
COORDINATED INTERAGENCY SERVICE PLAN

RIO GRANDE VALLEY

Rio Grande Valley

(The Rio Grande Valley includes Cameron, Willacy, Hidalgo & Starr Counties)

I. GOAL:

The goal of this service plan is to describe the service goals, objectives and tasks that will be achieved by the Office of Border Affairs in coordination with HHS agencies. Working together in a coordinated manner, HHS agencies desire to make services more accessible to residents of the Rio Grande Valley and colonia communities. The plan further identifies specific responsibilities for HHS agencies and partners who are participating in the plan. The plan describes methods of evaluation and accountability.

II. PURPOSE:

This plan is the continuum phase of activities that HHS agencies have addressed in the form of accessibility of service delivery in the Rio Grande Valley colonias. This plan will reinforce all activities that have been initiated during the initial phase. The initial plan of activities is modified as needed during the course of the initial year. All activities have been achieved with current and available resources. Each regional coordinator will monitor the plan annually as part of quality improvement.

III. TIMELINE:

This plan will cover a period of one year, from January 1, 2015, through December 31, 2015.

IV. SERVICE GOALS:

1. Ensure that HHS staff exhibit an attitude of good customer service and that they demonstrate cultural competence in all interactions with RGV colonia residents and other underserved populations.
2. Ensure that HHS services are readily and easily accessible to the RGV colonia residents and other underserved populations and that they are aware of how to access the services.
3. Evaluate the impact and quality of the HHS contract with the contracted promotora organizations to insure compliance with the contract.
4. Maintain a comprehensive resource tool for Promotoras and others to use in assisting colonia and other underserved populations access to HHS services.
5. Enhance access to job training and job search programs.
6. Bring awareness and access of available electronic tools for use in assisting colonia residents and other underserved residents

7. Work with contracted promotora organizations to identify best practices for promotoras that help and educate residents to apply for SNAP, Medicaid/CHIP and TANF on needed services.
8. Insure distribution of information and communications with HHS agencies, partners and stakeholders on colonia issues thru current information distribution methods and development of additional methods, if needed, to continue to connect residents to health services in colonias.
9. OBA staff will continue collaboration efforts in the assigned RGV county service areas in a coordinated manner.
10. Provide access to medical, dental, job services and any other services using alternative mobile approaches for residents in the colonias.
11. Collaborate with youth and at risk youth services and provide access of those services to colonia youth.

V. OUTLINE OF SERVICE GOALS & OBJECTIVES:

SERVICE GOAL 1

Ensure that HHS staff exhibit an attitude of good customer service and demonstrate cultural competence in all interactions with RGV residents and other underserved populations

Objective 1.1

Provide training to regional HHS enterprise staff and partners on topics of customer service and cultural competence as they apply to the colonias population. HHSC will provide the training on an annual basis, as needed or requested.

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SERVICE GOAL 2

Ensure that HHS services are readily and easily accessible to the RGV colonia residents and other underserved populations and that residents are aware of how to access the services.

Objective 2.1

HHS Agencies will continue to train Promotoras to access services and assist customers with applications for each of the agencies and partners. Coordination of trainings will occur with Quad Counties Council and MHP. Additional trainings for Promotoras are coordinated through the South Texas Promotora Association (STPA), Texas A & M Promotoras, MHP Promotoras, and Cameron County Promotoras Association and as time and resources permit, to other entities.

HHS Agencies and Partners

ONGOING

Objective 2.2

Maintain availability of transportation information for residents through the community centers. Residents will be informed of changes to routes and services by promotoras and center staff, by public transportation providers.

*Promotoras,
HHS Regional Coordinators*

ONGOING

Objective 2.3

RGV Regional Coordinators will participate in identified efforts that attempt to insure that colonias resident's needs are addressed in regional transportation goals for all areas of the Rio Grande Valley (RGV). HHSC coordinators will partner in attempts to develop region wide transportation services to cover the RGV thru such efforts.

RGV Regional Coordinators and partners

ONGOING

Objective 2.4

Maintain and distribute written information through community centers, HHSC contracted promotoras and/or other means that clearly describe the HHS services available to residents and how they can gain access to these services. This information will be presented bilingually to residents of the RGV colonias. Opportunities will be taken of agencies offering educational materials, i.e. the U. S. Food and Drug Administration, Environmental Protection Agency and HHSC's Community Partner Program to provide materials for coordination of distribution and awareness to Promotora groups interested in the materials.

HHS Agencies, Contracted Promotoras will distribute.

HHSC RGV Regional Coordinators will distribute to other interested promotora groups

ONGOING

Objective 2.5

Collaborate with community partners including faith based organizations, independent school districts, city, county, state agency programs and others to provide effective use of navigation events, job fairs, back to school fairs, clothing distribution fairs, immunization fairs, and similar types of events, as a means of making the community aware of HHS services as well as the services provided by these partners. This will include expansion to other service areas that may not have community centers in accordance with the OBA Business Plan.

