2013 City of Austin
Google Fiber Community Connections Program
Application and Instructions

Google has announced plans to bring Google Fiber to Austin residents. The plan calls for building an ultra, high speed broadband network with Internet speeds of one gigabit per second, up to 100 times faster than normal to Austin's homes.

Google has agreed to provide up to 100 sites with broadband Internet services through its fiber network free of charge until April 8, 2023 in addition to City Hall and the new Central Library. These Community Connections will be to public or non-profit sites in the City of Austin that provide access and services directly to Austinites through what is being called the Community Connections program. Under the agreement with Google Fiber, the City of Austin will create the proposed list of sites for the program.

It is the City Council's goal to ensure an application and selection process that is transparent, available to all, and utilizes a clear set of selection criteria adopted by the City Council. Community Connections aims to provide fiber speed internet access directly to the public and will serve for innovation and digital inclusion, resulting in advancements unique to Austin's spirit.

Attached is the Community Connections Site Application, which is due by September 30, 2013.

Please direct questions to the City's Telecommunications & Regulatory Affairs Office at
digital.inclusion@austintexas.gov or 512-974-2999.

For more information and application: austintexas.gov/digitalinclusion

Thank you for your consideration.

Community Connections Site Selection Application Form

The City of Austin will propose **100** public or non-profit organizations to receive Google Fiber connections at their locations.

Application Packet

In order to be considered for selection, please submit the following items:

- **General Application Form.** Complete this form (ensuring that it is signed and dated.

- **Criteria Form. Complete this form as fully as possible.** If the organization offers services at more than one location, the applicant should complete the Criteria Form for each location and prioritize the single location that will benefit the most from having a gigabit of service.

Application Submission

All applications are due in the Office of Telecommunications & Regulatory Affairs (TARA) before **4:45 p.m. on Monday, September 30, 2013**. Late applications <u>will not</u> be considered.

<div align="center">

Submissions may be submitted by email or snail mail to:
Email: digital.inclusion@austintexas.gov
Address: City of Austin - Municipal Building -124 W. 8th Street, Suite 210, Austin, Texas 78701
Phone: 512.974.2999

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Application Review Process

Community Applications
- August 26, 2013 - Community Site Applications Available
- September 30, 2013 - Deadline for Site Applications for Community Connections
- October 1-31, 2013 - Staff Review & Assessment

Site List Adoption
- November 6 , 2013 – Community Tech & Telecommunications Commission - Discussion & Input
- November 13, 2013 – Emerging Technology & Telecommunications Council Committee - Discussion & Recommendation to Council
- November 21, 2013 - Council Discussion & Adoption of Community Connection Site List
- End of 2013 - Google Fiber requested deadline for Community Connection Site List from City

Privacy Statement
This information is being collected and will be used to assist in determining your organization's eligibility and qualification for receiving a community connection on the City's proposed site list. This information provided may be published by the City.   Any information collected, assembled, or maintained by or for a governmental body is subject to the Public Information Act.

Community Connections General Application Form

(Please complete this portion of application only once per organization if submitting for multiple sites)

General Application Form

Applicant Organization Name: Central Texas Community Health Centers

Alias/DBA: CommUnityCare Health Centers

Program Name for Google Fiber Connection: CommUnityCare Health Centers

Organization Mission and Purpose:

 "We will work with the community with open eyes and a responsive attitude to provide the right care, at the right time, at the right place."

CommUnityCare provides health care services to the medically underserved in Travis County through its 22 sites across the county.

We accept Medicaid, CHIP, Medicare, Medical Access Program (MAP), sliding scale, and various private medical plans. Twenty-eight (28%) percent are uninsured, 30% have Medicaid coverage, including Children's Health Insurance Program (CHIP) and 6% have Medicare. Central Health's Medical Assistance Program (MAP) covers 36%. We care for patients regardless of ability to pay.

