
COORDINATED INTERAGENCY SERVICE PLAN

Webb County / Zapata County

I. GOAL:

The purpose of this service plan is to describe the service goals, objectives and tasks that must 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 Webb County 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 started to address accessibility of service delivery in the Webb County and Zapata colonias. This plan will reinforce all activities that were initiated during the initial phase. The initial plan of activities was modified as needed during the course of the initial year. All activities were achieved with current and available resources. The Regional Coordinator will monitor the plan continuously for any quality improvements needed.

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 and partners exhibit an attitude of good customer service and that they demonstrate cultural competence in all interactions with Webb, and Zapata county Colonia residents.
2. Ensure that HHS services are readily and easily accessible to Webb, Zapata, county Colonia residents.
3. Ensure that residents of Webb, Zapata colonias are fully informed on an ongoing basis of the services available from HHS agencies and their partners (TWC and TEA) and how to access them.
4. Evaluate the impact and quality of HHS services in Webb, Zapata, county Colonia residents on an ongoing basis.
5. Enhance job training, ESL, GED, and job search programs.
6. Collaborate with faith based and community based organizations to bring access to HHS services to colonia areas.

SERVICE GOAL 4

Evaluate the impact and quality of HHS services in Webb, and Zapata county Colonia residents on an ongoing basis.

Activity 4.1

Agencies will submit quarterly tracking reports with data measuring the number and characteristics of Webb, and Zapata county Colonia residents who receive HHS agency services. The report is due by the 15th of each quarter. The quarterly reports are submitted directly to OBA regional office by all HHS entities. TEA partners still submit their quarterly reports to their respective OBA sites.

HHS Agencies, Partners.

ONGOING

Effective Jan 2015

Activity 4.2

Meet with Center Directors and/or promotoras on an ongoing basis to review delivery of services to include quality, impact, and relationship to other factors like promotora training and quality.

HHSC Border Specialist

ONGOING

Effective Jan 2015

SERVICE GOAL 5

Enhance job training, ESL, GED, and job search programs.

Activity 5.1

Continue to monitor and distribute listings of jobs available for Webb, and Zapata Counties, through a cooperative agreement with the local Workforce providers.

HHSC Border Specialist, TWC, and TAMIU

ONGOING

Effective Jan 2015

Activity 5.2

Inform and provide brochures on scholarships that are available to recipients of services thru distribution of information to promotoras and/or mail out to clients, when possible.

HHSC Regional Coordinator, TWC and other CBO's

Activity 5.3

Collaborate with South Texas Workforce Solutions, Holding Institute, and Laredo Community College to provide an expansion of occupational literacy and education to colonia areas thru workforce literacy initiatives. Through these initiatives, they will to provide basic English as a Second Language (ESL) training needed in various targeted industries and growth occupations. Participants consist of youth or adults for services allowable under WIA and TANF programs.

HHSC Border Specialist, TWC, Webb County Centers, CBO's

ONGOING

Effective Jan 2015

SERVICE GOAL 6

Collaborate with faith based, community based organizations, and public schools to bring access to HHS services to colonia areas.

Activity 6.1

Collaborate with the Laredo and the United Independent School Districts, Zapata Region 1 Gear Up Program, and TAMIU Gear-up IV in colonia areas to bring access to HHS services.

HHSC Border Specialist, TAMIU Gear-up IV Site Coordinators, and UISD & LISD Social Workers
ON GOING Effective Jan 2015

SERVICE Goal 7

Collaborate with public schools and colleges to improve graduation rates.

Activity 7.1

HHS Stakeholders will ensure to contact Communities in Schools, (CIS), to identify community figures to be role models, government entities, and businesses to start mentoring programs, school to work programs and identify teachers to inspire and support education.

Activity 7.2

The TAMIU Gear-up IV will collaborate with HHSC-OBA for the purpose of establishing a cooperative network system for the provision of promoting higher educational services to those educationally disadvantaged children within the Laredo, Zapata, Hebbronville, local communities.

HHSC Border Specialist & Gear-up Coordinators *ONGOING* *Effective Jan 2015*

SERVICE GOAL 8

Collaborate with the Area Health Education Center, the UTHSCSA – Laredo Regional Campus - South Texas Regional Family Medicine Grand Rounds, and DSHS Grand Rounds to bring about year structured mental health and substance abuse workshops to the South Texas Rural Communities via U-tube or Webinars. I will also collaborate with local Mental Health and Substance Abuse providers, and other CBO's to host the yearly HHSC-OBA Mental Health & Substance Abuse Awareness Symposium for professionals, promotores, and Colonia residents.

Activity 8.1

The Area Health Education Center (AHEC), UTHSCSA- Laredo Regional Campus, Mental Health Providers, and DSHS Grand Rounds will be collaborating with HHSC-OBA, to bring about year-round structured mental health and substance abuse workshops to HHS representatives and partners, via U-tube, or Webinar to the Laredo, and other South Texas areas

AHEC, UTHSCSA- Laredo Regional Campus, DSHS Grand Rounds, HHSC-OBA, and CBO's
ONGOING - Effective Jan 2015

Activity 8.2

HHSC-OBA – will be collaborating with local Mental Health & Substance Abuse providers to provide the yearly mental and substance abuse symposium in areas close to colonias to be held in May 2, 2015. This symposium will be provided bilingually and the topics will be geared at subjects that are pertinent to the colonia residents. HHSC-OBA Regional Coordinator will be forming a symposium planning committee from MH/SA providers such as, the Area Health Education Center, the NIX, Bayview Behavioral Hospital, South Texas Behavioral Health, Renaissance Behavioral Health, Border Region BHC, Serving Children and Adults in Need, TAMIU – Psychology and Sociology Department, the Baptist Children & Family Services – Healthy Start, and DSHS-OBH

*SCAN, TAMIU, Border Region BHC, BCFS- Healthy Start Laredo, and DSHS-OBH,
Effective – January 2015 - Ending April 2015.*

SERVICE GOAL 9

Collaborate with the Webb County Community Centers/and or Churches, to bring the Christian Medical and Dental Association (CMDA), and the Hands and Feet Medical Missions – University of Texas Medical Branch (UTMB), – Medical Volunteer health clinics at least six times yearly into the colonia areas.

Activity 9.1

Coordinate with the Webb County Community Centers, Catholic Social Services, Webb County Indigent, and/or Churches in Colonia areas, and/or Schools to provide health site locations for CMDA and UTMB volunteers. The CMDA and UTMB volunteers will help set up a health and dental clinic for adults and/or children and adolescents not covered by Medicaid. These sites will be used to provide free health and dental care to colonia residents.

CMDA, UTMB, Webb County Community Centers, Webb County Indigent Catholic Social Services, and/or Churches in Colonia areas and HHSC-OBA ONGOING – Effective Jan 2015
