

Asian American Quality of Life Advisory Commission

Strategic Planning Session: 8/20/19

This document outlines key takeaways and transcribed notes from the Asian American Quality of Life Advisory Commission Strategic Planning Session. It is a working document to summarize the ideas generated by the Commissioners.

Prepared by: Cara Welch and Joshua Robinson

Key Takeaways:

1. Most of the ideas generated align under the Social and Civic Engagement Pillar. The Commission has focused a lot of energy and time into these initiatives.
2. Overall most of the ideas generated celebrated successes and accomplishments.
3. Breakdown of each pillar (shows largest percentage):
 - a. Housing and Community Development- 59% Success and accomplishment
 - b. Arts and Culture- 50% Success and accomplishment
 - c. Social and Civic Engagement- 44% Success and accomplishment
 - d. Economic Development- 41% Challenges
 - e. Health and Human Services- 40% Challenges
4. All the ideas that did not align with the Pillars were either categorized as challenges or opportunities to improve. Most of these ideas are related to administration of the Commission, Working Groups, and/or projects.
5. The need for "follow-up" was a common theme across all Pillars generated from the opportunities and challenges ideas.
6. Economic Development and Health and Human Services pillars generated the highest percentages of challenges.
7. "Mental Health" was a common theme of the Health and Human Services Pillar.

Next Steps identified by the Commissioners:

1. Engaging the community
2. Internally deciding on what to focus on
3. Spreading clear messaging to the Asian American community
4. Logical model for the pathway to success
5. How to measure community identified priorities
6. Pathway to commission goals
7. Separate the important issues vs. emergency issues

The following section shows the breakdown of each Pillar by percentage and lists a transcription of the notes.

Housing and Community Development



- Opportunities
 - Help build a culture which respects growing older- most AA value
 - Community safety issues
 - Creating more access for services to address MH needs specific to (APIs)
 - Land use resolution
- Challenges
 - AA focused senior and refugee asylee housing
- Success and Accomplishment
 - Creation of Equity Office
 - AARC Expansion Planning
 - Part of building the AARC
 - Community survey completed
 - Sanctuary City Resolution
 - Finishing our QOL Report
 - Senior Support

Arts and Culture



- Opportunities
 - Huge multicultural celebration across the city every year
 - Make all Commissioners part of diversity band
 - Bring Asian arts and culture to mainstream
 - Diversity and Inclusion everywhere
- Challenges
 - AA Cultural assets in very few City facilities/districts
 - Participation of non Indian folks in arts and culture group
- Success and Accomplishment
 - AISD Diversity Day
 - AISD Culture Day
 - Diversity Band
 - Austin Pune Sister City
 - Pramod's passion for A&C Work Group
 - Independence Day Indian State Capitol

Social and Civic Engagement



- Opportunities
 - Sustained community awareness- events of newsletter
 - Building engagement interest with community dialogue event
 - Expand community engagement
 - Thorough and productive minutes (last action items)
 - Language issues
 - Breaking the model minority myth
 - AA integration in mainstream (counted and not the "other"- understood)
 - AAQOLC Commissioner running for City Council seat
 - Project based operations model
 - CEWG event follow thru
 - Coordination with other commissions
 - Sustained dialogue with AA community
 - Connections and increased dialogue with City staff
 - Connecting real community needs to budget requests
 - More direct impact on policies
 - Elevate visibility and voice
 - Getting someone to join the transportation project team
 - OPO outreach to the Asian Community
 - Language access for OPO
 - Reaching out to Asian community more efficiently
 - Connection to other QOL commissions
 - Follow-up on projects
 - First responders at meeting to discuss issues
 - Transportation resolution

- Advisory role has no clout meet with City staff on their need to serve AA better
 - Community awareness of AAQOL
 - Reaching out to Austin Community
 - Build alliance with AA community group in particular the underserved
 - Request Dept. Director updates on budget funded items
 - Project approach to initiatives
 - Community engagement improvement
- Challenges
 - Feedback from CE event that some folks weren't sure why they were there
 - Lost some connections to interested volunteers
 - Steps feel too small sometimes
 - Deeper engagement needed with API communities w less power/access
 - Reduce # of working groups
 - Representation of all AA in work groups
 - Effective onboarding of new commissioners
 - Lack of sustained effort on some initiatives
 - Master list of community groups and leaders
 - Concrete assistance for grant seekers
 - Telling people we exist
 - Reaching out to community
 - Faster in filling commission vacancies
 - Additional ways to hold COA depts accountable to engaging serving APIs
 - More connection/trust needed b/w AAQOL+ API comm
 - More people at the AARC Director interview
 - Community engagement
 - Time take to accomplish something
 - Bring CEWG invite list
 - Did not do a proclamation earlier
 - Identifying more diverse members of AAQOL
 - Not sure we have community support
 - More vocal support of AA candidates (ex: Phillip Huang)
 - Robust interpretation services
 - More community engagement at meetings
 - Funding to ensure AA seniors rides through the city
 - AARC kitchen use
 - Visibility and inclusion for our communities
 - Regular updates to council
 - On-board binder for new commissioners
- Success and Accomplishments
 - Hiring AARC Director
 - Initiating Collaboration with other QOL Commissioners
 - Being on panel discussion for Police Chief
 - Able to bring diverse leadership in City of Austin
 - Community Engagement event
 - Senior garden at AARC

