

**Coastal Plains Community Center's  
Implementation Plan - Veteran's Services and Supports  
*ADDENDUM - February 20, 2014***

The following Veteran's Services and Supports Implementation Plan was submitted November 21, 2013. Performance Contract Amendment signed and submitted January 27, 2014. The underlined, blue and/or strikethrough font signifies any changes to the plan.

Contact Information: Coastal Plains Community Center (475)

**Jaime Cantu**

Veterans Adjustment Specialist  
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Target Population:

Coastal Plains Community Center will be focusing on services to Veterans and their families in Aransas, Bee, Brooks, Duval, Jim Wells, Kenedy, Kleberg, Live Oak, and San Patricio Counties. The target population to be served was based upon the following statistical data from the Veterans websites:

The report from the Veterans Integrated Service Network (VISN) which reflects the Veterans Population by county for 2010 (Table 9L- Vet Pop).

<b>County and State</b>	<b># of Vets as of 9/30/2010</b>	<b>Males</b>	<b>Females</b>	<b>% males</b>	<b>Vets Age 65-84</b>	<b>% age 65 to 84</b>	<b>Vets ages 45-64</b>	<b>% age 45 - 65</b>	<b>% 45 to 84 yrs of age</b>
Aransas, TX	3,159	2904	255	91.93%	1474	46.66%	1175	37.20%	83.86%
Bee, TX	2,531	2279	252	90.04%	728	28.76%	867	34.26%	63.02%
Brooks, TX	455	395	60	86.81%	172	37.80%	178	39.12%	76.92%
Duval, TX	765	708	57	92.55%	252	32.94%	344	44.97%	77.91%
Jim Wells, TX	2,559	2426	133	94.80%	815	31.85%	1729	67.57%	99.41%
Kenedy, TX	32	23	9	71.88%	6	18.75%	10	31.25%	50.00%
Kleberg, TX	2,124	1971	153	92.80%	786	37.01%	673	31.69%	68.69%
Live Oak, TX	1,176	1080	96	91.84%	409	34.78%	483	41.07%	75.85%
San Patricio, TX	6,095	5327	768	87.40%	1716	28.15%	2548	41.80%	69.96%

At the beginning of this project in 2010, several of the Veterans Service Officers were contacted, to include representatives from Aransas, Bee, Duval and San Patricio Counties. The purpose of these contacts was to solicit input regarding:

- the needs/gaps in services for the local veterans;

- what they felt the priorities were in the local service area in regards to both behavioral health and personal needs of the veterans; and
- what services and supports are already available to the veterans in the area.

Based upon conversations with the Veterans Services Officers in the area, the following needs/gaps in services were identified:

- PTSD Services and supports
- Family counseling
- AA/NA support groups
- Mental Health services – especially services for those veterans that don't meet "Coastal Plains" priority population (must drive into larger cities to get services such as counseling or psychiatric services)
- Employment
- Basic needs such as food, shelter, advanced education – larger cities have more opportunities, but people want to stay in their "home towns" which don't have homeless shelters, large food banks, require travel to go to community colleges/universities
- Medical services and prescription services

It was also noted that there were a high number of Veterans in the service area who were from the Vietnam and Korean wars who were coming into the Veterans Services Officers for assistance. These individuals are apparently also dealing with Post-Traumatic Stress Disorder symptoms, have a lack of benefits and/or lack of support systems. This was especially noted in the Aransas County service area, where the Veterans Services Officer stated that he had not seen but one individual under the age of 50 years old in the last six (6) months. However, all people contacted agreed that they would be willing to refer individuals with PTSD to peer-to-peer support groups.

At that time, the County Veterans Service Officers clearly indicated that the majority of the people who come through their office are not Veterans from more recent wars/conflicts. Though they are aware that many soldiers are being deployed from local guard/reserve units in our service area, they were not receiving many contacts from these individuals. It was noted that they receive a lot of referrals from local VFW's and the like, for older veterans requesting services.

Based upon the statistics in the table on page 1 of this plan, there continues to be a high need for intervention and support for Veterans who are 45 years of age and older. There is also a high need in several counties, to include San Patricio, Aransas, Jim Wells and Bee Counties. That said there is more support in or close to three of these counties, as Bee County has a family practice clinic and Corpus Christi is the hub for Aransas and San Patricio Counties. Many of the people who reside in San Patricio and Aransas counties seek medical services within Nueces County (Corpus Christi). There is also more access to public transportation to Corpus Christi from these two counties, with a B-line bus that runs daily from a stop on the edge where these two counties meet.

Coastal Plains Community Center currently has a Veteran's Services Specialist on staff who works full-time in Kleberg county. He has worked for the agency for the past 2 years.

