



CENTRAL HEALTH

Our Vision

Central Texas is a model healthy community.

Our Mission

By caring for those who need it most, Central Health improves the health of our community.

Our Values

Central Health will achieve excellence through:

Stewardship - We maintain public trust through fiscal discipline and open and transparent communication.

Innovation - We create solutions to improve healthcare access.

Right by All - By being open, anti-racist, equity-minded, and respectful in discourse, we honor those around us and do right by all people.

Collaboration - We partner with others to improve the health of our community.

PUBLIC HEARING AND BOARD OF MANAGERS MEETING

Wednesday, August 31, 2022, 5:00 p.m.

Videoconference meeting¹

A quorum of the Board and the presiding officer will be present at:

Central Health Administrative Offices
1111 E. Cesar Chavez St.
Austin, Texas 78702
Board Room

Members of the public may attend the meeting at the address above, or observe and participate in the meeting by connecting to the Ring Central meeting link listed below (copy and paste into your web browser):

<https://meetings.ringcentral.com/j/1451390751?pwd=dGoxMVlvZzZ3SWVrRUVjRVpuM01sdz09>

Password: 501616

Members of the public may also listen and participate by telephone at:

Dial: (888) 501-0031

Meeting ID: 145 139 0751

The Board will meet via videoconference with a quorum present in person and allow public participation via videoconference and telephone as allowed under the Open Meetings Act. Although a quorum of the Central Health Board will be physically present at the location posted in the meeting notice, we strongly encourage all members of the public to observe the meeting virtually and participate in public comment, if desired, through the virtual meeting link or telephone number listed on each meeting notice.

Members of the public who attend in person should conduct a self-assessment before coming to the building to ensure they do not have a high temperature or any symptoms of COVID-19. Anyone who is symptomatic and/or has a fever should contact their healthcare provider for further instructions. Symptomatic members of the public can still participate, if desired, through the virtual meeting link or telephone number listed on each meeting notice. Resources related to COVID-19 can be found at the following link <https://www.austintexas.gov/covid19>.

REGISTERING FOR PUBLIC HEARING OR PUBLIC COMMUNICATION

A member of the public who wishes to make comments virtually during the Public Hearing or Board of Managers Meeting must properly register with Central Health ***no later than 3:30 p.m. on August 31, 2022***. Registration can be completed in one of three ways:

- Complete the virtual sign-in form at <https://www.centralhealth.net/meeting-sign-up/>;
- Call 512-978-9190. Please leave a voice message with your full name and your request to comment via telephone at the meeting; with the name of the meeting at which you wish to speak; or
- Members of the public who attend the meeting in person are also invited to register in person to speak until the time that the Chair closes the public hearing.

Individuals who register to speak on the website or by telephone will receive a confirmation email and/or phone call by staff with instructions on how to join the meeting and participate in public communication.

PUBLIC HEARING

1. Present an overview of the proposed Central Health Fiscal Year 2023 budget and its associated tax rate. (*Informational Item*)
2. Receive public comment on the proposed Central Health Fiscal Year 2023 budget and its associated tax rate. (*Informational Item*)

PUBLIC COMMUNICATION

Public Communication rules for Central Health Board and Committee meetings include setting a fixed amount of time per person to speak and limiting Board responses to public inquiries, if any, to statements of specific factual information or existing policy.

CONSENT AGENDA

All matters listed under the CONSENT AGENDA will be considered by the Board of Managers to be routine and will be enacted by one motion. There will be no separate discussion of these items unless members of the Board request specific items be moved from the CONSENT AGENDA to the REGULAR AGENDA for discussion prior to the vote on the motion to adopt the CONSENT AGENDA.

- C1. Receive the Central Health Quarter Three Investment Report.

REGULAR AGENDA²

1. Receive and discuss an update on community engagement and outreach regarding the Healthcare Equity Plan and FY 2023 budget and strategic priorities. (*Informational Item*)
2. Confirm the next regular Board meeting date, time, and location. (*Informational Item*)

Notes:

- ¹ This meeting may include one or more members of the Board of Managers participating by videoconference. It is the intent of the presiding officer to be physically present and preside over the meeting at Central Health Administrative Offices, 1111 E. Cesar Chavez, Austin, TX 78702, Board Room. This meeting location will be open to the public during the open portions of the meeting, and any member participating by videoconference shall be both visible and audible to the public whenever the member is speaking. **Members of the public are strongly encouraged to participate remotely through the toll-free videoconference link or telephone number provided.**
- ² The Board of Managers may take items in an order that differs from the posted order and may consider any item posted on the agenda in a closed session if the item involves issues that require consideration in a closed session and the Board announces that the item will be considered during a closed session.

A recording of this meeting will be made available to the public through the Central Health website (www.centralhealth.net) as soon as possible after the meeting.

Any individual with a disability who plans to attend this meeting and requires auxiliary aids or services should notify Central Health at least two days in advance, so that appropriate arrangements can be made. Notice should be given to the Board Governance Manager by telephone at (512) 978-8049.

Cualquier persona con una discapacidad que planea asistir o ver esta reunión y requiera ayudas o servicios auxiliares debe notificar a Central Health con la mayor anticipación posible de la reunión, pero no menos de dos días de anticipación, para que se puedan hacer los arreglos apropiados. Se debe notificar al Gerente de Gobierno de la Junta por teléfono al (512) 978-8049.

Consecutive interpretation services from Spanish to English are available during Public Communication or when public comment is invited. Please notify the Board Governance Manager by telephone at (512) 978-8049 if services are needed.

Servicios de interpretación consecutiva del español al inglés están disponibles durante la Comunicación Pública o cuando se le invita al público a comentar. Notifique al Gerente de Gobierno de la Junta por teléfono al (512) 978-8049 si necesita servicios.

Central Health Board of Managers Shared Commitments **Agreed adopted on June 30, 2021**

Whereas, the Board of Managers of Central Health has come together as a governing body to ensure the Vision of Central Health: Central Texas is a model health Community;

Whereas, the Board of Managers of Central Health bring this vision into reality by enacting the mission of caring for those who need it most and thereby improving the health of our community;

Whereas, the Board of Managers of Central Health achieves excellence toward this vision and mission through the stated values of Stewardship, Innovation, Respect, and Collaboration;

Whereas, the Board of Managers of Central Health further known as we in this document understand that systemic racism is the root of health inequities that emerge from a history of racism in Texas including Travis County that contributes to the social determinants of health that play a primary role in producing inequitable health outcomes;

Whereas, as an organization, Central Health is anti-racist and committed to a diverse and inclusive culture that seeks equity and social justice in the pursuit of its mission:

1. We Commit to informing all of our actions as Board Managers with the understanding that we are accountable to recognizing and to interrupting systems of oppression. This includes understanding the power structure in the United States, and Texas, and Travis County, that advantages certain community members and has historically disadvantaged other community members based on the color of their skin, race, ethnicity, language, and/or other characteristics. We further understand that to disrupt this power structure and the health inequities it produces, we must collaborate to collectively respond to the lived realities of all ethnicities, races, and identities disadvantaged within this system and all historically oppressed identities and communities disadvantaged within this system. We Commit to understanding that when disadvantaged communities compete against each other, we all lose in this system, and the only way forward is to work together for the benefit of all oppressed communities collectively.
2. We Commit to a model of Generative Leadership which requires us to understand and practice collaboration and accountability demonstrated by following our agreed upon meeting procedures and ensuring all members have the opportunity for comparable speaking time. We further Commit to intentionality prior to speaking including: considering: what is the goal of what I

want to share; is this the right time to share it; and is this in keeping with our collective goal for this particular moment within this particular meeting?

3. We Commit to Generative Conflict which includes engaging in disagreements and differences in perspective in a way that deepens relationships and trust by expanding knowledge and understanding of each other, including expecting our ideas to be expanded and enriched by learning and engaging with other Board Manager ideas, choosing curiosity over competition of ideas, and anchoring our conversations in our common purpose.
4. We Commit to practicing emotional intelligence as leaders which includes being aware of our own emotions and reactions and managing them, as well as being aware of our impact on others and managing this impact for the collective good when we are in our role as Board Managers.
5. We Commit to being aware of our own privileges and advantages in the sociopolitical and economic structure of the United States, Texas, and Travis County to use these for the benefit of interrupting inequities across historically disadvantaged identities.
6. We Commit to preventing the commission of microaggressions through the awareness of the history and oppression of diverse identities and communities. To this end, we Commit to strive to learn the historical context informing the lived realities of all historically oppressed identities and communities, and to use this to prevent use of language and commission of actions that can be harmful given these histories.
7. If we inadvertently commit a microaggression, we strive to immediately become aware on our own of the harm we have caused. If another Board Manager generously helps us become aware of a microaggression we have committed we welcome the support in our learning and growing process as a leader and immediately express appreciation for having made us aware, own the mistake we have made, acknowledge the impact of the harm we have caused, and engage repair through apology and the articulation of what we will do to avoid the repetition of such harm in the future.
8. If we observe one of our fellow Board Managers commit a microaggression, we Commit to calling them in by letting them know in a respectful and kind manner of the mistake that has been made.
9. We understand that many of us, as survivors of historically oppressed identities and communities, carry internalized narratives of oppression, and we can inadvertently express these oppressions against others in ways that cause harm and we Commit to the same process identified in 7 and 8 to engage repair and return to generative collaborative processes.
10. We understand that even without the history of oppression potentiating the weight of harm, expressions of prejudice and rudeness can also cause harm to our shared aims, and we Commit to the same process identified in 7 and 8 to engage repair and return to generative collaborative processes.

11. We Commit to using our Racial and Social Justice Framework (next page) for decision-making as we work together for the collective good of our communities as we eradicate health inequities and create a model healthy community.
12. We understand that we are entrusted with a vital responsibility for our communities and are accountable stewards for the time and resources available to our Board of Managers. We understand that these commitments are entered into to ensure responsible stewardship of this time and resources through generative collaborative processes to reach our vision and mission and we agree that if we do not follow any one of these commitments we welcome our Board Manager colleagues to bring this to our attention through the agreed upon process reflected here and when this occurs, we commit to immediately acknowledging the mistake and engaging in a repair and correction process as indicated in these commitments so that our work to dismantle systemic racism and resulting barriers and achieve health equity can move forward.

Be it adopted that the above agreements will be honored and acted upon by each Board Manager as of 6/30/2021 and henceforth forward as indicated by signature below.

Board Manager Signature

Date

Board Manager Printed Name

Calling In and Repairing Harm

Calling In after Harm in Groups with Shared Values and Aims Stance

Hey, this thing you said/did hurt some folks or could hurt some folks.

A) Here's why that can be hurtful or,

B) Please do some research to learn the history of why that's hurtful.

Implied message: I know you are good and are on this journey with us and we are all going to make mistakes as we unlearn things.

Calling In after Harm in Groups with Shared Values and Aims Sample Language

- I know it wasn't your intention, but what you just said minimizes the horror of _____ e.g. the history of racism, enslavement, the holocaust, etc.
- I know it wasn't your intention but what you just said has the impact of implying that _____ are not competent or as intelligent as others.
- What you just said suggests that _____ people don't belong.
- That phrase has been identified as being disrespectful and painful to _____ people and it's important that we not use it.
- Oh, I have also used that term, but I have now learned that when we use it we are leaving out people who _____ or we are implying that _____ and the word people are learning to use now is _____.
- The term used now by people living with that identity is _____.

Repairing Harm after Microaggressions, Mistakes, and expressions of Prejudice

- Own / Name it
- Recognize the Impact
- Apologize (Do not share context or explanations)
- Make any amends that are possible
- State what you are going to do to learn and do better in the future.

Sample Language: Thank you so much for letting me know. You are right, I used this term or said that phrase and realize that it has the impact of minimizing the experience of _____ or implying that _____. I am deeply sorry and will practice learning the correct language and will research and learn more about this to ensure that I do not make this mistake and cause this harm in the future.

RACIAL and SOCIAL JUSTICE FRAMEWORK

Values and Anti-Racism/Anti-Oppression

- Is this consistent with our values?
- Are we taking steps so we cannot predict outcomes by race and other systemically disadvantaged characteristics?

Intentional and Accountable Storytelling

- What data are we using and has it been disaggregated by race? What is the source of the data? Who is it making visible and invisible? Whose experience is being centralized and whose is being marginalized in the data? Does the way we are using the data reflect the complexity of the issues and reflect the issues accurately?
- What are the stories and narratives we are telling? What is the purpose? Who is interpreting the meaning? Who's it meant for? Who's impacted and how?
- Are we refusing to be ahistorical? Are we fully considering history and the impacts of the historical context?

Power Analysis

- What are the power dynamics in this situation? What are the intersecting spheres of oppression at work in this situation?
- What are the cultural norms of white supremacy at work in this situation?
- Who would benefit and who would be harmed by this action/decision?
- Does this interrupt/disrupt or collude with/reinforce oppressive systems/power structures?
- If this is attempting a solution, where are we locating the problem?
- Does the solution/strategy we are proposing change the system or the individual?
- Who are we asking to change and why?