HHS Agencies, Partners

ONGOING

Objective 2.6

Maintain e-mail distribution lists which includes center directors, promotoras, community based organizations, faith-based organizations and others to provide relevant and useful information including updates on issues that impact the community and especially the colonias in the RGV.

HHS RGV Regional Coordinators

ONGOING

Objective 2.7

HHSC-OBA will identify and seek out specific locations and/or buildings where events such as outreach fairs can be held near and around several colonia locations in the Rio Grande Valley, including areas without community centers.

HHS Regional Coordinators, Partners

ONGOING

SERVICE GOAL 3

Evaluate the impact and quality of the HHS contract with contracted promotora organizations, to insure compliance with the contract.

Objective 3.1

OBA Regional Coordinators are to review and validate the target numbers submitted by the promotora contractors to insure contract compliance.

HHS RGV Regional Coordinators

ONGOING

SERVICE GOAL 4

Maintain a comprehensive resource tool for promotoras and others to use in assisting colonia and other underserved populations access to HHS services.

Objective 4.1

HHSC-OBA developed a Quick Resource Guide (QRG) of HHS agency services for use with promotora groups as well as any interested parties to that information. The Quick Resource Guide is available on the OBA web site for use, distribution and printing. Update of the guide is done every two years. OBA website: http://www.hhsc.state.tx.us/hhsc_projects/oba/index.shtml

HHS RGV Coordinator

ONGOING

SERVICE GOAL 5

Enhance access to job training and job search programs.

Continue to monitor and distribute weekly listings, of jobs available for the RGV, through a cooperative agreement with the local Workforce providers and any other appropriate providers.

HHS RGV Regional Coordinators

ONGOING

Objective 5.2

Continue to inform recipients of services about available scholarships, grants and additional jobs not listed on the Workforce listings through distribution of information to promotoras, community centers, local organizations and/or mail out or other means available to clients, and others when possible and available.

HHS RGV Regional Coordinators

ONGOING

SERVICE GOAL 6

Bring awareness and access of available electronic tools for use in assisting colonia residents and other underserved residents.

Objective 6.1

Continue to work with HHSC-Computers for Learning Program to provide access to computers to community centers, community based organizations, schools, boys and girls clubs, agencies and partners on the availability of hardware to develop computer labs, training centers, and access to computers and technology to community that do not currently have the resource or have it on a very limited basis.

HHS RGV Regional Coordinators

ONGOING

SERVICE GOAL 7

Work with contracted promotora organizations to identify best practices for promotoras that help and educate residents to apply for SNAP, Medicaid/CHIP and TANF on needed services.

Objective 7.1

Provide/coordinate overviews to promotoras, thru HHSC and the Office of Eligibility Services, on CHIP/SNAP/TANF and Medicaid to educate promotoras in ways to assist colonia residents in applying for benefits.

HHS RGV Regional Coordinators

ONGOING

SERVICE GOAL 8

Insure distribution of information and communications with HHS agencies, partners and stakeholders on colonia issues thru current information distribution methods and development of additional methods, if needed, to continue to connect residents to health services in colonias.

Objective 8.1

Maintain a distribution-list of community-based organizations and partners to keep all informed of HHS activities and changes, which will impact the community.

HHS RGV Regional Coordinators

ONGOING

Objective 8.2

Participate in coalitions and task forces and provide direction and information on events and changes, which will impact the community, including colonias, and provide recommendations and maximize the positive effects of a change.

HHS RGV Regional Coordinators

ONGOING

SERVICE GOAL 9

OBA staff will continue collaboration efforts in the assigned RGV county service areas in a coordinated manner.

Objective 9.1

OBA staff will continue to work together and collaborate on an ongoing basis on projects including quarterly OBA workgroup meetings in the assigned RGV county areas, and as instructed by the OBA director.

HHS OBA Director & HHS RGV Regional Coordinators

ONGOING

SERVICE GOAL 10

Provide access to medical, dental, job services and any other services using alternative mobile approaches for residents in the colonias.

Objective 10.1

Continue to coordinate mobile units to provide health, dental, job services and any other services to colonia residents that do not have access to these services in the RGV.

HHS RGV Regional Coordinators, community and/or faith based partners and/or organizations with employment, dental or medical mobile units or any other needed service providers *ONGOING*

SERVICE GOAL 11

Collaborate with youth and at risk youth services and provide access of those services to colonia youth.

Objective 11.1

Regional coordinators will collaborate with youth service organizations to insure colonia youth issues are addressed in the RGV. HHSC coordinator will work with youth coalitions and/or partners to establish and bring a wide range of youth and at risk youth services to the RGV.

HHS RGV Regional Coordinators, Community Partners *ONGOING*