Our health centers provide approximately 265,000 yearly medical and dental patient appointments (encounters) in 2012. This number represents more than 67,500 individual patients. Services include adult primary care (family practice and internal medicine), women's services, pediatric care, nutrition, behavioral health services, healthcare for the homeless, specialty care, and dental services. Vision vouchers and some outpatient procedures are also available.

Two of our locations, Hancock and William Cannon, were designed to expand access by providing walk-in services to patients in our system. These clinics offer extended hours and weekend care. We also provide HIV/AIDS treatment at our David Powell location, and care for the homeless at the ARCH. The newest and largest site in the network is CommUnityCare- North Central.

Approximately 66% of our patients are Hispanic, 16% are Caucasian, 12% are African-American, and 6% are other ethnicities. Children age zero to 17 years represent 25% of the total patient population served. Fifty-nine percent are women. CommUnityCare is the largest "safety net" provider of primary care health services in Travis County.

Organization Website: www.communitycaretx.org		
Contact Name: Terri Sabella, Chief Operating Officer		
City: Austin	**State:** TX	**Zip:** 78702
Phone: 512-978-8460	**Email:** terri.sabella@communitycaretx.org	

Location(s) applying for site selection (including physical address of location) and how long your organization plans on being at each location:

See attached list of locations.

Type of Organization: X Non-Profit ☐Public Entity	
Number of years in operation: The concept of providing health care services to the medically underserved began in 1970 through a partnership between the Austin City Council and the Travis County Commissioner's Court as a Model Cities project. Initially, the Community Health Centers were operated as a department of the City of Austin. On March 1, 2009, the Community Health Centers became a new nonprofit organization named CommUnityCare.	**Number of employees at location:** At all CommUnityCare locations = 554

Criteria Form

<u>Organization</u>

1. What is your agency's vision? (*response required for all agencies*)

"Improve the health of the community by increasing access to the best care possible."

2. What is your agency's mission and purpose? (*response required for all agencies*)

"We will work with the community with open eyes and a responsive attitude to provide the right care, at the right time, at the right place."

CommUnityCare is the largest provider of safety net health care services to the medically underserved in Travis County.

3. Please list your organization's affiliations, community partnerships, certifications, and/or accreditations. (*response required for all agencies*)

Accomplishments: CommUnityCare is a Federally Qualified Health Center or FQHC. This means our practices met strict guidelines established by the Federal Bureau of Primary Health Care. These guidelines require that we offer a specific scope of services including care for those without health insurance. CommUnityCare was reaccredited by Joint Commission in July 2013. Also in 2013, an application was submitted to become designated as a Patient Centered Medical Home (PCMH). NCQA's PCMH is an innovative program for improving primary care. In a set of standards that describe clear and specific criteria, the program gives practices information about organizing care around patients, working in teams and coordinating and tracking care over time. CommUnityCare is also an ACO Essential Care Partner through the Texas Association of Community Health Centers and has achieved Stage 1 Meaningful Use. Other accreditations and certifications include: Disabetes Self Management Program is AADE accredited; we are a HRSA recognized Pharmacy 340B Peer-to-Peer Mentor Site and Patient Safety and Clinical Pharmacy Services Collaborative 5.0 Gold Team; national accreditation is underway for our Centering Pregnancy and Centering Parenting initiatives; and we are a certified provider of Human Trafficking Victim Assistance Program, through the HHS Office of Refugee Settlement.

Central Health. Central Health was created in May 2004 by a vote of Travis County residents. It is responsible for providing healthcare to indigent persons residing in Travis County. Central Health operates the Medical Access Program (MAP) providing coverage low income uninsured patients. Central Health owns Sendero Health Plans, a Medicaid Managed Care plan. CommUnityCare jointly holds the FQHC status with Central Health, sharing infrastructure and human resource and financial policies, but are two separate organizations each with their own Board of Directors.

