

**HOUSING AND HEALTH SERVICES COORDINATION COUNCIL
CROSS AGENCY EDUCATION & TRAINING COMMITTEE**

**Conference Call
Meeting Minutes
May 20th, 2010 10:30am**

CALL TO ORDER, ROLL CALL

Ashley Schweickart, Council Coordinator called the conference call to order at approximately 10:33am.

Members Present:

Amy Granberry, Member
Doni Van Ryswyk, Member
Sherri Gothart-Barron, Chair
Jimmy Carmichael, Member

Members Absent:

Mark Wyatt, Member
Nick Dauster, Member
Kenneth Darden, Member

TDHCA Staff Present:

Ashley Schweickart

Approval of May 6th Meeting Minutes

Ashley Schweickart asked for any changes regarding the May 6th meeting minutes. There being none, a motion was made and the minutes were approved unanimously.

Update on Biennial Plan Progress

Based on the May 6th committee conference call regarding edits and changes to Chapter 8 of the Biennial Plan (Assistance and Training for Local Entities), Ashley Schweickart gave a brief report on the revised draft of that chapter, as well as the creation of Chapter 1 (Background) and a Needs Assessment chapter, which will most likely become Chapter 2.

Discussion of Chapter Seven of Biennial Plan

Committee began the discussion of recommendations for the cross-education of state agencies. They first discussed how certain agencies contract out their "frontline staff" positions, while others keep those duties in-house, so those agency staff who could benefit from training will vary from agency to agency.

Committee discussed how the silo issue is a huge problem, and is caused by both federal and state mandates. Legislative barriers have to be removed, specifically those funding mandates which limit interagency partnerships and collaboration. However, there has been little previous effort by state agencies to combat this issue.

Committee discussed how cross-agency communication and information dissemination must come from the top down, starting with executive management. If those at the top make it a priority and encourage staff, the education and training will have a better chance at being successful.

Committee recommended having a listserv for state agency employees to sign up for, to receive monthly updates about their fellow agencies. Most state agencies already have listserv administrators who could collect information on the program changes or other highlights of their agency and submit information to a single listserv administrator.

Committee discussed that the best way of institutionalizing knowledge within an agency about its fellow agencies is through training and training materials. If a standardized training was created, that is easily accessible to all employees, then the consequences of staff turnover would be mitigated. Additionally, there could be a series of trainings, the first of which is an overview of a fellow agency, a Training 101, and then subsequent trainings would go more in depth about that agency's programs. This training should be available online, as printed materials are quickly out of date and many times filed, forgotten, or thrown away.

Committee discussed the need for intra-agency trainings, for some of the larger state agencies whose employees may not even know about programs within their own agency. Committee recommended using the intranet to educate these employees -- having an informational component posted on the intranet is centralized and the intranet is very user friendly. The Committee also recommended using an agency's monthly newsletter (or creating one), inserting an educational piece.

Committee recommended utilizing existing interagency groups for strengthening the lines of communication between agencies and the opportunity for cross-agency partnerships. The Texas Integrated Funding Initiative was discussed as a best practice model to look in to.

Committee encouraged the utilization of information technology. One recommendation was to partner with the Texas Information and Referral Network to create a state agency resource directory linked to the 2-1-1 system. The directory would be geared towards state employees as an informational tool to learn about fellow agencies.

Finally, the Committee recommended linking state agency intranets to one another. Specifically, if those agencies under the HHSC umbrella could have access to each others intranets, then information could be instantly disseminated, and employees could have a quick and easy way to find out more about other agencies and their programs.

Discussion of Staff Research Assignments

- Staff will create a draft of Chapter 7 based on Committee's comments.
- Committee asked staff to look into ways of making the HHSCC webpage more visible and searchable on the TDHCA website. Currently, HHSCC webpage is hard to locate and Committee wants it to be more prominent.

Discussion of Next Steps for Committee

Committee discussed that their next conference call meeting will take place on Thursday, June 3rd, 2010 at 10:30am. The Committee agreed that the next call would be used to go over drafts of multiple biennial plan chapters, including Chapter 7.

ADJOURN

Since there was no other business to come before the Committee, the meeting was adjourned at 11:30am on May 20th, 2010.