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# **BUSINESS SERVICE PLAN**

## **SEPTEMBER 2014 – AUGUST 2015**

### **OFFICE OF BORDER AFFAIRS (OBA)**

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#### **Mission:**

To provide leadership in fostering innovation and supporting coordination to create conditions for residents along the Texas border and colonias communities to pursue and achieve better health, improved self-sufficiency and success.

#### **Service Objective:**

Strategically plan and coordinate information, resources, and stakeholders to increase knowledge of and access to Health & Human Services (HHS), and related complementary services (e.g., education, employment) in order to achieve better health and improved self-sufficiency.

#### **Action Steps:**

Coordinate planning for an Office of Border Affairs (OBA) colonias conference.

Continue with the development of a tracking system to collect HHS service information in colonias.

Coordinate training opportunities for new contractors and promotoras in order to orient and supplement their training needs.

OBA staff will update appropriate resource materials to share with stakeholders.

Coordinate with local public health emergency partners to assess the need to identify appropriate readiness training for promotoras as well as appropriate readiness information to disseminate to the colonias.

Continue to establish communication, information and collaboration opportunities that will help colonia residents with employment opportunities.

OBA Border Specialists will collaborate with CBO's, Faith Based Organizations, State, County and other organizations and programs to broaden the OBA scope of work in colonia areas at all OBA regional sites.

## Tasks:

### Task 1

Coordinate planning for an Office of Border Affairs (OBA) colonias conference.

#### Task 1.1

Planning committee will coordinate with appropriate partners and stakeholders to determine conference needs and details.

#### Activities

No.	Activity Description	Start	End	Responsibility
1.1.1	Form a planning committee to meet and plan Colonias Conference	Oct	Nov	OBA Border Specialists
1.1.2	Coordinate with local and state stakeholders to determine conference goals and objectives.	Nov	Jan	OBA Staff Partners
1.1.3	OBA Colonias Conference will be held in 2015 upon funding availability.		TBD	OBA Staff Partners

*Discussion:* This conference will serve to provide OBA with a platform to network with state agencies and stakeholders.

### Task 2

Continue with the development of a tracking system to collect HHS service information in colonias.

#### Task 2.1

Participate in HHSC efforts to find a methodology to extract and consolidate information from various agency databases in order to get an accurate count of HHS agencies' services to colonias.

#### Activities

No.	Activity Description	Start	End	Responsibility
2.1.1	Continue to work at implementation of GIS overlay in HHS program areas in order to extract colonias' information.	Sept	Ongoing	OBA Director ADS CSDS
2.1.2	Continue with the development of automated tools and processes related to the collection of HHS Services being provided to colonia residents.	Sept	Ongoing	OBA Director CSDS ADS
2.1.3	Evaluate tracking system and make adjustments as needed.	Sept	Ongoing	OBA Director ADS Austin Workgroup
2.1.4	Director of OBA will provide colonias' data to the Secretary of State (SOS) Office upon request.	Sept	Ongoing	OBA Director ADS, CSDS Austin Workgroup
2.1.5	Director of OBA will provide updates on tracking tools, evaluation, and data to management.	Nov	Ongoing	OBA Director

*Discussion:* OBA Director will continue to work with HHSC-IT Applications Development and Support (ADS) to develop a data base in which agency information on colonias clients can be extracted from a yet to be developed data base in a manner that is seamless to agencies. This effort will be contingent on available time and resources. We will continue to work with Secretary of State's (SOS) Office to report data for services provided by the HHS agencies.

### Task 3

Coordinate training opportunities for promotoras contractors in order to orient and supplement their training needs.

#### Task 3.1

OBA Border Specialists will contact the contractors to discuss their training needs and arrange for the training of appropriate staff.

#### Activities

No.	Activity Description	Start	End	Responsibility
3.1.1	OBA Border Specialists will meet with the promotoras contractors to assess HHS Agency training needs.	Sept	Ongoing	OBA Border Specialists
3.1.2	OBA Border Specialists will seek resources from the HHS agencies to meet the training needs of the contractor.	Sept	Ongoing	OBA Border Specialists
3.1.3	OBA Border Specialists will continue to offer training for contracted promotoras.	Sept	Ongoing	OBA Border Specialists
3.1.4	OBA Border Specialists will stress the need for Promotoras to utilize YourTexasBenefits.com as much as possible.	Ongoing	Ongoing	OBA Border Specialists

**Discussion:** This project will seek to provide training resources to the contractors in areas such as TIERS processing i.e. portal access by trained navigators which includes new on-line applications, Supplement Nutrition Assistance Program (SNAP), document requirements for application processing, SNAP/ Temporary Assistance to Needy Families (TANF), Medicaid & CHIP processing and other state agency program services including the Department of Assistive & Rehabilitative Services (DARS), Department of Aging & Disability Services ( DADS), Department of Family & Protective Services ( DFPS), and Department of State Health Services ( DSHS). These trainings will be coordinated by the OBA Border Specialists as needed and requested by the contractors.