Community Care Collaborative (CCC): We are participating in the Medicaid transformation waiver (1115 Waiver) which will change the healthcare delivery system. For our region the anchoring entity is called the Community Care Collaborative (CCC). This is a nonprofit consisting of Seton Healthcare Family and Central Health that would act as a conduit for local money. The CCC will oversee a system of delivering health care in Travis County to indigent and chronically ill patients. The CCC would distribute the money to CommUnityCare and other health care providers that succeed in creating a more coordinated system of health care delivery that keeps poor and uninsured people healthier.

Affiliations: CommUnityCare is affiliated with Seton Medical Center, Brackenridge Hospital, St. David's Hospital, ATCIC (Austin Travis County Integrated Care), UT School of Nursing, UT School of Pharmacy, Sendero Health Plans (a Medicaid Managed Care Plan). Through these affiliations, we collaborate on integrated service delivery including Women's Health, vision care, behavioral health, in addition to medical, nursing and pharmacy academic residency programs.

Medical School: CommUnityCare will benefit by a research-intensive medical school in the area. A school will increase opportunities to train new doctors with diverse backgrounds and specialties in our clinics thus improving medical care for our patients. The new medical school is affiliated with our established partner, the University of Texas at Austin.

Community Partners Program: As a HHSC Community Partner, CommUnityCare's Financial Screening staff will assist individuals applying for benefits such as: Medicaid, CHIP, Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF). Hancock, East Austin, William Cannon and North Central will be the 1st Clinics to participate; additional Clinics could be added at a later date.

Marketplace: The Federal Health Insurance Marketplace was created for individuals and families, who are underinsured, provide coverage options for those with pre-existing conditions and those who have no insurance. The Marketplace will offer different types of health plans to meet a variety of needs and budgets. CommUnityCare received a grant to assist individuals with coverage decisions.

Board of Directors: CommUnityCare is governed by the Central Texas Community Health Centers Board of Directors. As required by the Health Resources Services Administration (HRSA), the FQHC Board must be comprised of more than 51% patients of the health centers. This ensures the decisions of the Board and organization are patient-centered. Members are elected to serve two-year terms.

4. What is the total number of unduplicated clients served by your organization at this location last fiscal year? (*response required for non-profit agencies only*)

67,530 in FY12

5. Briefly provide an overview of your organization and the services it offers. (*response required for all agencies*)

Our health centers provide approximately 265,000 yearly medical and dental patient appointments (encounters) in 2012. This number represents more than 67,500 individual patients. Services include adult primary care (family practice and internal medicine), women's services, pediatric care, nutrition, behavioral health services, healthcare for the homeless, specialty care, and dental services. Vision vouchers and some outpatient procedures are also available.

Two of our locations, Hancock and William Cannon, were designed to expand access by providing walk-in services to patients in our system. These clinics offer extended hours and weekend care. We also provide HIV/AIDS treatment at our David Powell location, and care for the homeless at the ARCH. The newest and largest site in the network is CommUnityCare- North Central.

Approximately 66% of our patients are Hispanic, 16% are Caucasian, 12% are African-American, and 6% are other ethnicities. Children age zero to 17 years represent 25% of the total patient population served. Fifty-nine percent are women. CommUnityCare is the largest "safety net" provider of primary care health services in Travis County.

We have a total of 554 employees: 41 physicians, 15 dentists, and 19 midlevel providers (nurse practitioners and physician assistants). Many of our providers speak several languages and we also utilize a telephone medical translation service for less common foreign languages.

We accept CHIP, Medicare, Medical Access Program (MAP), sliding scale, and various private medical plans. Twenty-eight (28%) percent are uninsured, 30% have Medicaid coverage, including Children's Health Insurance Program (CHIP) and 6% have Medicare. Central Health's Medical Assistance Program (MAP) covers 36%. We care for patients regardless of ability to pay.