CPCC's Veteran's Services and Supports Plan FY 2014

During the past year, Mr. Jaime Cantu has provided the following services:

<b>Center Name:</b>	<b>Coastal Plains Community Center</b>
<b>Project:</b>	<b>Veterans Services Project</b>

**SFY**  
**2012-2013**    **FY 2013**                      **Reporting Period:**                      **09/01/2012 - 8/31/2013**

	<b>OIF/OE F Male &amp; Female Veterans Served</b>	<b>OIF/OEF Male &amp; Female Guard Members Served</b>	<b>OIF/OEF Active Duty Males &amp; Females Served</b>	<b>OIF/OEF Veterans' Family Members Served</b>	<b>OIF/OEF Active Duty Family Members Served</b>	<b>Gulf Wars, Balkans, Panama, Etc. Male &amp; Female</b>	<b>Viet Nam Era Male &amp; Female Veterans Served</b>	<b>Total Served</b>
Attended Veteran Peer-to-Peer Support Groups	23	0	0	0	0	1	103	127
Attended Family Education Groups	0	0	0	0	0	0	0	0
Basic Needs Referral -- Res	0	0	0	0	0	0	0	0
Basic Needs Referral -- Result Positive	52	0	1	11	0	15	6	87
Basic Needs Referral -- Result Negative	2	0	0	0	0	0	0	2
MH Counseling Referral -- Result Unknown	2	0	0	1	0	0	0	3
MH Counseling Referral -- Result Positive	4	0	0	0	0	0	0	4
MH Counseling Referral -- Result Negative	1	0	0	0	0	0	1	2
Medical Referral -- Result Unknown	0	0	0	0	0	0	0	0
Medical Referral -- Result Positive	0	0	0	0	0	0	0	0
Medical Referral -- Result Negative	0	0	0	0	0	0	0	0
Integrative Medical Referral -- Result Unknown	0	0	0	0	0	0	0	0
Integrative Medical Referral -- Result Positive	0	0	0	0	0	0	0	0
Integrative Medical Referral -- Result Negative	0	0	0	0	0	0	0	0
MVPN Referral -- Result Unknown	1	0	0	0	0	0	0	1
MVPN Referral -- Result Positive	0	0	0	0	0	0	0	0
MVPN Referral -- Result Negative	0	0	0	0	0	0	0	0
County VSO Referral -- Unknown	0	0	0	0	0	0	1	1
County VSO Referral -- Positive	12	0	0	0	0	1	22	35
County VSO Referral -- Negative	0	0	0	0	0	0	0	0
<b>Totals</b>	<b>94</b>	<b>0</b>	<b>1</b>	<b>12</b>	<b>0</b>	<b>17</b>	<b>133</b>	<b>262</b>

**Instructions:** Basic needs includes food, housing, financial services of all kinds, job referrals, training, legal services, education, referrals to VA for all non-healthcare benefits and services. Integrative Medical referrals are for massage, tai chi, acupuncture, biofeedback, etc. MH referrals include substance use disorders. County VSO referrals are for help w/VA benefits exclusive of MH/healthcare issues. Determining "unknown" "positive" or "negative" are matters of judgment, but guidelines will be developed. Generally the "result" refers first to whether the client showed up for the appointment, second was the client referred to the right provider, and third did the provider's service meet the need the client had sought. The final determination as to whether the result was positive or negative rests with the volunteer who made the referral based on feedback from the client. If the three criteria were met but the client needs further help, the result still was positive, even if a subsequent referral is needed.

**Current Supports:**

Based upon conversations with the local VA Contacts in the service area and through research of the local Veterans, there are limited resources available for Veterans, without some travel. The veterans have the following resources in the local service area:

**Corpus Christi Vet Center**

**Corpus Christi Outpatient Clinic**

**Beeville CBOC (Beeville Family Practice Clinic)**

Mr. Cantu, Veteran's Service Specialist continued to maintain quarterly contact with the volunteers providing services. He works to provide supports to assist them in engaging Veterans in the area to attend groups. There are currently two Peer-to-Peer support groups in Kleberg County, one male and one female. Both peer facilitators are trained in Everyone in the Zone. There is also a group in Jim Wells County, which is lead by a male trained peer facilitator. Outreach to female veterans continues, though there are significantly less female veterans in most of the catchment area (see table on page one of this plan).

Mr. Cantu also participates in a variety of stakeholder meetings, to include Veteran Stakeholder meetings in the southern counties (Kleberg, Jim Wells, Kenedy, Brooks and Duval counties), Community Coalition Groups and recently the Rural Border Initiative project meetings. Coastal Plains Community Center provides meeting space for many of these meetings. Mr. Cantu maintains a list of meetings he attends, assists in coordinating and maintains copies of the minutes. He and other participants provide education and updates regarding current activities regarding Veteran Peer Network, peer groups being held, services and supports available in the community and discuss any barriers to services to develop plans to overcome these barriers.