Relationships

- Who is in the room and who isn't and why? Who is sharing and who is not and why?
- Whose perspective is represented/who is left out? And who is doing the representing? Who do we believe, who do we find credible? Why? Why not?
- Whose experience is being centralized and whose experience is being marginalized? Who is gazing and who is being gazed upon?
- Are we boldly leading toward our racial justice aim by building a broad coalition of support?
- Are we operating from a similar/shared understanding of anti-racism work? Do we have a shared anti-racist understanding of where the problem is located and a shared anti-racist theory of change to generate a solution? Have we agreed upon a shared goal?



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PUBLIC HEARING

August 31, 2021

AGENDA ITEM 1

Present an overview of the proposed Central Health Fiscal Year 2023 budget and its associated tax rate.
(*Informational Item*)



CENTRAL HEALTH

CommUnityCare | Sendero

EMPOWERING COMMUNITIES WITH CARE

FISCAL YEAR 2023 PROPOSED BUDGET

PUBLIC HEARING

AUGUST 31, 2022



FY2023 Proposed Tax Rate 6.0% over M&O No New Revenue Rate

Based on Certified Roll for Tax Year 2022/Fiscal Year 2023

Average Taxable Homestead Property Tax will decrease by (\$3.99)

	FY22 Approved	FY23 Proposed
Average Taxable Homestead Value	\$381,238	\$427,918
Average Taxable Homestead Value Appreciation	8.7%	12.2%
Tax Rate	11.1814	9.8684
M&O	10.9204	9.6604
Debt Service	0.2610	0.2080
Tax Bill	\$426.28	\$422.29
M&O	\$416.33	\$413.39
Debt Service	\$9.95	\$8.90

Average Taxable Homestead Property Tax will decrease by (\$3.99)

Homestead Exemption	65 & Older	Disability
20% (maximum allowable by state law)	\$110,000	\$110,000



ADDITIONAL INFORMATION AVAILABLE

<https://www.centralhealth.net/about/finance/fiscal-year-2023-annual-budget/>



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PUBLIC HEARING

August 31, 2021

AGENDA ITEM 2

Receive public comment on the proposed Central Health Fiscal Year 2023 budget and its associated tax rate. (*Informational Item*)



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BOARD MEETING

August 31, 2022

AGENDA ITEM C1

Receive the Central Health Quarter Three Investment Report.

INVESTMENT MANAGEMENT DEPARTMENT
TRAVIS COUNTY, TEXAS



Travis County Administration Building
700 Lavaca, Suite 1560
P.O. Box 1748
Austin, Texas 78767

Phone: (512) 854-9779
Fax: (512) 854-4210
Email: Deborah.laudermilk@traviscountytx.gov

DATE: August 12, 2022

TO: Charles E. Bell, M.D., M.S., Chairperson
Cynthia Brinson, M.D., Vice Chairperson
Julie Zuniga, R.N. PhD., Treasurer
Cynthia Valadez, Sr., Secretary
Sherri R. Greenberg, M.S., Manager
Shannon Jones III, M.P.A., Manager
Amit Motwani, Manager
Maram Museitif, M.P.H., C.P.H., Manager
Guadalupe Zamora, M.D., Manager

FROM: Deborah A. Laudermilk, Travis County Chief Investment Officer
Reagan Grimes, Travis County Investment Manager

RE: Central Health FY 2022 Third Quarter Investment Report

INVESTMENT EARNINGS

Total portfolio earnings for this quarter: \$ 1,053,681

Total portfolio earnings for this fiscal year: \$ 1,767,571

These earnings are determined on an accrual basis. Investment balances are in the Portfolio Statistics section of this report.

CASH AVAILABILITY

Operating Account for the Quarter Ended June 30, 2022:

The cash availability in the bank operating account is monitored daily. Typically, cash balances are invested as soon as they are known and available. The cash availability (includes the controlled disbursement) for the quarter ended June 30, 2022:

	2022 Average Daily Collected Balance	2021 Average Daily Collected Balance
April	\$ 1,279,116	\$ 1,319,084
May	\$ 1,350,490	\$ 1,351,649
June	\$ 1,387,717	\$ 1,365,817

Several years ago we opened a dedicated non-interest bearing account at Chase that we have managed with the goal of earning additional ECR (earnings credit) to offset annual bank charges. The current balance is \$1,228,500 and is reflected in the totals listed above.

MARKET REVIEW

It should not be a big surprise that the Federal Reserve announced at the July meeting another 75 basis points (bps) increase in the Fed Funds rate, making the range 2.25% - 2.50%. This makes two 75 bps increases in two months after a 50 bps increase in May. The FOMC is "strongly committed" to bringing inflation down and that ongoing Fed Funds rate increases are highly likely through 2023, dependent on the economic data during that time frame. There is a great deal of speculation that fed funds rate will reach 3.5% by year end and possibly peak at 4% sometime in 2023. As there was after the meeting in June and there continues to be now, there is a great deal of controversy as to whether the next rate increase will be 50 bps, 75 bps or 100 bps since inflation continues to be at a high level even with the latest report showing only minimal signs of slowing, but still far from the goal. For some time, the Fed has emphasized that their two goals are full employment and an inflation rate of 2%. They also plan to continue reducing the size of the balance sheet.

Surprisingly, GDP for the second quarter fell 0.9% following a 1.6% drop in the first quarter. Most of the components fell during the quarter. Even though goods consumption fell, services consumption reached a three quarter high increasing 4.1% and the only other segment that increased was investment in intellectual property and national defense spending. Both imports and exports rose, netting a 1.43% increase that contributed to GDP. There has been a great deal of discussion over the definition of a recession and if 2 quarters of declining GDP constitutes a recession, which is used everywhere with the exception of the U.S. The NBER (National Bureau of Economic Research) states that a recession is when sales, employment, income and production are all declining, then we are in a recession. Most likely, these factors will all be falling over the next several months, its just that it can take several months for all of these to be declining. Chairman Powell has made it clear that they will not stop raising rates just because the economy is shrinking. The FOMC want to see real progress on lowering inflation before they will consider easing and unfortunately, a recession will slow down demand to realign it with supply, hence getting the economy back on track.

The June CPI numbers were largely responsible for the size of the latest Fed Funds increase and it is likely that this type of increase will continue even when there is some retracement of the inflation rate. The Fed has reiterated numerous times and by numerous members that they will continue until their goal for inflation, 2%, is reached. The latest report of CPI was unchanged in July after the 1.3% increase in June. Unlike someone who reported that inflation was at 0%, the year-over year inflation rate had consumer prices increasing to 8.5%, down from 9.1% reported the previous month. Another unexpected result was that PPI fell 0.5% in July following a 1.0% gain in June. This was the first monthly decline in more than two years. Over the past 12 months producer prices rose 9.8% which was less than expected. The decline was mostly a result of the 9.0% decline in energy cost, versus every other category increased. Most likely, the energy supply disruptions will not be resolved over the next 12 months. The

year-over year core PPI increased 7.6% in July, a nine-month low. Unfortunately, if consumer goods, ex-energy, continue to rise, this is not a good thing for the economy and we could see further collapsing demand worldwide as the economy falls into a recession. Again, there are still some struggles within the supply chain that will only continue to hurt the inflation numbers. The upward pressure on commodity prices due to the Russian invasion of the Ukraine has fallen back to pre-invasion levels, with the exception of natural gas prices which remain elevated.

Surprisingly, nonfarm payrolls rose 528K in July, nearly double what was expected. In addition, the payroll numbers for June and May were also revised up. Seeming somewhat contradictory, jobless claims rose as expected and are near the highest level since November and continuing claims rose to the highest level since April. Overall, the unemployment rate edged down to 3.5% from 3.6%. Employment gains were across the board in every sector, with the exception of government. The growth was led by improvements in leisure and hospitality, professional and business services, and health care. These two measures are back at their pre-pandemic levels of February 2020. The labor force participation rate fell to 62.1%, a seven-month low. Average hourly earnings rose 0.5% in July (more than expected) and year-over-year wages rose 5.2% in July, similar to the gain in June.

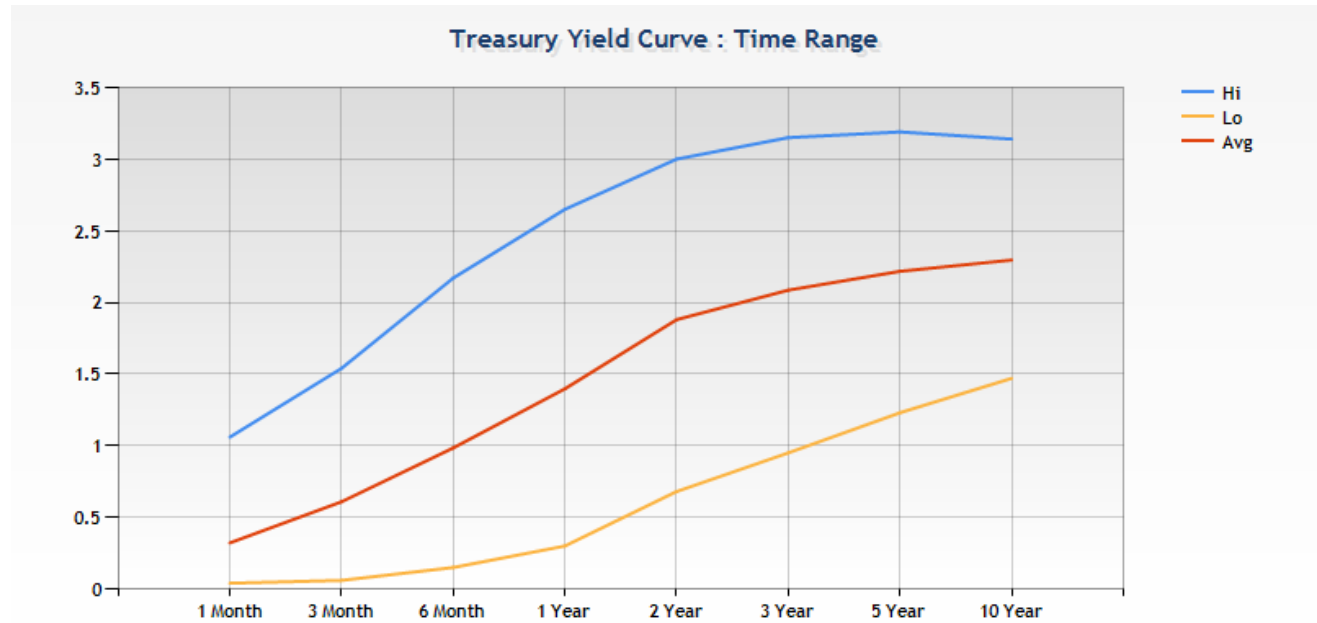
Consumer sentiment rose even though expectations were down since the beginning of the year, most likely indicating that the consumer is a little less worried, rather than more optimistic. On the other hand, the ESM (Empire State Manufacturing Index) which measures how New Yorkers who run companies feel about the economy, plunged from 11.1 to -31.3, the lowest level since May 2020 and far below the expected decline of 5.0. New orders and shipments fell dramatically and prices paid declined. Housing starts fell 9.6% in July which caused the annual pace to fall to its lowest level since February 2021 and with year-over year falling to 8.1%, dropping for the third consecutive month. Building permits also fell for both single family and multi-family. Retail sales are expected to fall also. So, all things considered, it certainly feels and sounds like we are in a recession even if the numbers don't quite line up yet according to the NBER.

The somber news is not just in the U.S., but economic reports worldwide are deteriorating.

GDP of UK fell for the first time since the COVID lockdown of 2020. Inflation in July rose from 9.4% to 10.1%, a four-decade high. Growth has slowed markedly to 0.1% in Q2. The Bank of England hiked rates at the beginning of the month by 50 bps, the biggest rate hike in 27 years and is expected to increase another 50 bps in September. Surprisingly, the Eurozone GDP rose slightly, as a whole, by 0.7%. The ECB also increased rates 50 bps, taking the deposit rate from -0.50% to 0%, the region's first hike in 11 years. Earlier in July, Russia and Ukraine reached a deal to release wheat and corn and other crops from Ukraine and fertilizer from Russia without sanction. Turkey brokered the deal to help parts of the world that are struggling with famine. There is little confidence that any agreements between Russia and Ukraine will kept since the war continues. China's housing market value was wiped out \$90 B. Population has been shrinking and about 20% of homes are unoccupied. For the past 30 years, real estate development has been about 30% of China's GDP and the fastest growing part of the economy and heavily leveraged. On top of China's economic problems, they are

threatening taking over Taiwan which would/could result in a military conflict including the U.S. and allies.

