



# Texas Department of Family and Protective Services

Commissioner  
*H. L. Whitman, Jr.*

Family and Protective Services Council Meeting  
Thursday, November 8, 2018, 1:00 pm  
2401 Ridgepoint Drive, Austin, Texas 78754  
Rio Grande Conference Room

## MEETING MINUTES

### Council Members Present:

- Matt Kouri, Chair
- Dr. Dorothy Calhoun
- Omedi “Dee Dee” Cantu Arismendez
- Liesa Hackett
- Greg Hamilton
- Janice Washington

### Staff Present:

- Audrey Carmical, General Council
- Cheryl Gomez, Council Liaison
- Ric Zimmerman, Associate Commissioner, Statewide Intake
- Porscha Roney, Community Engagement Specialist, Statewide Intake
- Lesley Guthrie, Manager, Volunteer and Community Engagement
- Rachel Naron, Volunteer Services Coordinator

Agenda Item 1 was to call the meeting to order at 1:02 pm by Mr. Kouri, Chair.

Agenda Item 2 was Council Training.

Item 2a was a tour of the Statewide Intake Call Center. Porscha Roney, Community Engagement Specialist for Statewide Intake and Ric Zimmerman, Associate Commissioner for Statewide Intake, presented on the responsibilities, call volume and hold times. Following the presentation, the Council toured the call center and observed the training rooms, wellness rooms, and the Youth and Runaway Hotline.

Item 2b was a discussion of Council protocols. Stephanie Hawkins discussed the travel reimbursement procedures and answered travel related questions. Cheryl Gomez discussed how to handle outside inquires and Audrey Carmical discussed the Texas Open Meetings Act.

Agenda Item 3 was adjournment. The meeting adjourned at 2:58 pm.