **Recommendations/Input Provided –**

- PNAC Members encouraged engagement in other systems, i.e., City Link meetings (public transportation)
- PNAC Members expressed interest in and reported advocacy on several topics –
  - Sequential Intercept Mapping workgroups (Diversion Center)

- Additional resources for children with behavioral and mental health issues
  - Peer involvement in services
  - Abilene Police Department communication tool for vulnerable citizens
  - Housing and lack of residential programs for AMH clients
- PNAC Members provided input on a customer satisfaction survey tool, methods to access it and ways to improve participation throughout the year
- PNAC Members received presentations from several service programs and asked questions and offered input about communication, access across service region, possible gaps as well as things they thought worked well.
- PNAC Members considered a staff presentation about changes to our IDD Respite program and provided input on that decision prior to Board discussion and review of the change.
- PNAC Members gave input to meeting agendas, topics they were interested in learning more about or discussing, meeting cadence and PNAC by-laws and operational considerations.