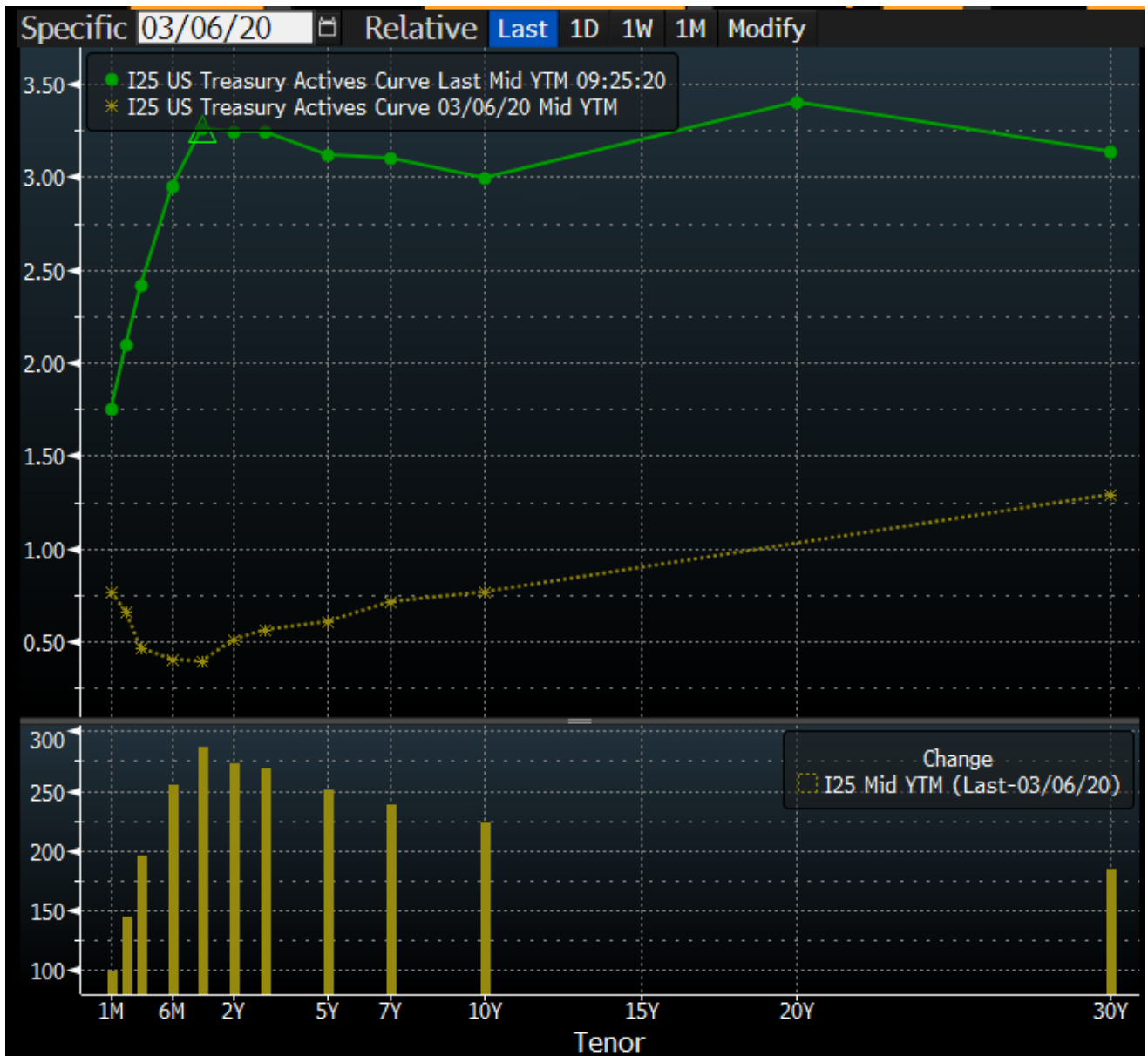
Fed funds effective rate was trading at the beginning of the quarter around 0.33% and has climbed to 2.32% through July. For most of the third quarter, the yield of the 2-year treasury was trading from 2.28% through 3.23% and now back in the 2.50's. The ten-year treasury yields trading range was similar to the 2-year, trading from 2.32%, to 3.49%, but have weakened to a current yield of mid 2.80% and the thirty-year rates have also traded in essentially the same range as the ten-year. These rates are evidence of the flat yield curve from 1 year and out through the 30-year.

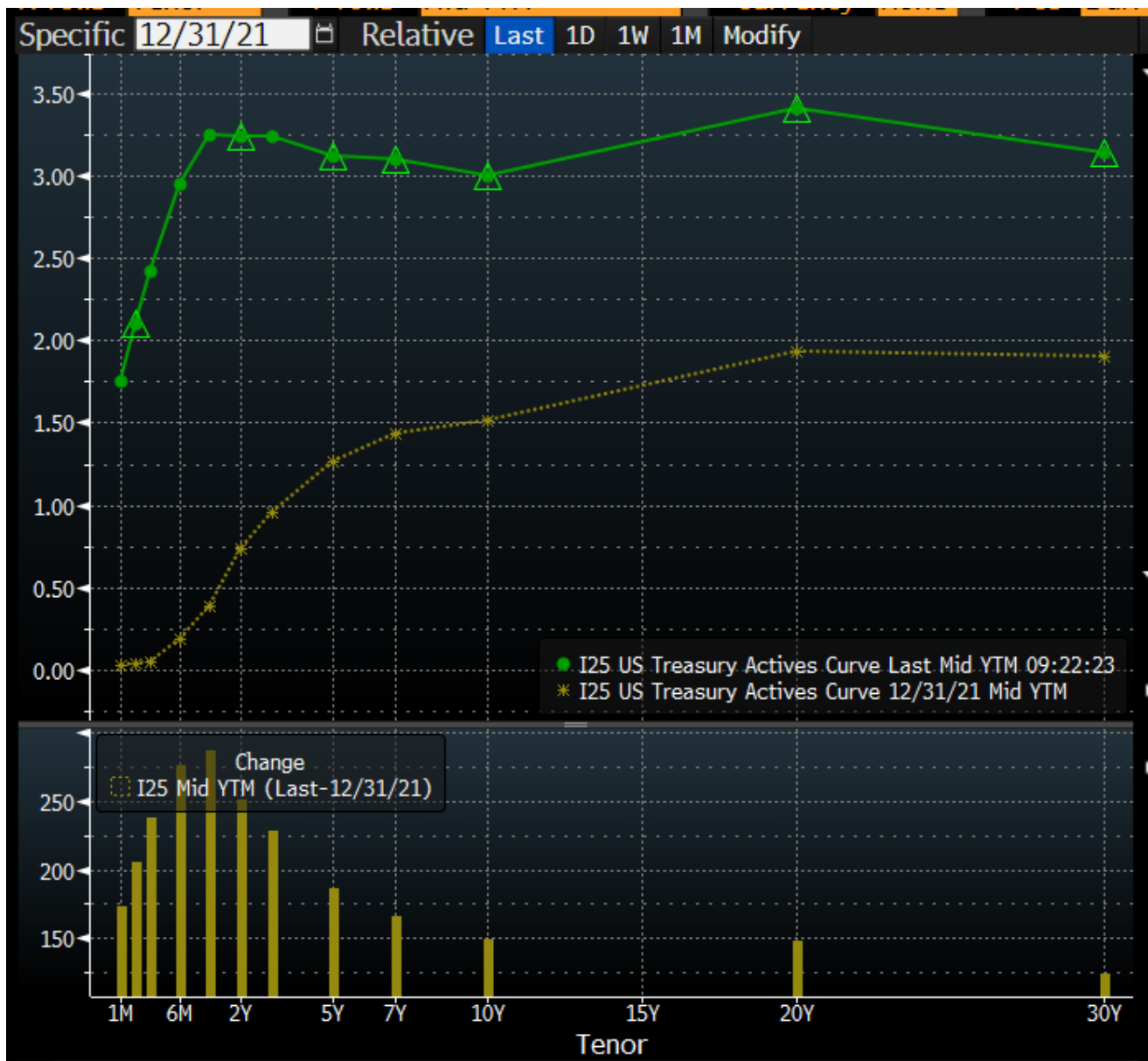


Data	1 Month	3 Month	6 Month	1 Year	2 Year	3 Year	5 Year	10 Year
Hi	1.06	1.54	2.17	2.65	3	3.15	3.19	3.14
Lo	0.04	0.06	0.15	0.3	0.68	0.95	1.23	1.47
Avg	0.32	0.61	0.98	1.4	1.88	2.09	2.22	2.3

Date	1 Month	3 Month	6 Month	1 Year	2 Year	3 Year	5 Year	10 Year
Dec 2021	0.04	0.06	0.15	0.3	0.68	0.95	1.23	1.47
Jan 2022	0.05	0.15	0.33	0.55	0.98	1.25	1.54	1.76
Feb 2022	0.04	0.31	0.64	1	1.44	1.65	1.81	1.93
Mar 2022	0.18	0.45	0.86	1.34	1.91	2.09	2.11	2.13
Apr 2022	0.3	0.76	1.25	1.88	2.53	2.72	2.77	2.74
May 2022	0.58	0.99	1.49	2.06	2.62	2.79	2.87	2.9
Jun 2022	1.06	1.54	2.17	2.65	3	3.15	3.19	3.14

I believe it's important to continue to show how dramatic the shift in rates has been since the beginning of pandemic as you can see from the Bloomberg chart below showing the dramatic shift in the yield curve from March 6, 2020, as compared to the current yield curve.





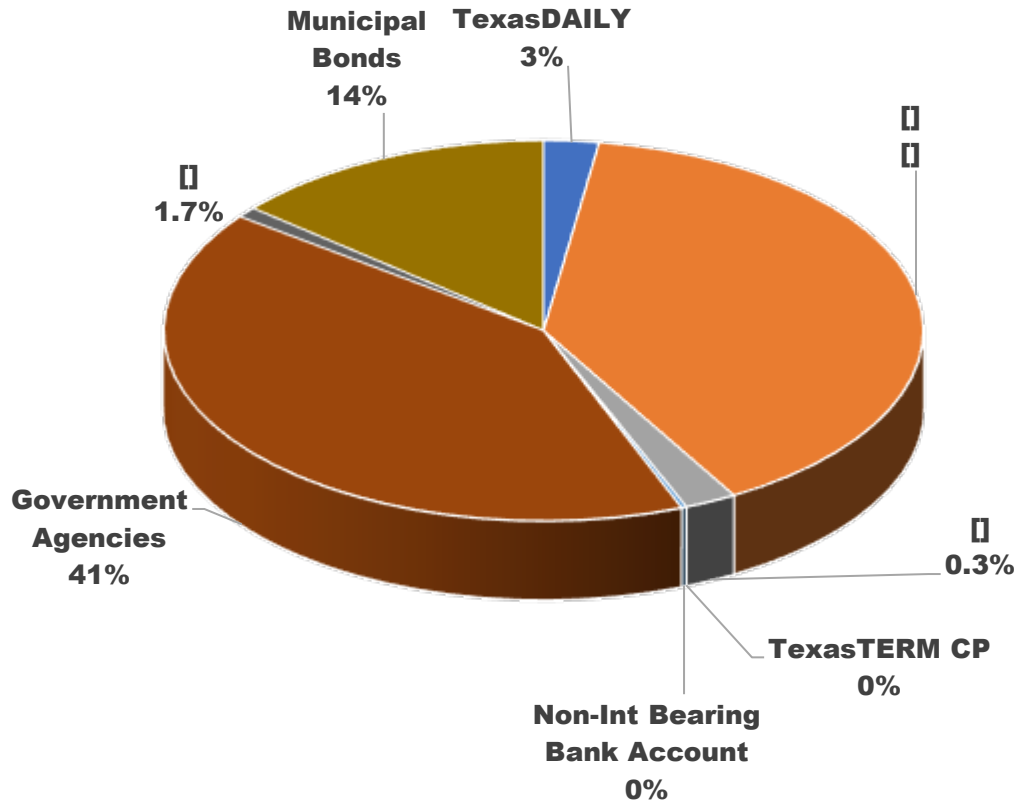
The chart above is reflective of the increase in rates in 2022. As you can see, the short end out to approximately two years, has had the steepest increase in rates and then the curve has some inversion and then flattens out as you go out the curve.

INVESTMENT STRATEGY - NEXT QUARTER

Operating Portfolio

Up to this point in the quarter, there have been only two maturities and two purchases. The goal is to have investments that meet liquidity needs and when possible allowing the portfolio to earn a better yield than the LGIPs. Our first priority in investing is always the security of the principal of Central Health investments. In this rising rate environment, it is expected for the portfolio to slightly lag the overnight rates until currently held securities mature and are reinvested.