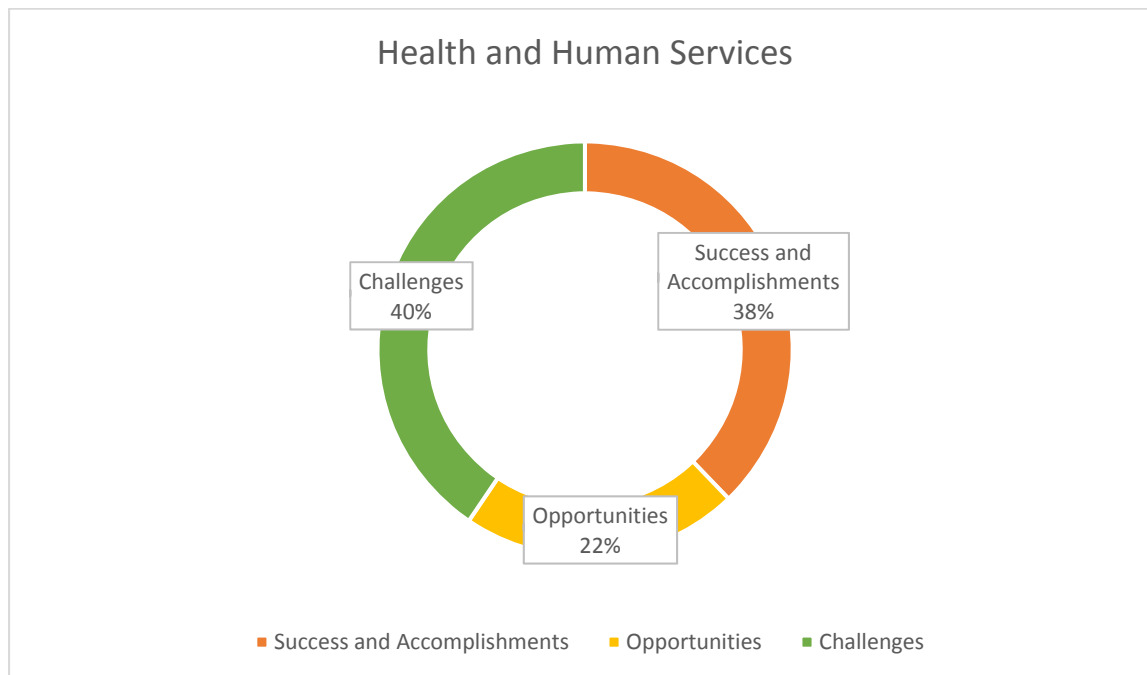
- Quorum at every meeting
- OPO Committee
- Pooja's passion for legal issues
- Worked with UT professor on survey initiative
- Crafting edge of City budget process
- Interview panel Asst Med Director APH
- Maintained detailed records for AAQOLLAC (first years)
- Able to integrate AA community by representation of diverse cultures and ethnicities in AA
- Community data gathering
- Commitment from commissioners
- Sister cities helps exchanges with Asian heritage of AA
- Staffing at PARD and APH
- Community engagement celebrasia
- Working to build trust with API community and leaders
- Our commitment to AARC
- Model community outreach for other commissions
- CEWG Newsletter blast
- Asian Heritage Month Proclamation
- Amazing people
- Collaboration with CAN on Language Access
- Kirk's work on annual internal review
- Census resolution
- Helping at AARC
- Austin-Pune sister city initiative
- The Initiative report
- Introduced AAQOLAC to community
- CEWG meeting (community)
- Held 1st CE event by any QOL Commission
- Commission Liaison Equity Office
- Language Access on website
- Ensure Council and City departments understand needs and strength of AA in Austin
- Identified core guiding principles of community engagement working group
- Creation of commission
- Ensure Asian Americans are part of the Equity discussion often forgotten as POC
- Organized community dialogue
- Served as staff liaison of AAQOLAC
- AAQOL Initiative gathered data on AA population in Austin
- Vince's calm leadership
- AFD engagement
- CEWG Community Event
- Active participation from Commissioners
- Supported community based org's serving the API community
- Kirk's work on budget process

Economic Development



- Opportunities
 - Joint budget initiatives with other QOL Commissions
 - Systematic follow-up on budget items
 - Tracking of budget recommendations
 - Census 2020 work
 - Clone Kirk
 - Census project
- Challenges
 - Fighting for more money
 - City of Austin transportation follow-up (april meeting)
 - Business community has limited participation in AAQOL work
 - Women-owned/minority-serving certification for non-profits to get advantage in funding
 - Support to AAEN issues and obstacles at HRD
 - Inability to make an impact on HR
 - AA Executive recruitment
- Success and Accomplishments
 - Helped guide city budget process
 - Budget planning for Asian American issues advocacy
 - Strategic planning
 - Enabled City funding to non-profits that serve the AA Community
 - Mini-grant funding process initiated