6. Describe the community issues your organization is attempting to address. Include a description of the population most at risk of experiencing the issues described. (*response required for non-profit agencies only*)

CommUnityCare has a broad range of services, with special initiatives in the areas of women's health (high-risk OB) and chronic disease management -- obesity, hypertension, diabetes. Health disparities exist among minority populations served by CommUnityCare, including income levels, age and those living with disabilities. Increasing access to dental care is also a priority, and CommUnityCare is expanding its relationship with ATCIC to provide integrated medical-behavioral health services.

7. Describe the demographics (e.g. ethnicity, gender, age, and income levels) and geographic characteristics of the community members your organization serves. (*response required for non-profit agencies only*)

Approximately 66% of our patients are Hispanic, 16% are Caucasian, 12% are African-American, and 6% are other ethnicities. Children age zero to 17 years represent 25% of the total patient population served. Fifty-nine percent are women.

2012 UDS:

Income as Percent of Poverty Level	
100% and below	78%
101 - 150%	12%
151 - 200%	7%
Over 200%	2%
Unknown	1%

UDS Age Groups	
<=19 yo	27%
20 to 64 yo	69%
>=65 yo	4%

As of the 2010 census, the Travis County population was 1,024,266. The county has gained more than 400,000 residents since 1990. Its seat is Austin, the capital of Texas. According to the U.S. Census Bureau, the county has a total area of 1,022 square miles (2,647 km²). 989 square miles (2,562 km²) is land and 33 square miles (85 km²) (3.21%) is water.

Patients of CommUnityCare live primarily in Travis County, and are concentrated along the I35 corridor with the greatest densities forming south of Lady Bird Lake (Colorado River) and both sides of I35. A second high density area appears in the central part of the county, east/northeast of downtown Austin, and a third high density area is situated in north central Travis County, again along the I35 corridor, both the west and east sides.

8. Describe your organization's accessibility (e.g. accessible main entrance, within blocks of a public bus stop, etc.). (*response required for non-profit agencies only*)

All of CommUnityCare's locations are ADA accessible, and all sites within the city limits are accessible by public transportation within close proximity of each facility.

9. If selected, how will your organization incorporate Google Fiber into the services it offers? (*response required for all agencies*)

Google Fiber will be instrumental in the development of the health centers' ability to incorporate telemedicine into its practice and to be more fully integrated with the new Dell Medical School at The University of Texas at Austin's teaching hospital -- to collaborate with teachers, researchers and health care providers in the delivery of efficient patient care, using innovative approaches with state-of-the-art technology. Google Fiber would support enhanced digital imaging sharing and telemedicine video conferencing – in summary, providing the ability to participate in emerging health care technologies well into the future.

Additionally, CommUnityCare has delayed implementation of a popular disease management registry application because of bandwidth limitations. The integration of this application, in addition to other emerging, data-based health care tools for providers, are essential partners in the delivery of quality health care.

10. The City of Austin requires an annual report explaining how selected organizations and the community they serve benefit from Google Fiber. If selected, how will your organization measure the impact Google Fiber has on those served by your organization? Describe evaluation methods, goals, and objectives. (*response required for all agencies*)

CommUnityCare will present annual data on the number of patients served and health outcome quality indicators, using the resources of its Data Support Unit and Informatics Medical Officer. In addition, data will be provided regarding the results of collaborative initiatives within the CCC, including the medical school, on ways in which the network is supporting the sharing of health information.

Please include location if applying for more than one location (include priority rank if submitting for more than one location:

Of the locations served by CommUnityCare, North Central receives priority ranking. It is the largest facility in our service network. North Central is located at 1210 W. Braker Lane, Austin, 78758. North Central opened in October 2011, and is a modern, 51,000 square-foot primary care, speciality and dental facility, including mammography.

Community
(*responses required for all agencies*)

1. Briefly describe how Google Fiber will enhance public participation in your organization's service.

As a HHSC Community Partner, CommUnityCare's Financial Screening staff will assist members of the public to apply for benefits such as: Medicaid, CHIP, Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF). Hancock, East Austin, William Cannon and North Central will be the first Clinics to participate; additional Clinics could be added at a later date.