Portfolio Diversity June 30, 2022



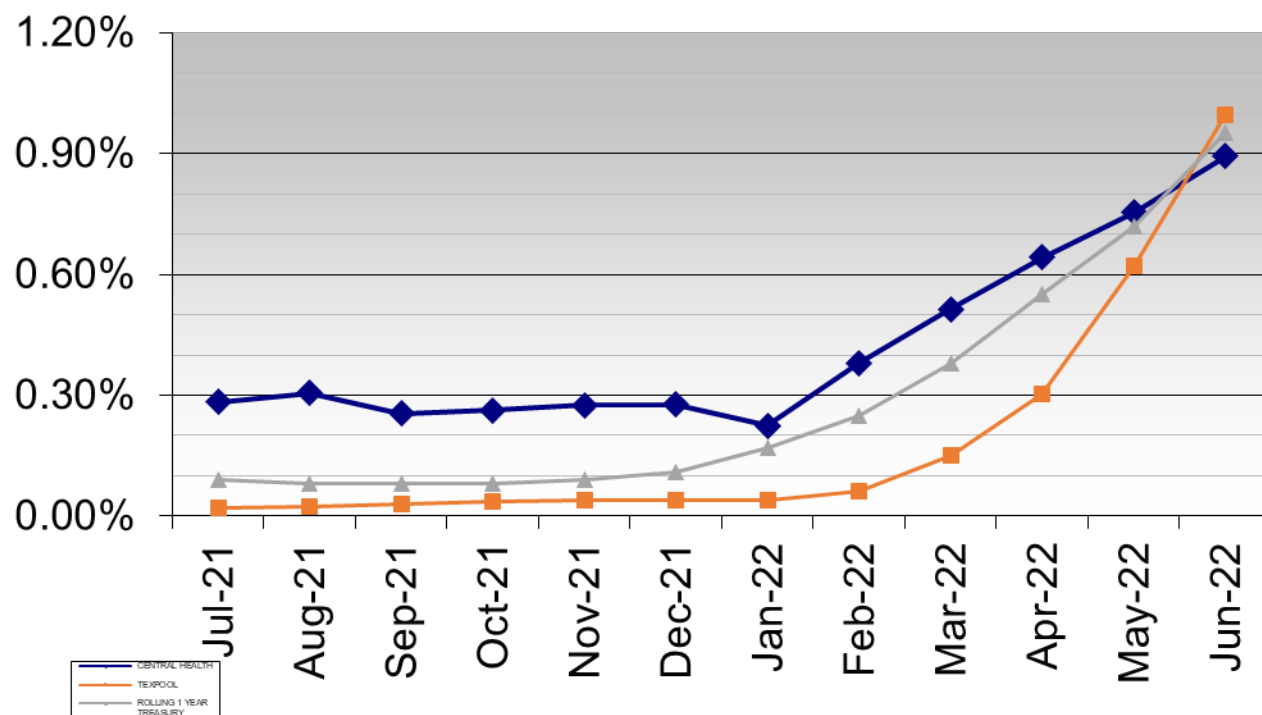
PORTFOLIO DIVERSITY

Safety of principal is the first priority of any public investing portfolio. An important way to maintain safety is to diversify by purchasing a variety of security types. Total investment in the overnight pools is at 42%. During the quarter, two securities matured. In addition, two municipal bonds were purchased. These transactions resulted in a decrease in the percentage invested in the overnight pools from 44% at the end of March to 42% at the end of June.

	<u>Actual Percent</u>	<u>Policy Limit</u>
Government Agencies	41.16%	75%
TexasDAILY	2.35%	30%
TexPool	39.30%	50%
TexSTAR	2.21%	30%
Texas TERM CP	0.00%	30%
Treasury Securities	0.00%	100%
Non-Int Bearing Bank Acct	0.22%	--
Certificates of Deposits	0.00%	50%
Municipal Bonds	13.87%	20%
Commercial Paper	0.89%	20%
	<hr style="width: 100%; border: 0.5px solid black;"/> 100.00%	

Portfolio percentage limits are tested at least monthly and reported to the Board of Managers. All investments during this quarter were within the Policy Limits. As always, we will continue to monitor the needs of Central Health and choose appropriate short and long-term investments.

Portfolio Performance June 30, 2022



PERFORMANCE ANALYSIS

	<u>April</u>	<u>May</u>	<u>June</u>
Healthcare District	0.64%	0.75%	0.89%
TexPool	0.30%	0.62%	1.00%
Rolling 1 Year Treasury	0.55%	0.72%	0.95%

The Federal Funds rate currently is in the range 2.25% to 2.50%. More rate increases are expected through the end of the calendar year and possibly into 2023.

The weighted average maturity (WAM) of the Central Health portfolio (excluding the LPPF investments) decreased from 534 days at the end of the second quarter on March 31, 2022, to 507 days at the end of the third quarter on June 30, 2022.

COLLATERAL ADEQUACY

Collateral coverage was more than the 105% of bank balances required by policy on every day during the third quarter except for one. On June 30, 2022 a deposit for the newly insurance claims caused collateral coverage to fall to 95.42%.

Based on policy requirements, the highest collateral coverage during the third quarter was 212.29% on April 15, 2022, and the lowest was 95.42% on June 30, 2022.

This report was prepared jointly by Deborah Laudermilk, Travis County Chief Investment Officer and Reagan Grimes, Travis County Investment Manager. The investment portfolio of Central Health complies with the investment parameters in the Public Funds Investment Act of Texas.

Deborah A. Laudermilk
Deborah A. Laudermilk
Chief Investment Officer

Reagan Grimes
Reagan Grimes
Investment Manager

CENTRAL HEALTH QUARTERLY INVESTMENT REPORT
 PORTFOLIO STATISTICS
 DATE: June 30, 2022

By Security Type			WAM in Days	June Yield to Maturity
<u>Operating-</u>				
TexasDAILY	\$ 13,107,827.48	2.71%	1	1.05%
TexPool	144,928,974.85	29.94%	1	1.00%
TexSTAR	12,374,409.51	2.56%	1	0.98%
Texas TERM CP	-	0.00%		
Non-Int Bearing Bank Account	1,228,500.00	0.25%		
Certificates of Deposit	-	0.00%		
Treasury Securities	-	0.00%		
Government Agencies	229,990,537.50	47.51%	864	0.79%
Commercial Paper	4,981,666.67	1.03%	78	0.55%
Municipal Bonds	77,527,038.50	16.01%	588	0.98%
Total	<u>\$ 484,138,954.51</u>	<u>100.00%</u>	<u>507</u>	<u>0.89%</u>
<u>LPPF</u>				
TexPool	\$ 18,526,605.22	100.00%	1	0.88%
Total	<u>\$ 18,526,605.22</u>	<u>100.00%</u>	<u>1</u>	<u>0.88%</u>
<u>Bond Proceeds</u>				
TexPool	\$ 56,165,477.36	100.00%	1	1.00%
Total	<u>\$ 56,165,477.36</u>	<u>100.00%</u>	<u>1</u>	<u>1.00%</u>
Total	<u>\$ 558,831,037.09</u>	<u>100.00%</u>		

Compared to Policy Limits		Actual %	Guidelines
TexasDAILY	\$ 13,107,827.48	2.35%	30.00%
TexPool	219,621,057.43	39.39%	50.00%
TexSTAR	12,374,409.51	2.22%	30.00%
Texas TERM CP	0.00	0.00%	30.00%
Total LGIPS	<u>\$ 245,103,294.42</u>	<u>43.96%</u>	<u>70.00%</u>
Certificates of Deposit	0.00	0.00%	50.00%
Treasury Securities	0.00	0.00%	100.00%
Government Agencies	229,990,537.50	41.25%	75.00%
Commercial Paper	4,981,666.67	0.89%	20.00%
Municipal Bonds	77,527,038.50	13.90%	20.00%
	<u>\$ 557,602,537.09</u>	<u>100.00%</u>	

Commercial Paper by Entity as a Percentage of Portfolio

ING CP 9/16/22	<u>\$4,981,666.67</u>	<u>0.89%</u>	<u>5.00%</u>
	<u>\$4,981,666.67</u>	<u>0.89%</u>	<u>20.00%</u>

Municipal Bonds by Entity as a Percentage of Portfolio

Alabama ST Pub Sch & Clg 2022	\$ 1,000,000.00	0.18%	5.00%
Alpine UT Sch Dist	\$ 3,864,844.80	0.69%	5.00%
City of Dallas Waterworks	\$ 5,154,300.00	0.92%	5.00%
City of Hampton VA - GO	\$ 1,157,199.00	0.21%	5.00%
City of Lafayette LA Utility - Rev	\$ 5,870,448.00	1.05%	5.00%
City of Yuma AZ - REV	\$ 1,500,000.00	0.27%	5.00%
Clear Creek TX ISD 2/15/2025	\$ 4,856,355.00	0.87%	5.00%
Commonwealth of Virginia - GO	\$ 5,089,600.00	0.91%	5.00%
DFW Airport - REV	\$ 3,616,168.05	0.65%	5.00%
Multnomah CNTY OR - GO	\$ 5,415,174.00	0.97%	5.00%
NYC Tran Fin Tax - REV	\$ 5,000,000.00	0.90%	5.00%
Penn State Univ REV	\$ 1,253,057.20	0.22%	5.00%
Oklahoma County OK ISD	\$ 4,662,698.00	0.84%	5.00%
San Diego CA Pub Facs - Rev	\$ 1,067,164.80	0.19%	5.00%
State of Mississippi CP	\$ 3,000,000.00	0.54%	5.00%
Shakopee MN ISD - GO	\$ 1,000,000.00	0.18%	5.00%
Texas Tech Univ	\$ 525,840.00	0.09%	5.00%
Univ Cincinnati OH Tax - Rev	\$ 1,000,000.00	0.18%	5.00%
Upper Occoquan VA - Rev	\$ 3,110,000.00	0.56%	
Port Auth NY & NJ TAX - Rev	\$ 4,967,100.00	0.89%	5.00%
State of Hawaii - GO	\$ 2,812,170.00	0.50%	5.00%
Texas A&M Univ - Rev	\$ 1,734,014.40	0.31%	5.00%
WA DC INC Tax - Rev	\$ 4,944,355.25	0.89%	5.00%
	<u>\$ 72,600,488.50</u>	<u>13.02%</u>	<u>20.00%</u>

Investment Revenue & Accrued Interest	2nd Quarter 2022	FY 2022
TexasDAILY	\$ 15,639.57	\$ 20,464.71
TexPool	\$ 351,357.80	\$ 438,397.35
TexSTAR	\$ 22,997.81	\$ 23,237.65
Texas TERM CP	\$ -	\$ 29,652.06
Certificates of Deposit	\$ -	\$ -
Treasury Securities	\$ -	\$ -
Government Agencies	\$ 247,125.00	\$ 584,950.00
Commercial Paper	\$ -	\$ -
Municipal Bonds	\$ 247,199.36	\$ 632,420.18
	<u>\$ 884,319.54</u>	<u>\$ 1,729,121.95</u>
Discount Accretion & Accrued Interest		
TexasTERM CP	\$ -	\$ 1,273.97
-less previous accruals	-	(18,558.91)
Certificates of Deposit	-	-
-less previous accruals	-	-
Treasury Securities	-	-
-less previous accruals	-	-
Government Agencies	389,016.48	791,404.87
-less previous accruals	(191,856.29)	(476,416.54)
Commercial Paper	9,763.89	19,387.50
-less previous accruals	-	(9,657.53)
Municipal Bonds	271,317.46	654,419.80
-less previous accruals	(333,122.63)	(923,404.56)
	<u>\$ 145,118.91</u>	<u>\$ 38,448.60</u>
Total Investment Revenue & Accrued Interest	<u>\$ 1,029,438.45</u>	<u>\$ 1,767,570.55</u>

Portfolio Yield and WAM	Yield	Weighted Average Maturity
April 1, 2022	0.69%	573 days
May 1, 2022	0.74%	461 days
June 1, 2022	0.90%	439 days

SUMMARY OF MARKET VALUES FOR THE QUARTER ENDED 06/30/22

(Excludes funds in TexPool, TexasDAILY, and TexSTAR because the difference between book value and market value of Central Health shares is immaterial)

Operating Portfolio

	Cost Value	Market Value	Unrealized Gain/(Loss)	Accrued Interest
3/31/2022	\$ 312,854,465.77	\$ 302,137,512.68	\$ (10,716,953.09)	\$ 525,854.82
Changes	\$ (355,223.10)	\$ (3,538,879.79)	\$ (3,183,656.69)	\$ 224,232.83
6/30/2022	<u>\$ 312,499,242.67</u>	<u>\$ 298,598,632.89</u>	<u>\$ (13,900,609.78)</u>	<u>\$ 750,087.65</u>

The primary source of market values was JP Morgan Chase safekeeping.
This pricing was uploaded into our Tracker Investment Software.

Central Health
Q3 - FY 2022 - Matured, Sold and Called Investments
4/01/2022 to 6/30/2022

Portfolio Name	Description	CUSIP/ Ticker	Face Amount/Shares	Principal	Settlement Date	Maturity Date	Coupon Rate
Matured							
Healthcare Operating	CHIPPEWA VALLEY SCHOOLS GO 2.98 5/1/2022	170016YZ6	2,000,000.00	2,000,000.00	5/1/2022	5/1/2022	2.980
Healthcare Operating	ING Funding CP 0 6/14/2022	4497W1FE1	5,000,000.00	5,000,000.00	6/14/2022	6/14/2022	0.000
Sub Total / Average	Matured		7,000,000.00	7,000,000.00			2.98

Purchases - Q U A R T E R L Y Report
Central Health
Q3 20221 03-31-2022 to 06-30-2022

Description	CUSIP/Ticker	Broker/ Dealer	Coupon Rate	Face Amount/Shares	Principal	Interest/ Dividends	Settlement Date	Maturity Date	YTM @ Cost
Healthcare Operating									
Port Auth of NY & NJ - REV 1.086 7/1/2023	73358W4V3	Wells Fargo	1.086	5,000,000.00	4,926,550.00	14,480.00	4/7/2022	7/1/2023	2.300
Texas A&M Univ - REV 2.686 5/15/2025	88213AKC8	Wells Fargo	2.686	1,740,000.00	1,734,014.40	19,992.79	4/19/2022	5/15/2025	2.803
Total Purchases			1.886	6,740,000.00	6,660,564.40	34,472.79			2.552



CENTRAL HEALTH

Our Vision

Central Texas is a model healthy community.

