



**SYSTEMS IMPROVEMENT COMMITTEE MINUTES**

**Committee:** SYSTEMS IMPROVEMENT COMMITTEE

**Date:** May 13, 2025

**Duration:** 12:30 p.m.

**Meeting Place:** Zoom MEETING

**Co-chairs:** Anna Maul

**Attendance:**

P = Present; A = Absent;

Px = Proxy

| Voting Committee Members |                    |   |                      |   |   |   |                       |
|--------------------------|--------------------|---|----------------------|---|---|---|-----------------------|
| P                        | Cryss Murray (PLE) |   | Larry Wallace (BMHC) | P | Rachel Schuyler (PLE)                       | P | Jason Phillips (ECHO) |
|                          |                    |   |                      | P | Chelsea Biggerstaff (PLE, LifeWorks) (1/25) |   |                       |
| Voting Committee Chairs  |                    |   |                      |   |   |   |                       |
| P                        | Anna Maul (1/25)   | P | Atma Meek (5/25)     |   |   |   |                       |
| Attendees                |                    |   |                      |   |   |   |                       |
| A                        | Cynthia Simons     | P | Morgan Shaffer       | A | Sasha Rose                                  | A | Jacob Emerson         |
| A                        | Angela Gill        | A | Karen Dorrier        | A | Kaleigh Phelan                              |   |                       |
| A                        | Liz Baker          | A | Theo Scrivner (C4R)  | A | Markeitha (Kiki) Simmons                    | A | Toby Nunley           |
| ECHO (CoC Lead)          |                    |   |                      |   |   |   |                       |
| P                        | Kyle Walker (PLE)  | P | La Shandraia Dwyer   | P | Danica Fraher                               | A | Shan Robertson        |
| A                        | Sara Fuetter       |   |                      |   |   |   |                       |

| AGENDA               | TIME             | PRESENTER/<br>ACTION                      | DISCUSSION  | FOLLOW UP AND/OR<br>VOTING ITEM RESULTS  |
|----------------------|------------------|---|---|--|
| I. Welcome           | 12:30 -<br>12:40 | All                                       | If you could have an outfit made out of any type of fabric, what would it be?   |  |
|                      | 12:40 -<br>12:45 | All                                       | Approve April Minutes - <a href="#">2025-04-08_Minutes - Systems Improvement Committee.docx</a>   | VOTE: Chelsea voted, Atma seconded approval of April minutes   |
| Community Happenings | 12:45 -<br>12:50 | Atma,<br>Viktoria,<br>Chelsea,<br>Kaleigh | <p>Esperanza - just initiated our first automotive repair class on 5/12/25;<br/>Finishing up first HVAC classes</p> <p>Foundation Communities offers Zumba classes, would like connect to Esperanza for auto needs, pet sitting</p> <p>Lifeworks - May 30 from 11 am - 5 pm: Summer Kick-off event for community with food, music, bounce houses, water slides, snow cones, etc. at South 1st site</p> <p>CAPDS - hiring 6 new case managers to work at CAFA:<br/><a href="https://www.indeed.com/cmp/Capital-Area-Private-Defender-Service-2/jobs?jk=7333a0054ecc7b0f&amp;start=0&amp;clearPrefilter=1">https://www.indeed.com/cmp/Capital-Area-Private-Defender-Service-2/jobs?jk=7333a0054ecc7b0f&amp;start=0&amp;clearPrefilter=1</a></p> |  |
| Discussion Items     | 12:50 -<br>1:25  | Liz Baker @<br>TOOF                       | <p><b>Workforce Development Written Standards</b></p> <p>TIMELINE:</p> <ul style="list-style-type: none"> <li>- Feb 2024, LC identified workforce development as strategic goal for governance structure</li> <li>- Oct 2024, TOOF contracted to come up with these written standards with ideas on potential pilot projects to consider integrating</li> </ul> <p>REVIEWED draft Written Standards:<br/><a href="https://docs.google.com/document/d/1aCHsUQFGh4JKg_iMpenuMrXImUfeZtdl/edit?usp=sharing&amp;oid=111268489023117853716&amp;rtpof=true&amp;sd=true">https://docs.google.com/document/d/1aCHsUQFGh4JKg_iMpenuMrXImUfeZtdl/edit?usp=sharing&amp;oid=111268489023117853716&amp;rtpof=true&amp;sd=true</a></p>                      | <p><i>*Anna Maul Question: What about folks who are already engaged? Are we giving those orgs a length of time in which to meet these minimum standards? Implementation question.</i></p> <p><i>*Data Collection, Outcome Measurement and Evaluation - up to ECHO and LC to decide</i></p> |

|  |             |                    |  |  |
|--|-------------|--------------------|--|--|
|  |             |                    | <ul style="list-style-type: none"> <li>- services are person-centered</li> <li>- non-discriminatory</li> <li>- culturally competent</li> <li>- Service Matching</li> <li>- Definition of Service Types</li> <li>- Standards for Specific Interventions</li> </ul> <p><i>Anna Maul Question: What about folks who are already engaged? Are we giving those orgs a length of time in which to meet these minimum standards? Implementation question.</i></p> <ul style="list-style-type: none"> <li>- Collaborations and Partnerships</li> <li>- Data Collection, Outcome Measurement and Evaluation - up to ECHO and LC to decide</li> <li>- Staff Training and Development - not asking folks to be certified in motivational interviewing; learning core concepts</li> <li>- Policy and Compliance - make sure we're looking at COA, state and County laws to ensure any provider is employing people themselves they're following these written standards</li> </ul> | <p>*Equity Review Tool</p> <p>Anna Maul makes motion to take to approve Written Standards, Atma Meek seconds. ALL IN FAVOR. WORKFORCE WRITTEN STANDARDS APPROVED, with Equity Review Tool to be attached and linked here: <a href="#">8. Equity Review Tool.docx</a></p> |
|  | 1:25 - 1:50 | <b>Shan</b>        | <p>Introduction of new Governance Manager; presentation and overview of co-chair voting</p> <ul style="list-style-type: none"> <li>- Viktoria: issues with getting responses to Expression of Interest forms</li> </ul>  | Will return soon to train in Code of Conduct training  |
|  |             | <b>Dr. Wallace</b> | <p>Leadership Council debrief - <a href="https://www.austinecho.org/wp-content/uploads/2021/12/5-5-2025-Leadership-Council-Public-Meeting-Agenda.pdf">https://www.austinecho.org/wp-content/uploads/2021/12/5-5-2025-Leadership-Council-Public-Meeting-Agenda.pdf</a></p> <ul style="list-style-type: none"> <li>- <a href="#">CE RRH Prioritization Recommendation Discussion</a></li> <li>- <a href="#">CE Workgroup RRH Prioritization Memo to Council</a></li> <li>- <a href="#">Housing Connector Presentation</a></li> <li>- <a href="#">PIP Revisions</a></li> </ul>  |  |

|  |                |                  |   |  |
|--|----------------|------------------|---|--|
|  | 1:50 -<br>1:58 | <b>Anna Maul</b> | Co-chair discussions - voting member nominations for second co-chair (for after-meeting voting) |  |
|  | 1:58 -<br>2:00 | <b>Anna Maul</b> | <b>PLE recruitment</b>  |  |