CommUnityCare is also implementing a patient portal, which allows the patient to directly participate in their health care.

2. Briefly describe how your organization promotes digital inclusion.

Through our existing electronic health records system (medical and dental); existing EHR access agreements with St. David's, Seton, Brackenridge, ATCIC and other affiliates; future with telemedicine.

The patient portal, with adequate bandwidth, could support patient access to educational health-based resources.

3. Will bringing Google Fiber to your organization help the underserved? Please explain.

Our mission is to serve the underserved. Any improvements to our ability to become more efficient through technology will result in an increase in the quality and quantity of health care services.

4. How much of your community will benefit from the Google Fiber connection?

CommUnityCare serves 67,500 patients. With projected enrollment increases and the addition of the Southeast Health and Wellness Center in 2015, we foresee a substantial increase in the number of patients and range of services.

5. Briefly describe how your organization will offer a new community service as a result of the Google Fiber connection.

A Google Fiber connection would provide CommUnityCare with the resources to develop a telemedicine program and incorporate EHR-based clinic applications that support population management. In addition, the patient portal and telemedicine will greatly increase patient access to medical facilities.

Innovation
(responses required for all agencies)

1. Please describe the potential innovative applications that could be developed with a gigabit connection.

Telemedicine and the ability to integrate education and patient care with the new UT Medical School, and other partners in the Community Care Collaborative. CommUnityCare will also participate in the regional Health Information Exchange.

2. Does your organization have or foresee high bandwidth applications?

Yes.

3. Briefly describe how your organization is interested in advancing your technology.

In collaboration with Central Health, CommUnityCare has embarked on implementing health care projects that will significantly enhance the health information exchange between multiple healthcare providers that will be utilized to provide better patient care at the time of treatment. In addition, the aggregation of data will allow medical leaders to monitor health care trends to allow a proactive approach to patient care and directing the necessary resources to perform those needed services.

4. Does your organization have the capacity and resources to advance your technologies? Please explain.

Yes. CommUnityCare's infrastructure and IT technology teams are well-prepared for growth and system enhancements. CommUnityCare was an early-adopter of the electronic health records system and has years of experience managing the network, applications and database. Also, CommUnityCare is a partner with the Community Care Collaborative's Health IT Workgroup and will draw upon those collaborative resources.

Practical Pragmatic
(responses required for all agencies)

1. Will the connection help your organization financially? How?

Yes. Faster connections in the electronic health records system enables us to see more patients. We are also

exploring bandwidth expansions at a number of our 22 sites – a significant cost that could be reduced for the organization.

2. Will this be the organization's primary or secondary connection?

Primary.

3. Does your organization have (or will it have) equipment necessary to connect?

Yes.

4. Does your organization currently have access to a high bandwidth connection?

Yes.

Applicant's Statement

I certify that answers given herein are true and complete to the best of my knowledge. I understand that false or misleading information given in my application will result in disqualification. I understand and agree that I am required to abide by City of Austin ordinances, policies and rules.

I understand if selected to receive a Google Fiber connection that the organization I represent may be required to:

☐ **X** submit an annual report to the TARA Office explaining how the organization has benefited from the free service.

_____	_____
Signature	9/30/2013 Date

_____
Chief Operating Officer
Title

Please submit this form to TARA by 4:45 p.m. on Monday, September 30, 2013.

Email: digital.inclusion@austintexas.gov   Address: City of Austin – TARA - Municipal Building
                                                                                124 W. 8th Street, Suite 210
                                                                                Austin, Texas 78701

CommUnityCare

Serving Central Texas since the 1970s. We accept Medicaid, Medicare, MAP, CHIP, and Sliding Fee Scale. Now accepting new patients -- call the Patient Access Center at 978-9015. Behavioral Health, Nutrition Counseling, and Clinical Pharmacy Services are available at multiple sites by referral.