Our Mission

By caring for those who need it most, Central Health improves the health of our community.

Our Values

Central Health will achieve excellence through:

Stewardship - We maintain public trust through fiscal discipline and open and transparent communication.

Innovation - We create solutions to improve healthcare access.

Right by All - By being open, anti-racist, equity-minded, and respectful in discourse, we honor those around us and do right by all people.

Collaboration - We partner with others to improve the health of our community.

BOARD MEETING

August 31, 2022

REGULAR AGENDA ITEM 1

Receive and discuss an update on community engagement and outreach regarding the Healthcare Equity Plan and FY 2023 budget and strategic priorities. (*Informational Item*)



AGENDA ITEM SUBMISSION FORM

This form is to provide a general overview of the agenda item in advance of posting for the Board meeting. Proposed motion language is a recommendation only and not final until the meeting and may be changed by the Board Manager making the motion. All information in this form is subject to the Public Information Act.

Agenda Item Meeting Date	<u>Aug. 31, 2022</u>
Who will present the agenda item? (Name, Title)	<u>Ted Burton, VP of Communications and Ivan Davila, Director of Communications and Community Engagement</u>
General Item Description	<u>Present the Preliminary FY 2022 Community Engagement Report</u>
Is this an informational or action item?	<u>Informational</u>
Fiscal Impact	<u>None</u>
Recommended Motion (if needed – action item)	<u>None</u>

Key takeaways about agenda item, and/or feedback sought from the Board of Managers:

- 1) The Communications team executed community engagement events and activities to seek feedback from Travis County residents on a variety of projects.
- 2) People provided feedback for our Systems Planning Initiative, our Healthcare Equity Plan, the external amenities of the Del Valle and Health & Wellness Centers and our FY 2023 Budget.
- 3) We will share the demographic breakdown of participants as well as high-level takeaways.

What backup will be provided, or will this be a verbal update? (Backup is due one week before the meeting.)	<u>The Preliminary FY 2022 Community Engagement Report</u>
Estimated time needed for presentation & questions?	<u>20 minutes</u>
Is closed session recommended? (Consult with attorneys.)	<u>no</u>
Form Prepared By/Date Submitted:	<u>Ivan Davila, submitted on Aug. 12, 2022</u>

FY 2022 BUDGET & STRATEGIC PRIORITIES: COMMUNITY ENGAGEMENT

Aug. 31, 2022



CENTRAL HEALTH

[PARTICIPATE.CENTRALHEALTH.NET/FY2023BUDGET](https://participate.centralhealth.net/fy2023budget)

COMMUNITY ENGAGEMENT GOALS



CENTRAL HEALTH

- Educate members and the public about Central Health's functions, how it pays for medical services, the Healthcare Equity Plan, and its budget priorities for FY 2023.
- Gather community input on the proposed budget priorities and strategies.

COMMUNICATIONS, COMMUNITY ENGAGEMENT & OUTREACH TACTICS

FY22 Budget Engagement Report



CENTRAL HEALTH



COMMUNICATIONS AND COMMUNITY ENGAGEMENT TACTICS



CENTRAL HEALTH



Community
Conversations



Meetings with
Neighborhood
Groups



Listening
Sessions



Online/telephone
and in-person
surveys

PROJECTS



CENTRAL HEALTH

Healthcare Equity Plan

- **"Voice of the Community"**
 - Community Conversations
 - email update
 - in-person and online surveys
 - listening sessions
- **Community Conversations**
 - Navarro
 - SEHC
 - Cesar Chavez

FY 2023 Budget and Strategic Priorities

- email update
- listening session
- community conversations



PROJECTS



CENTRAL HEALTH

[PARTICIPATE.CENTRALHEALTH.NET/FY2023BUDGET](https://participate.centralhealth.net/fy2023budget)

Clinic Expansions

- **Del Valle Health & Wellness Center:**
 - in-person survey
 - groundbreaking celebration
 - listening sessions
 - advisory committee meeting

- **Hornsby Bend Health & Wellness Center:**
 - in-person survey
 - groundbreaking celebration
 - listening sessions
 - advisory committee meeting



MARKETING & COMMUNICATIONS



CENTRAL HEALTH



- Newsletter/Email Invitations
- Social Media
- Facebook Group Outreach
- Paid Digital Advertising
- Direct Phone Calls
- Media Relations

PARTICIPANT BREAKDOWN

Demographics



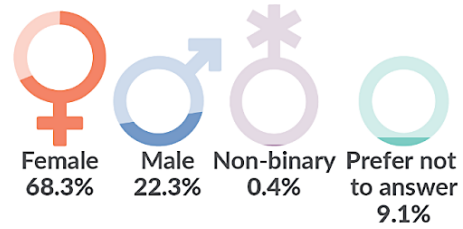
CENTRAL HEALTH

630

PARTICIPANTS

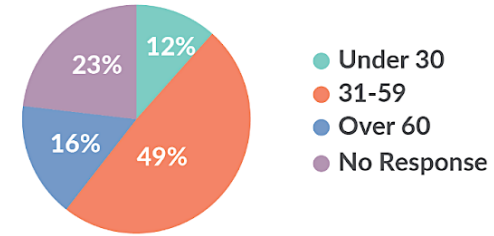
RESPONSES BY GENDER

n=527



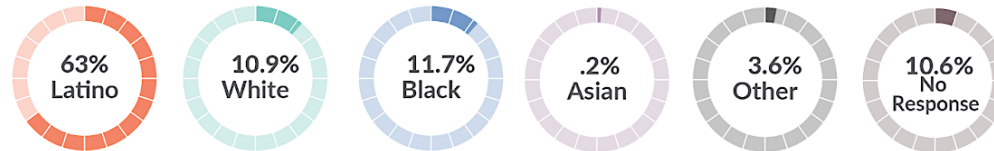
RESPONSES BY AGE

n=527



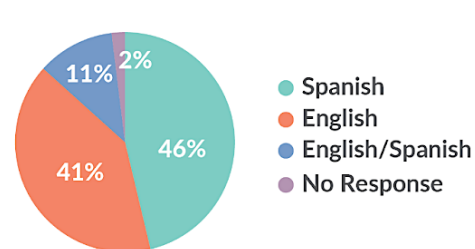
RESPONSES BY RACE/ETHNICITY

n=527



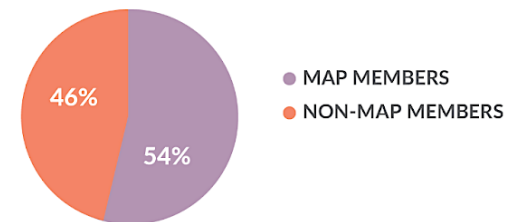
MAP MEMBER STATUS

n=255



MAP MEMBER STATUS

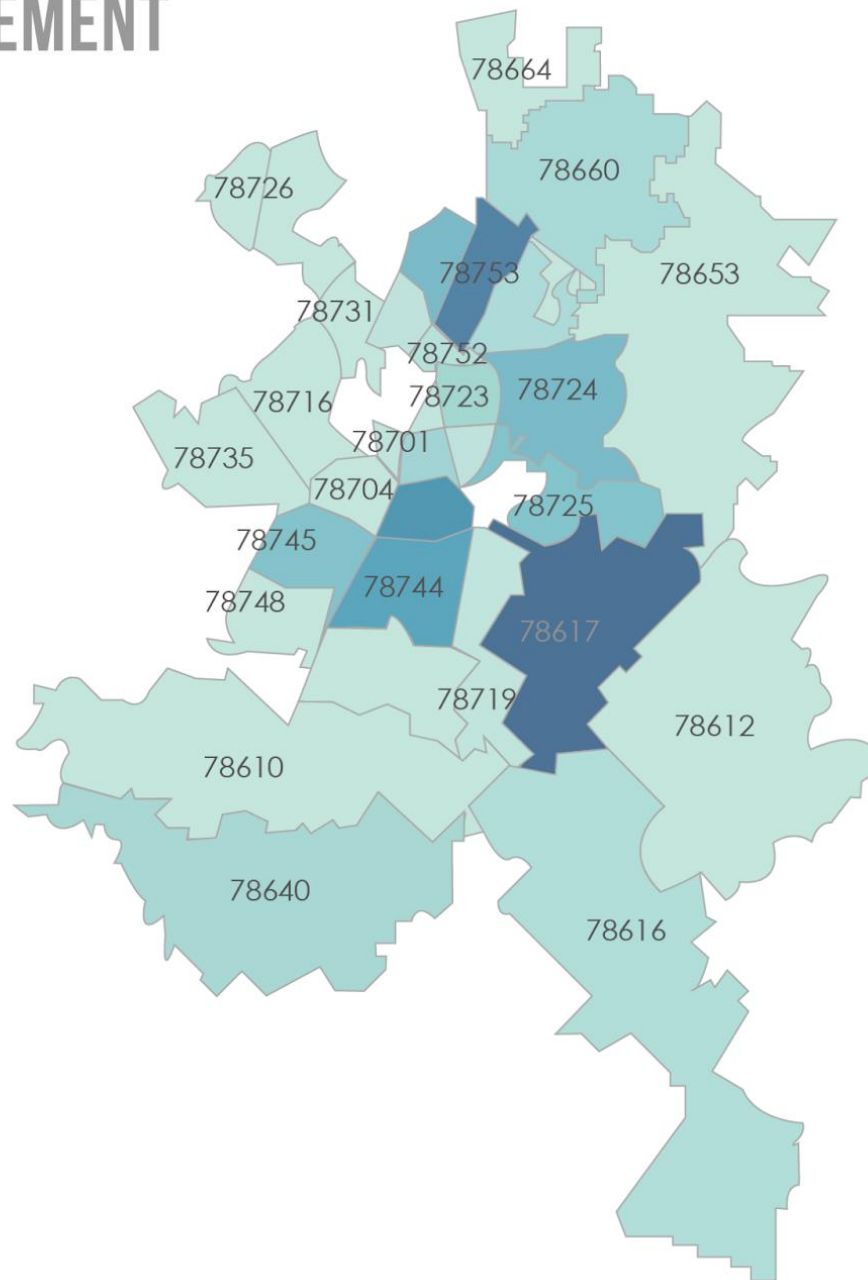
n=255



FY 2022 COMMUNITY ENGAGEMENT PARTICIPATION

ZIP Codes
(n=405)

Number of People



PARTICIPANTS ZIP CODES IN TRAVIS COUNTY

Geography



CENTRAL HEALTH

Meet the Central Health Engagement and Outreach Teams

Engagement



Christian Nelson



Iván Dávila

Outreach



Isela Guerra



Aida Cerda-Prazak



Yesenia Ramos



Sylvia Flores



Edwin Evans

Learn more and get involved: participate.centralhealth

Thank you



CENTRAL HEALTH



CENTRAL HEALTH



FISCAL YEAR **2022**

COMMUNITY ENGAGEMENT
FINAL REPORT

TABLE OF CONTENTS

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- Community Engagement Approach | 3
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- Tactics & Activities | 5
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- Projects & Initiatives | 9
- Community Outreach Partners | 18
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- Exhibit C | 28



EXECUTIVE SUMMARY

To ensure its strategic priorities and budget align with the healthcare needs of our community, Central Health staff rely heavily on demographic and clinical data. In addition, staff annually prioritize involving residents in a robust community engagement process.

Through systematic community engagement methods, the goal of staff is to involve residents in the planning, implementation, and evaluation of Central Health projects. This report thematically summarizes the public input staff have gathered for consideration leading up to and during the Fiscal Year (FY) 2023 budget development process.

Staff collected public and consumer feedback for projects through community conversations, online surveys, one-on-one interviews (by phone), listening sessions, and a public hearing. In addition, staff receive comments and answer questions online at: participate.centralhealth.net. Projects include the Healthcare Equity Plan's Voice of the Community and follow-up, the Del Valle Health & Wellness Center, the Hornsby Bend Health & Wellness Center, and the FY 2023 Budget, which will all be covered below.