### Task 4

OBA staff will update appropriate resource materials to share with stakeholders.

#### Task 4.1

OBA Border Specialists will update their local service plans to include annual goals and activities for their region.

#### Activities

No.	Activity Description	Start	End	Responsibility
4.1.1	OBA Border Specialists will update their local service plans to include annual goals and activities for their region.	Nov	Dec	OBA Border Specialists
4.1.2	OBA will update annual business plan	Sept	Nov	OBA

**Discussion:** These resource materials are updated as needed. They are disseminated to promotoras, CBOs, HHS agencies, and other stakeholders as reference tools. Due to limited printing costs, these materials will primarily be accessed through the OBA website. Border Specialists will be informing stakeholders at HHS colonias quarterly workgroup meetings on how to access the OBA website to obtain these documents.

## Task 5

Coordinate with local public health emergency partners to assess the need to identify appropriate readiness training for promotoras as well as appropriate readiness information to disseminate to the colonias.

### Task 5.1

OBA Border Specialists in conjunction with public health emergency partners will help to identify training needs and assist in accessing materials on Emergency Disaster Management to distribute to colonia residents.

#### Activities

No.	Activity Description	Start	End	Responsibility
5.1.1	OBA Border Specialists will contact local public health and/or emergency partners and will review the local plan for emergency preparedness concerning Colonias. OBA Border Specialists will offer their resources and support to the local partners.	Sept	Ongoing	OBA Border Specialists & local public health emergency partners
5.1.2	OBA Border Specialists will review readiness plan with OBA contractors and coordinate to implement a plan in the colonias (where requested by public health emergency partners).	Sept	Ongoing	OBA Border Specialists & Contractors
5.1.3	OBA Border Specialists will coordinate readiness trainings and information distribution with OBA contracted promotoras in conjunction with our emergency partners.	Sept	Ongoing	OBA Border Specialists & Contractors

*Discussion: OBA Border Specialists will contact local public health emergency partners and offer their assistance in colonia areas. Border Specialists will seek to increase resources in materials for distribution in colonia areas and help in planning and coordination.*

## Task 6

Continue to establish communication, information and collaboration opportunities that will help colonia residents with employment opportunities.

### Task 6.1

OBA Border Specialists will continue to look for opportunities to provide services to new and existing areas.

#### Activities

No.	Activity Description	Start	End	Responsibility
6.1.1	In cooperation with stakeholders, OBA Border Specialists will distribute job listings for their areas of coverage and will distribute to HHS agencies, Community Based Organizations (CBO's), and community centers on job availability in their areas.	Sept	Ongoing	OBA Border Specialists
6.1.2	OBA Border Specialists will continue to look for additional resources such as mobile units, faith based groups, volunteers, or other entities that can help in providing services to colonias' residents.	Sept	Ongoing	OBA Border Specialists

## Task 6.2

OBA Border Specialists will work to expand or support services to other areas in accordance to colonias definition of within 62 miles from the border.

### Activities

No.	Activity Description	Start	End	Responsibility
6.2.1	OBA Border Specialists will continue to increase service area as approved by the OBA Director and local HHS workgroups.	Sept	Ongoing	OBA Director OBA Border Specialists HHS Workgrps
6.2.2	OBA Border Specialists will look to expand opportunities to collaborate with other entities in order to increase access to services of HHS agencies.	Sept	Ongoing	OBA Director OBA Border Specialists

**Discussion:** *This project will seek to improve and expand on site services, as well as on-site application processing within current travel considerations.*

## Task 7

OBA Border Specialists will collaborate with CBO's, Faith Based Organizations, State, County and other organizations and programs to broaden the OBA scope of work in colonia areas at all OBA regional sites.

### Task 7.1

Continue to expand the scope of work with health special projects such as dental and medical health clinics, increase access to literacy, etc., to better serve the underserved in colonia areas.

### Activities

No.	Activity Description	Start	End	Responsibility
7.1.1	OBA Border Specialists will collaborate with CBO's, Faith Based Organizations, State and County programs to work on special projects to deal with issues such as: veterans, transportation, border violence, mental health and substance abuse, labor work, migrants, youth, educational, homelessness, disproportionality and disparities, family crisis, housing, and literacy issues.	Sept	Ongoing	OBA Border Specialists
7.1.2	OBA Border Specialists will update colonia stakeholder workgroups on OBA special projects.	Sept	Ongoing	OBA Staff
7.1.3	Border Specialists will work with "Computers for Learning" program staff to provide colonia sites and residents access to the computers. Access can be utilized for such things as homework, access to the "Community Partners" program or access to "YourTexasBenefits.com" site, job search and similar appropriate searches.	Sept	Ongoing	OBA Staff
7.1.4	On availability of Oral Health providers, OBA Border Specialists will work to coordinate dental services at community centers or available facilities.	Sept	Ongoing	OBA Border Specialists & contracted promotoras

**Discussion:** *OBA Border Specialists will increase collaborations with community based organizations, faith based organizations, State and County programs to coordinate additional services to the underserved in colonias.*