A. K. Black
Family Medicine including children
Women's Health & Maternity Care
928 Blackson Ave., Austin, TX 78752
Phone: 512-978-9740

Austin Resource Center for the Homeless (ARCH)
Family Medicine, Dental, Vision, Behavioral Health
500 E. 7th St., Austin, TX 78701
Phone: 512-978-9920

Austin Travis County Integral Care (ATCIC) #1
Family Medicine - ATCIC Referral only
825 E. Rundberg, #F, Austin, TX 78753
Phone: 512-804-3913

Austin Travis County Integral Care (ATCIC) #2
Family Medicine - ATCIC Referral only
1631 E. Second St., Austin, TX 78702
Phone: 512-804-3913

Ben White Dental
General & Pediatric Dentistry
1221 W. Ben White, #112B, Austin, TX 78704
Phone: 512-978-9700

Children's Wellness Center-UT School of Nursing
Pediatrics
5301 Ross Road, #H, Del Valle, TX 78617
Phone: 512-386-3335

David Powell
HIV & Primary Care
4614 North IH-35, Austin, TX 78703
Phone: 512-978-9100

Del Valle
Internal Medicine
3518 FM 973, Del Valle, TX 78617
Phone: 512-978-9760

East Austin
Pediatrics, Women's Health, Maternity Care
211 Comal St., Austin, TX 78702
Phone: 512-978-9200

Family Wellness Center-UT School of Nursing
Family Medicine including children
2901 North IH-35, #101, Austin, TX 78722
Phone: 512-232-3900

Hancock
Family Medicine, Walk-in appointments
Care for two years of age and older
1000 E. 41st St., Ste. 925, Austin, TX 78751
Phone: 512-978-9940

Manor
Family Medicine including children, Internal Medicine
600 W. Carrie-Manor St., Manor, TX 78653
Phone: 512-978-9780

Montopolis
Family Medicine including children
Women's Health & Maternity Care
1200-B Montopolis
Phone: 512-978-9800

North Central
Family Medicine, Internal Medicine, Pediatrics,
Women's Health, Maternity Care
1210 W. Braker Lane, Austin, TX 78758
Phone: 512-978-9300

North Central Dental
General & Pediatric Dentistry
1210 W. Braker Lane, Austin, TX 78758
Phone: 512-978-9880

Oak Hill
Family Medicine including children
Women's Health, Maternity Care
8656-A Hwy 71 West, Suite C, Austin, TX 78735
Phone: 512-978-9820

Pflugerville
Family Medicine including children, Internal Medicine
Women's Health, Maternity Care
15822 Foothill Farms Loop, Pflugerville, TX 78660
Phone: 512-978-9840

RBJ Dental
General Dentistry
15 Waller St., Austin, TX 78702
Phone: 512-978-9895

Rosewood Zaragosa
Family Medicine, Internal Medicine, Pediatrics
Women's Health, Maternity Care
2802 Webberville Rd., Austin, TX 78702
Phone: 512-978-9400

Rundberg
Family Medicine, Internal Medicine, Pediatrics
Specialty Care
825 E. Rundberg, #B1, Austin, TX 78753
Phone: 512-978-9600

South Austin
Family Medicine, Internal Medicine, Pediatrics
Women's Health, Maternity Care
2529 S. First St., Austin, TX 78704
Phone: 512-978-9500

South Austin Dental
General Dentistry
2529 S. First St., Austin, TX 78704
Phone: 512-978-9865

William Cannon
Internal Medicine, Pediatrics, Walk-in appointments
6801 S IH-35, #1-E, Austin, TX 78744
Phone: 512-978-9960

Women's Health Center
Women's Maternity & Gynecology Specialty Care
Referral only
1313 Red River, #320, Austin, TX 78701
Phone: 512-978-8870

When You Just Can't Wait - Convenient Care/Walk-In Services
Cuando no puede esperar – Convenientes servicios y atención sin cita

If you are experiencing an illness or minor injury that needs prompt care after-hours, we now have a walk-in clinic with expanded hours at our Hancock and William Cannon health center locations. During office hours, we ask that you first call your primary care provider to see if he or she can see you that day. If not, your provider will refer you to one of these two locations.