While the budget development process continues through September 20, as of August 19, a total of **630 community members have provided input.**

# of Activities	Project & Activities	# of participants
19	Systems Planning Initiative/Voice of the Community: in-person and online surveys, listening sessions and Community Conversations	320
7	Del Valle Health & Wellness Center: in-person survey, groundbreaking celebration, listening sessions, and an advisory committee meeting	38
9	Hornsby Bend Health & Wellness Center: in-person survey, groundbreaking celebration, listening sessions, and an advisory committee meeting	38
12	Healthcare Equity Plan: email update, listening sessions and Community Conversations	120
8	FY 2023 Budget: email update, listening sessions and Community Conversations	114
Total		630

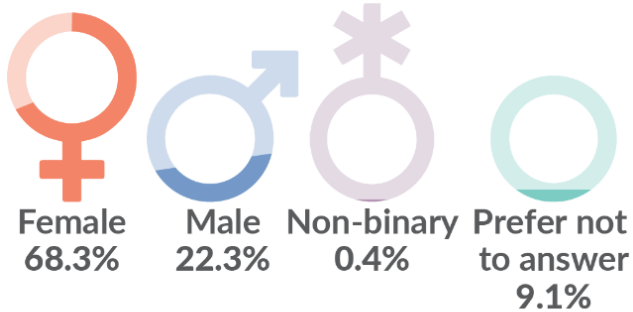
**As of Aug. 19, the Community Conversation recordings had 418 views.*



630 PARTICIPANTS

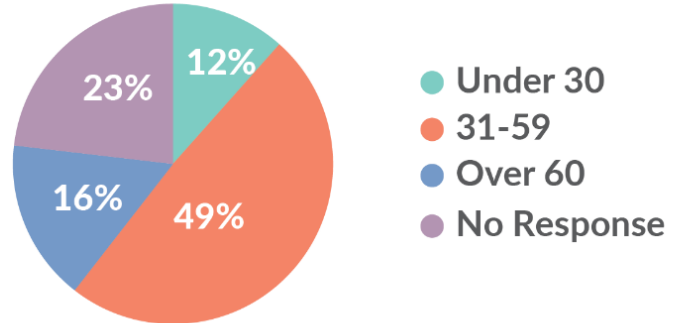
RESPONSES BY GENDER

n=527



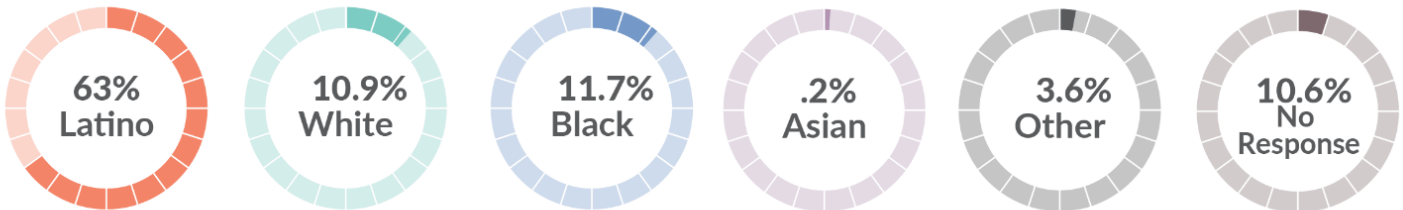
RESPONSES BY AGE

n=527



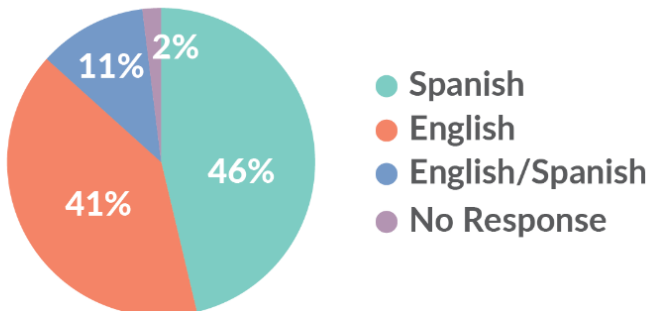
RESPONSES BY RACE/ETHNICITY

n=527



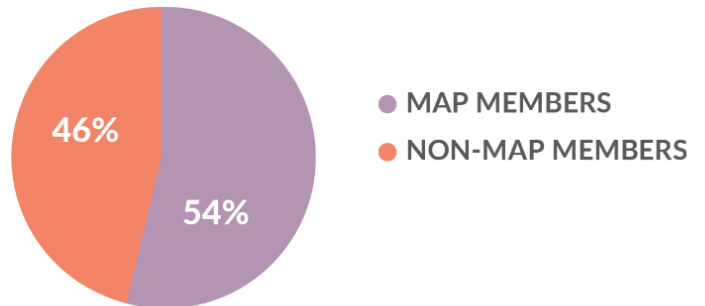
PREFERRED LANGUAGE

n=255



MAP MEMBER STATUS

n=255



“Estoy bien agradecida. Ya no me mortifico si de llevar a mi esposo al doctor o pagar los biles.”

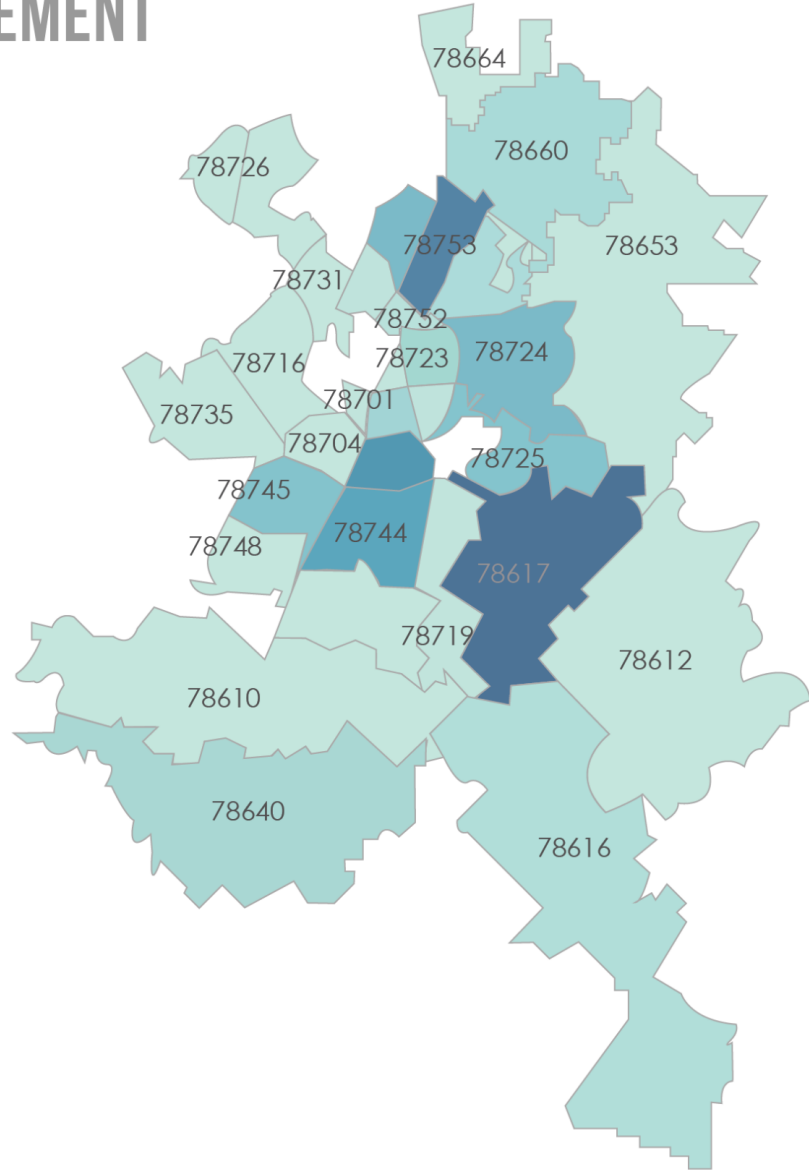
Translation: “I am very grateful. I am no longer mortified whether to take my husband to the doctor or pay the bills.”

Current MAP member on the impact of having a MAP card.

FY 2022 COMMUNITY ENGAGEMENT PARTICIPATION

ZIP Codes
(n=405)

Number of People



See a list of key takeaways under each project, starting on page 8.



PUBLIC PARTICIPATION APPROACH

As a tax-funded public entity, Central Health uses a systematic approach to community engagement and public participation. This approach employs methods recommended by the Systematic Development of Informed Consent (SDIC) public engagement process from the Institute for Participatory Management & Planning (IPMP), as well as the International Association for Public Participation (IAP2). Both best-practice models are widely used by other local public entities, including the City of Austin, Capital Metro, and the Austin Independent School District.

Tactics & Activities

Central Health staff engage with residents to gather their feedback through community conversations, community advisory committees, online, telephone, and in-person surveys, and listening sessions. In addition, we rely on communication and outreach tactics to involve members and patients in the public participation process. The graphic below illustrates how Central Health's four core external relations functions support one another to carry out our strategic objectives.

0617



Because we value input from our patient population, we consistently engage them by employing feedback-gathering tactics that meet them where they are. To inform and obtain **feedback** from patients and non-patients, we employ the following tactics:

1. Community Conversations
2. Listening Sessions
3. Online/telephone and in-person surveys
4. Community Advisory Committees

Starting on page 7, you'll find a description of each community engagement and communications tactic as well as a sample list of the community groups we have engaged for community outreach purposes.



COMMUNITY ENGAGEMENT TACTICS



Community Conversations

Central Health hosts community conversations – or public meetings – to keep the community at large informed. New in FY 2022, Central Health now holds bilingual (Spanish and English), in-person community conversations in neighborhoods with the highest concentration of people with low income. Staff ensure accommodations for interpretation services for additional languages. Also new in FY 2022, the Community Conversations taking place at Central Health's headquarters on East Cesar Chavez are in person and streamed via Facebook Live to reach a broader audience.

Listening Sessions

New in FY 2022, Central Health staff is taking information regarding its projects of interest to the community to a broader set of neighborhood groups. For a list of community and neighborhood groups, see the Community Outreach Partners section on page 17.

Online, Telephone, and In-person Surveys

To capture feedback from individuals unable to attend Community Conversations, Central Health administers online surveys, conducts over-the-phone interviews with a representative sample of MAP and MAP Basic members, and in-person interviews in places where our target population gathers – clinics, enrollment offices for health coverage programs, schools, faith-based centers, events, etc.

Community Advisory Committees

To ensure community members have a seat at the table during the planning, research, implementation, and evaluation of Central Health's service expansion projects, Central Health formed community advisory committees in early 2018. Members include residents, community partners, advocates, neighborhood association members, representatives of school districts, faith-based organization leaders, and elected officials. Advisory committees help us get to know, and connect with, each unique community – to ensure our collective work will impact the health of people with low income experiencing disparities in their neighborhoods.

Community Engagement Platform

Central Health's community engagement platform allows community members to participate, ask questions, and comment on the organization's projects either online or via text. People can participate online by visiting participate.centralhealth.net.



COMMUNICATION TACTICS

Central Health staff use best-practice communication and outreach methods, using a logic model based on the Theory of Change. The model helps ensure we are thoughtful and methodical in the selection, implementation, and evaluation of communications and outreach tactics. Below is a sample of the tactics used during the engagement process this year.

Media Relations

Central Health uses a variety of traditional media outreach strategies to inform the community through local media channels.

Paid Digital Advertising

Our paid media efforts specifically target residents with low income living in Travis County. Digital ads are in Spanish and in English. A most recent digital ad achieved 1.3 million impressions, resulting in 7,661 clicks.

Newsletter/Email Invitations

Prior to any Community Conversation, staff send an email invitation and two reminders to a list of more than 6,000 contacts, including elected officials, health care partners, nonprofit organizations, community groups, advisory committees, and Community Health Champions.

Social Media

In addition to the email invitation and reminders, Central Health promotes Community Conversations and any online survey on the organization's Facebook, Twitter, and Instagram social media channels. These posts have historically reached about 1,700 users.

Facebook Group Outreach

Staff share information about Community Conversations and online surveys on 120 Facebook Groups targeting communities of color in Travis County.

Weekly Emails

Staff share information with advisory committee members, Community Health Champions, health care partners, and nonprofit organizations through a weekly email. The information is in both Spanish and English, and it goes to more than 600 contacts. The emails contain information that is ready to be shared by partners via their social media platforms, newsletters or in person. Information about Community Conversations and online surveys is included in these weekly emails.

Phone Calls

Staff engage with MAP members, as well as representatives from community groups, faith-based centers, schools and organizations by phone. MAP members participate in one-on-one interviews while stakeholders are encouraged to spread the word about online surveys.





PROJECTS AND INITIATIVES

Central Health's Systems Planning Initiative (Healthcare Equity Plan): Voice of the Community

From Oct. 23-Dec. 23, Central Health embarked on a robust community engagement process to gather feedback from patients and MAP members, individuals advocating on behalf of people with low income, and professionals representing institutions in the fields of healthcare, education, and transportation. Tactics included Community Conversations; in-person and online surveys; and presentations at already scheduled community group meetings. Staff addressed questions and comments throughout each of these activities. The systems planning initiative is part of Central Health's ongoing work to improve patients' health by addressing disparities and removing barriers to quality care.

You can view the survey in Exhibit A.