Mr. Cantu also works closely with the mental health center, as there are times when Veterans and/or family members are seeking services for mental health care. When a person is identified as a Veteran, they are immediately linked to Mr. Cantu so he can assist them in accessing any services and supports that may be available through Veterans services. He maintains contact with the local county Veterans Service Officers, especially in the southern counties. This year there will be an increased focus in the northern counties, especially San Patricio county as this county has the highest number of Veterans in our service area, according to the Veterans Integrated Service Network.

Coastal Plains Community Center has developed an Implementation Plan with two (2) main goals:

- 1) To continue to expand outreach and access to Veterans in our service area.
- 2) Services and supports will include linkage and referral to community resources and development of support groups for Veterans and their families.

CPCC's Veteran's Services and Supports Plan FY 2014

<b>Goal 1:</b>	<b>Coastal Plains Community Center plans to continue to expand outreach and access to Veterans in our service area.</b>		
<b>Plan (objective)</b>	Develop and retain peer-to-peer and family support groups by utilizing the MVPN and through the use of "Bring Everyone in the Zone - BEITZ", "Battle Buddy 101" and "Resilient Families" programs to help vets and their families cope with Post-Traumatic Stress Disorder.		
<b>Do (steps we will take)</b>	<b>Check (outcome measures)</b>	<b>Person(s) Responsible/ Due Date(s)</b>	
<p>1 &amp; 2) CPCC's Veteran's Adjustment Specialist will work with Kleberg and Jim Wells County trained peer providers to assist them in increasing attendance through recognizing attendance and participation with caps, challenge coins, certificates, etc...</p> <p>3) CPCC's Veteran's Adjustment Specialist (VAS) will work towards building a chapter of volunteers in the following counties: Bee, San Patricio, and Aransas through  * recognizing all volunteer peer leaders in various ways (e.g. caps with insignias, challenge coins, award dinners, etc...)  * meeting with San Patricio Co. VA Service Officer, Beeville CBOC and Rockport VA Service Officer</p> <p>4) CPCC's Veteran's Adjustment Specialist (VAS) will attend meetings and meet with the volunteers to work on recruiting a family member from the northern and southern counties to develop family support groups.</p> <p>5) Veteran's Adjustment Specialist (VAS) will assist SMVF (Service Members, Veterans and their Families) in registering in the MVPN (Military Veteran Peer Network)</p>	<p>1) Increased growth and attendance at Kleberg County Peer-to-Peer Groups (currently 2 groups - 1 male/1 female; both leaders trained in BEITZ)</p> <p>2) Increased growth and attendance at Jim Wells County Peer-to-Peer Group (currently 1 groups - male; leader trained in BEITZ)</p> <p>3) At least one peer group in San Patricio, Bee and Aransas Counties. These groups will be led by trained peers in either BEITZ or Battle Buddy 101</p> <p>4) At least one Family Support Group in at least one Northern County and at least one Family Support Group in at least one Southern County led by a trained family member in "Resilient Families".</p> <p>1-4) VA Service Project report will reflect an increase in attendance in peer-to-peer and family support groups as compared to FY 2013</p> <p>5) VAS will add column to internal spreadsheet that is submitted quarterly to demonstrate linkage to MVPN</p>	<p>RP: 1 - 4) VA Specialist</p> <p>1-4 Due: August 31, 2014</p> <p>Meetings with VA in SP, Bee and Aransas Counties shall occur by March 31, 2014</p> <p>5) Ongoing (registration already occurring, tracking new requirement) with quarterly reports to authority.</p>	