Some of the things we treat include:
Cough, cold or sore throat
Fever of flu symptoms, vomiting
Ear infection
Cuts, bumps and sprains
Twisted or sprained ankle
General wound care
Minor skin rash
Mild asthma
Basic laboratory testing
Minor procedures
Urinary tract infections
If you aren't sure, call us

Si está enfermo o tiene alguna lesión menor y después de horas necesita ser atendido con prontitud, el centro de salud de Hancock ahora tiene una clínica con horario extendido sin la necesidad de pedir una cita. Durante las horas de consulta, le pedimos que primero llame a su proveedor de atención primaria para ver si lo puede atender ese día. Si no puede, su proveedor lo remitirá a uno de estos dos centros.

Algunas cosas que atendemos son:
Tos, refrío o dolor de garganta
Fiebre, síntomas de gripe, vómito
Infección de oídos
Cortes, chichones y esguinces
Torcedura o esguince de tobillos
Curación general de heridas
Salpullido de la piel
Asma leve
Análisis de laboratorios básicos
Procedimientos menores
Infecciones en las vías urinarias
Si usted no está seguro, llámenos

Hancock Health Center
1000 E. 41st St., Bldg. #925 ~ 978-9940
Services: 2 years of age and older
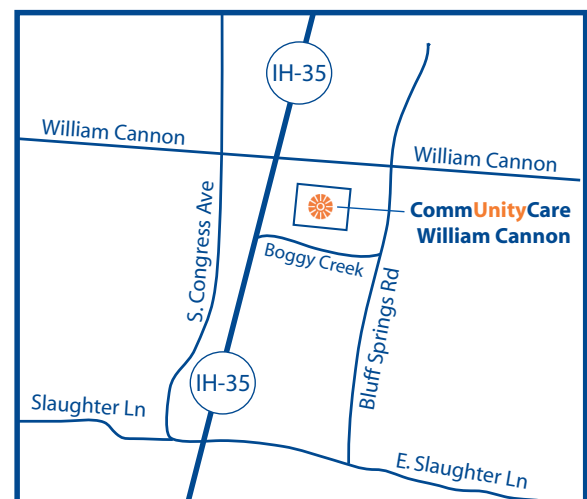Servicios: 2 años de edad y mayores
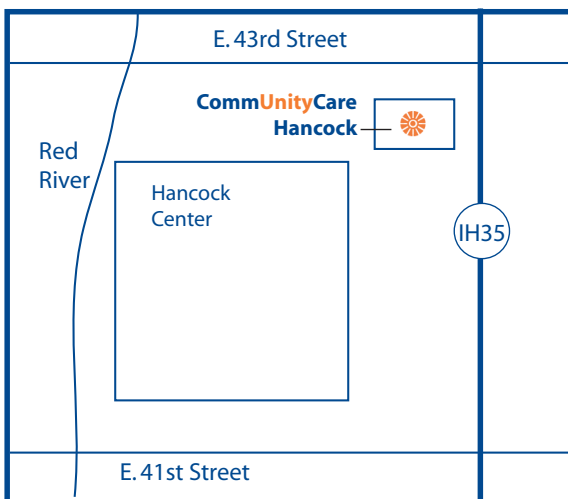
Hours/Horas
8am - 8pm, Daily (todos los días)

William Cannon Health Center
6801 South IH35, #1-E ~ 978-9960

Hours/Horas
8am - 8pm, Monday - Saturday (lunes a sábado)

CommUnityCare