Date	Tactic	Target Audience	Languages Spoken
Oct. 18, 2021	Virtual Community Presentation	Groups advocating for people with low income	English
Oct. 20, 2021	Virtual Listening Session	Groups advocating for people with low income	English
Oct. 20, 2021	Virtual Listening Session	Leaders from institutions focused on health, education, and transportation	English
Oct. 21, 2021	In-Person Community Conversation	Community members in the Rundberg area	Spanish and English
Oct. 22, 2021	Virtual Listening Session	Groups advocating for people with low income	English
Oct. 22, 2021	Virtual Listening Session	Leaders from institutions focused on health, education, and transportation	English
Oct. 23, 2021	Virtual Listening Session	Group advocating for people with low income	English
Oct. 25, 2021	In-Person Community Conversation	Community Members in Dove Springs/Montopolis area	Spanish and English
Oct. 25, 2021	Virtual Listening Session	Group advocating for people with low income	English
Oct. 26, 2021	Virtual Listening Session	Group advocating for people with low income	English
Nov. 3, 2021	Virtual Listening Session	Group advocating for people with low income	English
Nov. 5, 2021	Virtual Listening Session	Group advocating for people experiencing homelessness	English
Nov. 10, 2021	Virtual Listening Session	Group advocating for people with low income	English
Nov. 10, 2021	Virtual Listening Session	Group advocating for people with low income	English
Nov. 19, 2021	In-Person Interviews	People experiencing homelessness	English
Dec. 3-15, 2021	Online Surveys		English/Spanish
Dec. 16, 2021	Virtual Community Conversations	Community members via Facebook Live	English/Spanish
Dec. 7-23, 2021	Telephone Surveys	MAP/MAP Basic members	English/Spanish
Jan. 12, 2022	Virtual Listening Session	Group advocating for people with low income	



Key Takeaways

- People appreciated the opportunity to provide input.
- MAP is making a difference in people's lives.
- There is a need for added education about benefits and resources.
- Language barriers exist when accessing and navigating the system.
- Wait time for appointments and patient-provider communication are both critical issues for patients.

Del Valle Health & Wellness Center

The Del Valle Health & Wellness Center, expected to open Fall 2023, will bring expanded clinical services to Del Valle and its surrounding communities. The center will foster mental and physical well-being among Southeast Travis County residents. The community engagement activities around this project have included email updates, listening sessions, a groundbreaking ceremony, an advisory committee meeting and a survey.



Date	Tactic	Target Audience	Languages Spoken
Dec. 17, 2021	Email Update	Groups advocating for people with low income	English
Feb. 17, 2022	Advisory Committee Meeting	Groups advocating for people with low income in the Del Valle area	English and Spanish
March 1, 2022	Email Update	Groups advocating for people with low income	English
April 2, 2022	Groundbreaking Celebration	Community members in the Del Valle area	English and Spanish
April 2, 2022	In-Person Surveys	Community members in the Del Valle Area	English and Spanish
May 25, 2022	Email Update	Groups advocating for people with low income	English
July 26, 2022	Email Update	Groups advocating for people with low income	English



Key Takeaways

The survey asked community members for their thoughts on the artwork inside the center and the type of wellness programming they could see themselves using at the center. A total of 56 households completed the survey. See their feedback below. **You can view the survey in Exhibit B.**

Artwork

Most participants (75%) preferred the artwork inside the center come from contributions by local Del Valle ISD schools.

Wellness Programming

Participants expressed a desire for the following wellness activities:

1. Fitness and nutrition: 73.21%
2. Youth programs: 69.64%
3. Senior programs: 51.79%
4. Education classes: 51.79%
5. Financial assistance: 50%
6. Mental health awareness: 3.57%

For more information and to receive updates on the progress of the center, visit participate.centralhealth.net/dvhwc and click "Subscribe."

Hornsby Bend Health & Wellness Center

The Hornsby Bend Health & Wellness Center, expected to open Fall 2023, will bring expanded clinical services to Hornsby Bend and its surrounding communities. The center will foster mental and physical wellbeing while providing new community resources for eastern Travis County residents. The community engagement activities around this project have included email updates, listening sessions, a groundbreaking ceremony, an advisory committee meeting and a survey.



Date	Tactic	Target Audience	Languages Spoken
Dec. 17, 2021	Email Update	Groups advocating for people with low income	English
Feb. 10, 2022	Advisory Committee Meeting	Groups advocating for people with low income in the Hornsby Bend area	English and Spanish
March 11, 2022	Email Update	Groups advocating for people with low income	English
March 26, 2022	Groundbreaking Celebration	Community members in the Hornsby Bend area	English and Spanish
March 26, 2022	In-Person Surveys	Community members in the Hornsby Bend area	English and Spanish
May 17, 2022	Listening Session	Community members	English and Spanish
May 19, 2022	Email Update	Groups advocating for people with low income	English and Spanish
Aug. 16, 2022	Email Update	Groups advocating for people with low income	English

Key Takeaways

The survey asked community members for their thoughts on the artwork inside the center, the type of wellness programming they could see themselves using at the center, and their preferences on outdoor playscape options. A total of 54 households completed the survey. See their feedback below. **You can view the survey in Exhibit C.**

Artwork

Most participants (67%) preferred the artwork inside the center to come from contributions by local Del Valle ISD schools.

Wellness Programming

Most participants preferred the following wellness activities:

1. Fitness: 77% of participants
2. Cooking: 68.8% of participants
3. Youth Programs: 68.8% of participants
4. Education classes: 68.8% of participants
5. English as a Second Language: 58.3% of participants



Outdoor Equipment

We showed participants a set of images to illustrate examples and colors and/or structures for 1) outdoor playscapes and 2) outdoor workout equipment. Most (50-60%) participants preferred the items below:

OUTDOOR WORKOUT EQUIPMENT



OUTDOOR PLAYSCAPE



*We will be selecting a playscape design team where wheelchair accessibility will be a major focus in the overall planning of a new playscape vision.

For more information and to receive updates on the progress of the center, visit participate.centralhealth.net/hbhwc and click "Subscribe."



Central Health's Healthcare Equity Plan

From June 9-23, Central Health held three community conversations, where attendees learned about its recently adopted Healthcare Equity Plan and the assessments that helped shape it. The adopted goal of the plan is to develop an equitable system of care that is comprehensive and accountable, while optimizing the collective use of capabilities and resources to serve residents with low incomes. Staff addressed questions and comments throughout each of these events.



Date	Tactic	Target Audience	Languages Spoken
May 16, 2022	Email Update	Groups advocating for people with low income and leaders from institutions focused on health, education and transportation, and community members	English and Spanish
May 16, 2022	Virtual Listening Session	Community members in the Colony Park area and groups advocating for people with low income	English
May 17, 2022	Virtual Listening Session	Community members	English and Spanish
May 18, 2022	Virtual Listening Session	Groups advocating for people with low income	English
May 19, 2022	Virtual Listening Session	Groups advocating for people with low income	English
May 25, 2022	Virtual Listening Session	Groups advocating for people with low income	English
June 1, 2022	Virtual Listening Session	Groups advocating for people with low income	English
June 2, 2022	Virtual Listening Session	Groups advocating for people with low income	Spanish
June 9, 2022	In-person Community Conversation	Community members living in the Rundberg area	English and Spanish
June 15, 2022	Virtual Listening Session	Groups advocating for people with low income	English
June 16, 2022	Hybrid Community Conversation	Community members	English
June 23, 2022	In-person Community Conversation	Community members in the Dove Springs/Montopolis area	English and Spanish



Key Takeaways

Overall people were pleased with the work of Central Health and partners in the community. We are summarizing the feedback of our attendees as follows.

- A focus on improving the patient experience, including customer service across the clinical setting and the patient navigation center; and enhancing communication and expectation setting regarding how long it will take to see a provider.
- A need for more communication and outreach to enroll more people in healthcare coverage programs.
- Concerns regarding the use of MyChart and technology for people who don't know how to use technology or don't have access to technology.
- Most people acknowledged the long wait times for specialty care.
- There was a strong emphasis on long wait times for dental care.
- Many people emphasized the need to coordinate with other counties to serve people with low income in those areas.

For more information and to receive updates on the progress of the plan, visit participate.centralhealth.net/hep and click "Subscribe."

Central Health's FY 2023 Budget

From July 6 - Sept. 20, Central Health executed several community engagement activities to inform and gather feedback from community members on the FY 2023 budget. This included holding three community conversations, where attendees learned about Central Health's strategic priorities for FY 2023 and the FY 2023 budget. Staff addressed questions and comments throughout each of these events.



Date	Tactic	Target Audience	Languages Spoken
July 6, 2022	Virtual Listening Session	Groups advocating for people with low income	English
Aug. 3, 2022	Virtual Listening Session	Groups advocating for people with low income	English
Aug. 4, 2022	In-person Community Conversation	Community members living in the Colony Park area	English and Spanish
Aug. 9, 2022	In-person Community Conversation	Community members in the Dove Springs/Montopolis area	English and Spanish
Aug. 18, 2022	Hybrid Community Conversation	Community members	English
Aug. 18, 2022	Virtual Listening Session	Groups advocating for people with low income	English
Aug. 19, 2022	Email Update	Community members and groups advocating for people with low income	English
Aug. 23, 2022	Virtual Listening Session	Groups advocating for people with low income	English

Key Takeaways

Overall people were grateful for Central Health's work in the community. A few topics came up several times with most groups. These include:

- A need for more information regarding existing and upcoming services.
- Questions about the Medical Access Program, such as the eligibility criteria and what people who don't qualify can do to receive care.
- Questions and concerns about MyChart. There was a desire to continue telephonic communication for those who don't know how to use or don't have access to technology.
- A need for more services, such as dental, holistic behavioral health, respite care resources for caretakers, and geriatric care.
- General questions about the budget, such as the decrease in the tax rate and how Central Health was planning on spending its reserves.

For more information and to receive updates on the progress of the center, visit participate.centralhealth.net/fy2023budget and click "Subscribe".





COMMUNITY OUTREACH PARTNERS

Central Health works with Community Coalition for Health and Latino Healthcare Forum, and staff collaborate with a variety of faith-based centers, community groups, schools, and organizations to raise awareness of health care services and health care coverage programs. They also share information about ways to participate in our public involvement process to ensure we hear from a diverse range of Travis County residents. Below is a list of faith-based centers, community groups, schools, and organizations with whom we have continuously engaged.

Community groups

- AC Rivercreek HOA
- African American Heritage Network
- Austin's Colony Homeowner's Association
- Austin Latino Coalition
- Chaparral Crossing Neighborhood Association
- Colony Park Neighborhood Association
- Community Resilience Trust ATX
- Del Valle Community Coalition
- Dove Springs Proud
- Forest Bluff Residential Association
- Hispanic Advocates Business Leaders of Austin (HABLA)
- Hermanos de East Austin
- Hispanic Women's Network of Texas – Austin Chapter
- Hispanos Network of Austin
- Kennedy Ridge Community
- Latinos Ready to Vote
- Network of Asian American Organizations
- Phase III Austin's Colony HOA
- Taiwanese American Professionals – Austin Chapter
- Travis County Hispanic Network
- Texas Anti-Poverty Project
- Central Texas Community Outreach Leaders
- Central Health Equity Policy Council Race Equity Committee
- Dell Medical School Community Health Workers
- Austin Voices for Education & Youth Block Leaders



Faith-based centers

Central Health is in continuous communication with about 12 faith-based centers in eastern Travis County that reach communities of color. Central Health provides these faith-based centers with information to share with congregants.

- Austin Eastview Church of God
- Center Union Missionary Baptist Church Creedmoor
- Church of Christ at Eastside
- David Chapel Missionary Baptist Church
- Greater Mt. Zion
- Holy Cross Catholic Church
- Hornsby Bend Assembly of God
- New Hope Missionary Baptist Church
- Pleasant Valley Missionary Baptist Church
- San Francisco Javier Catholic Church
- San Juan Diego Catholic Church
- Santa Barbara Catholic Church

Organizations

- Austin Asian Community Health Initiative (AACHI)
- Asian American Resource Center
- Asian Family Support Services of Austin
- Austin Voices for Education & Youth (AVEY)
- City of Pflugerville
- Commission on Immigration Affairs
- Community Coalition for Health
- Go! Austin/Vamos! Austin (GAVA)
- Greater Austin Asian Chamber of Commerce
- Greater Austin Black Chamber of Commerce
- Greater Austin Hispanic Chamber of Commerce
- Greater Austin LGBT Chamber of Commerce
- Latino HealthCare Forum
- OneVoice Central Texas
- Workers Defense Project
- Young Hispanic Professional Association of Austin

Schools

- Austin ISD
- Austin Achieve Public Schools
- Barbara Jordan Elementary School
- Creedmoor Elementary School
- Decker Middle School
- Del Valle ISD
- Dailey Middle School
- Gilbert Elementary School
- Gus Garcia Young Men's Leadership Academy
- Hornsby-Dunlap Elementary School
- KIPP Texas Public Schools
- Manor ISD
- Manor Senior High School
- Pflugerville ISD
- Popham Elementary School
- Volma Overton Elementary School



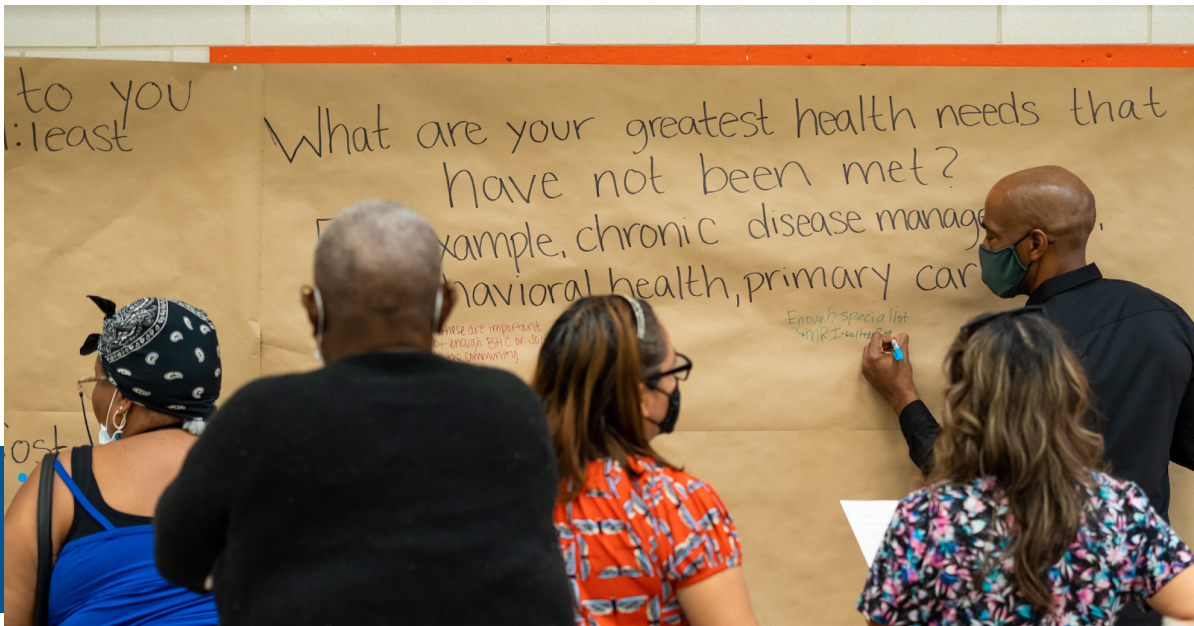


Exhibit A:

Voice of the Community: Participation Survey

1. Central Health seeks to improve the health of the community by providing quality care for those in need throughout Travis County. Your input about the challenges you and your family face helps us to understand what gaps exist and how you think we can address them.