Health and Human Services



- Opportunities
 - Community health issues
 - Alternative therapies that work for AAMH
 - Mental health project
 - "i-Speak" cards/programs
 - Real Language access for citizens
 - Language access synergy w/ other initiatives
 - Robust interpretation services
 - Ensuring equitable services to AA by all entities
- Challenges
 - Affordable healthcare access- senior immigrants
 - Efficient/functional language access- healthcare
 - City Department heads report lack of access/underutilization by AAPI residents
 - Sustained engagement with healthcare leaders in Austin
 - Funding on mental health support
 - Mental health project group
 - Asian American access to City services should be in districts where they live
 - Truly intergenerational programming at AARC and other city facilities
 - Transportation for AsAm social networking
 - Transportation for health care access
 - Culturally appropriate congregate senior meals at AARC
 - Trying to focus on mental health
 - Additional funding for mental health
 - Many people in community still do not know about AARC/City services
 - Follow through on budget recommendations

- Success and Accomplishments
 - Flu vaccine to Matu community
 - Language access funding and accountability for access
 - Translation RFP
 - Worked on budget items for AA community services
 - Funding mental health
 - AACHI engagement and introduction
 - Beginning to hold accountable City programs to ensure access for APIs
 - Funding immigrant services
 - Shubhada's passion for seniors
 - Asian representation Health Equity Unit APH
 - Asian American ACA Health Insurance Enrollment
 - City funding for AACHI
 - Safety- not health clinic NAUHC Funding
 - Support funding for mental health

Administrative/Did not fit a category



- Opportunities
 - Meeting time management
- Challenges
 - Effective vacancy filling process
 - Manage Commission meeting time/flow
 - Integration of higher education resources such as students
 - Need to be more efficient w/ minutes
 - Avoiding too long meetings
 - Don't go big on funding requests
 - Extension projects stemming from survey- no funding

- Asian American employee development pipeline
- More efficient work group reports
- Manage time for AAQOL Commission work
- Constraints on budget
- Too much demand for Commissioners

Additional Notes through listening and observation

First Exercise

Accomplishments:

Key Takeaway: (Commission has accomplished a great deal)

- Staffing at PARD
- Vince's calm leadership
- Community engagement celebration
- Commitment to the AARC
- Creation of Asian American QoL Advisory Commission
- Bringing structure to the commission
- Collaboration for people language access
- Community outreach
- Asian representation on "Austin Public Health Boards"
- Support funding for Mental Health Awareness
- Creation of the Equity Office
- Active participation of Commissioner
- Staff Liaison - AARC
- Commission Liaison in Equity Office
- First community engagement event of any other commission
- Kirk Yoshida on Budget Process
- Interview Panel for Medical Director
- Community Survey Completed
- Asian-Americans being a part of Equity discussion
- Part of building the Asian-American Resource Center
- Commitment from commissioners

Challenges:

Key Takeaway: (Task take a while to complete)

- Effective onboarding for new commissioners
- Efficient function of meetings
- AARC Kitchen is use more often
- Faster timeline of filling commissioner vacancies
- Robust transportation services
- Timeline for completing projects
- Bringing the communication workgroup list
- Community Engagement
- Culturally appropriate

- Additional funding for Mental Health Outreach
- Representation of all Asian-American in the workgroup
- Follow-up on "Budget Recommendations"
- Unable to make an impact on HR
- Visibility for our community
- Vocal support for Asian-American candidates
- City of Austin Transportation Follow-Up
- Fighting for more money
- Regular updates to City Council
- Holding City of Austin more accountable
- Steps feel too small
- More efficient with meeting minutes
- Manage commission work time
- Asian-American employee development pipeline
- Manage time of commission meetings
- Increased trust between the Commissioners and the community

Long-Term Opportunities:

Key words: (Anticipation, Exciting, Much to Accomplish, Very specific)

- Coordination with other Commission
- Systematic on budget issues and budget items
- Joint budget initiatives of budget recommendations
- Follow up on projects
- Reaching out to the Austin community
- Breaking the model minority myth
- Tracking Budget Recommendations
- Transportation project
- Commissioner running for City Council Seat
- Mental Health project
- Sustain dialogue with AA community
- Increase dialogue with City Staff
- Getting someone to join the Transportation project team
- Help build a culture of older individuals
- Advisor role
- Meet with City Staff on their needs to serve AA better
- Multicultural celebration every year
- Bring Asian Arts & Culture mainstream
- Diversity & Inclusion

Second Exercise:

Process:

- Time Management

- Meeting time and flow of meeting
- High performing commission

Social & Civic Engagement:

- Lack of community outreach
- Educating the community on functions of commission
- Community Engagement

Focus areas: (Focus areas are right)

- Economic Development
- Housing
- Mental Health Services
- Asian American community feeling a sense of belonging in Austin
- Community Engagement