To ensure we hear from a diverse group of people across Travis County, we want to hear your thoughts on some of the themes that emerged from our recent conversations. Your voice as a member of the community is vital.

All responses are strictly confidential. This survey will take about 10 minutes to complete.

2. Are you a current MAP/MAP BASIC member, former MAP/MAP BASIC member, or someone else? Please select the role that best describes you (select only one)
 - Currently enrolled MAP/MAP BASIC patient at CommUnityCare, Lone Star Circle of Care, or People's Community Clinic
 - Former MAP/MAP BASIC patient
 - Community advocate
 - Community Health Champion (Central Health community group)
 - Partner agency
 - Elected official
 - Academic/researcher
 - Employee of Central Health, Sendero, or CommUnityCare
 - General public
3. How likely are you to recommend MAP/MAP BASIC to your friends and family if they needed health care coverage?



- Very Unlikely
- Unlikely
- Neutral
- Likely
- Very Unlikely

4. Do you currently have any healthcare benefits/insurance coverage?

- Yes
- No, I am uninsured

5. Which healthcare benefits or coverage do you have? (Select all that apply)

- Dental
- Medical
- Vision

6. Who provides your coverage?

- Private insurance plan
- Medicaid
- Medicare (65+)
- Affordable Care Act (ACA) plan, as known as Obamacare
- COBRA
- Other (please specify)

7. Please select any reasons why you don't currently have medical coverage (Select all that apply)

- Lost my job
- No transportation
- High cost
- I don't trust the healthcare system
- I feel healthy and don't need to see a doctor
- Most doctors don't communicate in my native language
- I prefer non-Western medicine(s) and treatment
- Other (please specify)

8. Let's talk about the clinical care experience. The following questions will help us understand some of the issues people face when seeking care, even if they're not our patients.

If you're a MAP/MAP BASIC member or former member, please answer based on your experience at our clinics (CommUnityCare, Lone Star Circle of Care, People's Community Clinic). If you don't have experience with MAP/MAP BASIC, please answer based on the care you seek. This will help us understand the other issues with the broader healthcare system in Travis County.

9. How would you rate your knowledge of available healthcare resources in your community?

- Not at all
- Somewhat
- Very knowledgeable



10. How do you usually get information about healthcare resources in your community? (select all that apply)

- Internet (Google, Bing, etc.)
- Social media (Facebook, Instagram, Twitter, Reddit, SnapChat, etc.)
- Friends and Family
- Television
- YouTube
- Radio Podcasts
- Central Health website
- At the clinic or doctor's office
- Newspaper or print publication
- Other (please specify)

11. When was the last time you went to a doctor or received medical care?

- In the last six months
- 6-12 months ago
- 1-2 years ago
- More than 2 years ago

12. What types of medical visits have you had in the past year? Select all that apply. (All responses are strictly confidential)

- Preventative care (wellness, check-ups)
- Covid-19 testing and vaccinations
- Medical treatment for urgent care (infections, injuries, etc.)
- Medical treatment for chronic disease (diabetes, asthma, etc.)
- Emergency treatment (emergency room or urgent care)
- Hospitalization (admitted to hospital)
- Saw a specialist or surgeon
- Dental
- Mental health/behavioral health (ex. - depression, anxiety, addiction)
- None - I haven't been to the doctor in the past year
- Prefer not to say

13. Are you currently seeking care for a chronic illness? (things like diabetes, high blood pressure, heart disease, lung disease, etc.)

- No
- Yes

14. If a clinic providing health information and medical care was built near you, how likely would you be to use it?

- Very likely
- Somewhat likely
- Unlikely

15. It's sometimes hard to get to the doctor's office or clinic. In the last year, how often has transportation been an issue that kept you from making it to your medical appointments?

- Most of the time
- Some of the time
- Rarely
- Never



16. Would you like to tell us more about how transportation challenges have affected your ability to get the care you need? (optional)

17. How much does the cost of health care impact your decision to see a doctor or specialist?

- A lot - it's my major concern
- A great deal but not my top concern
- It's something I think about but doesn't drive my health care decisions
- It's not a concern for me when I need health care

18. Would you like to tell us more about how costs have affected your health care decisions? (optional)

19. Have you ever gone to another country to get medical or dental care?

- No
- Yes (can you please tell us more?)

20. The way patients feel during their care has a big impact on their health care experience. Thinking about the care you have received in the last 2 years, how did those experiences make you feel?

Statements (rows)

- I felt respected.
- I felt safe.
- I felt that the team cared about me and my health.
- I felt the experience was positive.
- I felt like the doctor and clinical staff understood my culture.

Options (Columns)

- Definitely agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Definitely disagree

21. Thinking back to care you have received in the past year, did you have issues understanding or being understood by your doctor or clinical staff - in the language you speak at home?

Statements (rows)

- I understood the language being used.
- I understood the medical terms being used.
- I understood the instructions I was given to get and stay healthy.
- The clinic staff and doctor understood what I was saying.
- I understood my treatment options.

Options (columns)

- Definitely agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Definitely disagree



- Definitely agree

22. Have you ever stopped seeking care because of the way you were treated before, during, or after seeing a doctor here in Travis County? If so, please tell us where and a little bit about what happened.

- No
- Yes (you can use the box below to tell us more about what happened)

23. Would you like to tell us about any other issues you or someone you know had while trying to get health care in Travis County? (optional)

- No
- Yes (please explain)

24. If you could improve the health care experience for you, your family, and your community, what would you change? (optional)

25. One more thing...

26. What gender do you identify with?

- Cis woman (gender identity matches sex assigned at birth)
- Cis man (gender identity matches sex assigned at birth)
- Transgender woman
- Transgender man
- Non-binary
- A gender not listed here
- Prefer not to answer

27. What race/ethnicity do you identify with? (select all that apply)

- Asian or Pacific Islander
- Black or African American
- Hispanic or Latino
- White or Caucasian
- Native American or Alaskan
- Native
- Other Indigenous
- Prefer not to answer
- A race/ethnicity not listed here (please specify)

28. To help us better understand you, please tell us what year you were born. (Example: 1977)

29. ZIP code

30. If you'd like to stay updated on this project, please provide your email address. We never, ever sell your information to anyone and you would only receive updates and not marketing materials of any sort. (optional)

31. Would you like to subscribe to Central Health's newsletter for other healthcare updates?

- Yes
- No



Exhibit B:



Del Valle Health & Wellness Center Groundbreaking Survey

1. Demographic Information:

A. Which race/ethnicity do you identify with? *Please select all that apply*

- Asian or Pacific Islander
- Black or African American
- Hispanic or Latino
- White or Caucasian
- Native American or Alaskan Native
- Prefer Not to Answer
- Other: _____

B. What gender do you identify with?

- Male
- Female
- Transgender
- Non-Binary
- Other: _____
- Prefer Not to Answer

C. What is your ZIP code? _____

D. Are you, or has anyone in your household ever been, a member of MAP/MAP basic?

Please select the option that best describes your household

- Currently enrolled in MAP/MAP basic
- Formerly enrolled in MAP/MAP basic
- Never enrolled in MAP/MAP basic



*Emergency Response Services: *Please note: due to site capacity any potential services would be very limited**

What do you expect the Del Valle Health and Wellness Center to do, or offer, during emergency situations like an ice storm, blackout, etc.? For example: Should it be open? What supplies should be offered?

Programs: Which of the following programs would you like to see offered at the Del Valle Health & Wellness Center? *Please check all that apply.*

- Education Classes (if you would like a specific class offered, please write in the "other" section below)
- Fitness & Nutrition Classes
- Senior Programs (55+)
- Youth Programs
- Financial Assistance
- Other - Please specify below:

Art Displays: Please rate the following sources of artwork that you would like to see displayed throughout the Del Valle Health & Wellness Center as 1-3, with "1" being your top choice and "3" being your last choice.

- Contributions from local Del Valle ISD schools: _____
- Art by local Travis-County artists: _____
- Selections by the Central Health Enterprise: _____
(Central Health, CommUnityCare & Sendero Health Plans)



Exhibit C:



Hornsby Bend Health & Wellness Center Groundbreaking Survey

Outdoor Full Playscape: Please rate the following 'Playscape' options 1-3, with "1" being your top choice and "3" being your last choice. *Please note: the options presented do not represent the final product. We will work with our vendor to create something as close to the top selected option as possible.*

Option A) _____

Option B) _____

Option C) _____

Outdoor Fitness Equipment: Please rate the following 'Fitness Equipment' options 1-3, with "1" being your top choice and "3" being your last choice. *Please note: the options presented do not represent the final product. We will work with our vendor to create something as close to the top selected option as possible.*

Option A) _____

Option B) _____

Option C) _____

Outdoor Stand-Alone Playscapes: Please rate the following 'Stand-Alone Playscape' options 1-3, with "1" being your top choice and "3" being your last choice. *Please note: the options presented do not represent the final product. We will work with our vendor to create something as close to the top selected option as possible.*

Option A) _____

Option B) _____

Option C) _____

Emergency Response Services:

1. What did you experience during the ice storm last year? For example: Did you need water, were you out of electricity (how many days)? Did you need food? Blankets? A shower? Or a safe place to shelter(sleep)?



2. What community organization, church, or public service agency did you call? Did you call 311 or 911? Or was there a place that you thought of or went to during the ice storm last year?
3. What do you expect the Hornsby Bend Health and Wellness Center to do or offer during emergency situations like an ice storm, blackout, etc.? For example: do you think it should be open?
4. If the Hornsby Bend Health and Wellness Center offered emergency supplies such as food, water, etc. Would you be able to get to the site to pick it up? What other supplies would you like to be offered?
5. Please leave your contact information if you would like to be more involved or provide more feedback on disaster planning in the area.

Programs: Which of the following programs would you like to see offered at the Hornsby Bend Health & Wellness Center? *Please check all that apply.*

- Education Classes
- GED
- Computer literacy
- ESL
- Fitness
- Yoga
- Cooking
- Library
- Child care
- Nutrition education
- Programs for the elderly
- Youth Programs
- Rent/Housing Assistance
- Tax preparation assistance
- Other - Please specify:

Art Displays: Please rate the following sources of artwork that you would like to see displayed throughout the Hornsby Bend Health & Wellness Center as 1-3, with "1" being your top choice and "3" being your last choice.

- Contributions from local Del Valle ISD schools: _____
- Art by local Travis-County artists: _____
- Selections by the Central Health Enterprise: _____
(Central Health, CommUnityCare & Sendero Health Plans)



FISCAL YEAR 2022 BUDGET & STRATEGIC PRIORITIES COMMUNITY ENGAGEMENT REPORT

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CENTRAL HEALTH

Our Vision

Central Texas is a model healthy community.

Our Mission

By caring for those who need it most, Central Health improves the health of our community.

Our Values

Central Health will achieve excellence through:

Stewardship - We maintain public trust through fiscal discipline and open and transparent communication.

Innovation - We create solutions to improve healthcare access.

Right by All - By being open, anti-racist, equity-minded, and respectful in discourse, we honor those around us and do right by all people.

Collaboration - We partner with others to improve the health of our community.

BOARD MEETING

August 31, 2022

REGULAR AGENDA ITEM 2

Confirm the next regular Board meeting date, time, and location. (*Informational Item*)