CPCC's Veteran's Services and Supports Plan FY 2014

<b>Goal 1, continued...</b>		
<b>Do (steps we will take)</b>	<b>Check (outcome measures)</b>	<b>Person(s) Responsible/ Due Date(s)</b>
CPCC will enhance web-site to post meetings and information about Veteran's Services	Website is revised and has links	RP: QA/QM and team April 2014
<b>Goal 2</b>		
<b>Services and supports will include linkage and referral to community resources, MCC Providers, and development of support groups for Veterans and their families.</b>		
<b>Plan (objective)</b>	Assist local Veterans and their families through coordination of services and supports to provide them access to the community resources needed (food, shelter, counseling, health care, career/job search, etc...)	
<b>Do (steps we will take)</b>	<b>Check (outcome measures)</b>	<b>Person(s) Responsible/ Due Date(s)</b>
<p>CPCC's Veteran's Adjustment Specialist will conduct outreach to Veterans through</p> <p>1) Send quarterly reminders out to all CPCC staff informing them of the services available through him.</p> <p>2) Attend the majority of peer to peer support groups to provide outreach to members.</p> <p>3) Flyers will be developed and posted, as allowed, in public service agencies (e.g. court house, community colleges, job placement centers, food stamp offices, etc...)</p> <p>4) Develop and conduct at least one event per quarter geared towards Veterans and their family members. Post the event on the MVPN website and post flyers in public service agencies as allowed.</p>	<p>1) Quarterly reminders sent out to CPCC staff</p> <p><del>1-4) VAS will track referrals to indicate where they came from (e.g. CPCC staff, Veteran peer group, community, flyer, event, etc...)</del> <b>Referrals will be tracked by VAS to indicate community support service linkage by service category, as per contract, by utilizing the VVets form</b></p> <p>1-4) VA Service Project report will reflect an increase in referrals and linkage as compared to FY 2013</p>	<p>RP: 1 - 4) VA Specialist</p> <p>Due dates:</p> <p>1) Quarterly</p> <p>2) Due: Monthly</p> <p>3) Monthly</p> <p>4) Quarterly reports submitted per contract</p>

<b>Goal 2, continued...</b>		
<b>Do (steps we will take)</b>	<b>Check (outcome measures)</b>	<b>Person(s) Responsible/ Due Date(s)</b>
<p>1) Coordinate and attend Veteran's Stakeholder Meetings and Community Coalition Groups quarterly (develop one in Northern Counties and continue the Southern County meeting with expansion).</p> <p>2) VAS will identify major employers in the area with a large (50 or more) SMVF employee population and provide invitations to local stakeholder meetings in which education regarding MVPN and benefits of peer-to-peer counseling services are reviewed</p>	<p>Minutes of Southern Veteran's Stakeholder Meetings</p> <p>Documentation of attempts to form group in North, to include who VAS met with, and successes/challenges of forming group.</p> <p>2) Provider stakeholder meeting flyers, sign in sheets and documentation of outreach contacts</p>	<p>RP: VA Specialist Due: Quarterly submission of minutes to QM</p> <p>2) VAS will submit quarterly reports and supporting documentation</p>
<p>Provide access to Veterans through the internet access, to assist Veterans in accessing local and statewide resources, to include the ability to link up with agencies such as the "Disabled American Veterans" "American GI Forum" "AMVETS" "Grace After Fire" and other websites which assist Veterans in obtaining benefits and other services.</p>	<p>VA Service Project report will reflect an increase in referrals and linkage as compared to FY 2013</p>	<p>RP: VA Specialist Due: Quarterly reports submitted per contract</p>
<p>Work with Rural Border Initiative's Promotoras - reach out to Veterans in Brooks and Duval counties quarterly meetings.</p>	<p>Meeting minutes.</p>	<p>RP: VA Specialist Due: Quarterly submission of minutes to QM</p>

**In conclusion:**

The Veterans Adjustment Specialist position within our agency is not a redundant or competitive position amongst other veteran agencies. Instead, this is a position that is better able to assist and refer veteran's and family members who are in need. The freedom that our VAS has to accomplish the job is instrumental in mission accomplishment. By allowing our employee to interact and network with others in different areas of the state basically gives our agency even more advantages in servicing our clients and the veterans of our community. The VAS not only services the veteran but also family members and individuals within our community who may have questions about a

veterans behavior. Through all of the training and support group meetings made available from this program, veterans are better equipped to handle their day to day activities while managing a traumatic event or experience in their life.



**Summary for Proposed Incentive Project**

<b>Minimum Requirements for Incentive Projects</b>	<b>Priority Needs and/or Gaps</b> (if current supports or services do not need enhancing or expanding, <u>describe the current supports or services</u> )	<b>Proposed Supports and Services</b> (if current services do not need enhancing or expanding, enter "N/A")	<b>Community Partners</b> (if current services do not need enhancing or expanding, enter "N/A")	<b>Service Delivery and Project Outcomes</b> (if current services do not need enhancing or expanding, enter "N/A")	<b>Project Location(s) and Service Area(s)</b> (if current services do not need enhancing or expanding, enter "N/A")	<b>Projected Number of Persons to Be Served</b> (if current services do not need enhancing or expanding, enter "N/A")	<b>Planning for Sustainability</b> (if current services do not need enhancing or expanding, enter "N/A")
<b>Veteran-facilitated peer-to-peer support groups for behavioral health issues</b>	Veteran Peer-to-Peer Support Groups to address PTSD and other BH needs	"Get Everyone in the Zone" Peer-to-Peer Support Groups and/or Battle Buddy 101	County Veterans Services Officers Grace After Fire	Independent Peer-to-Peer groups will be formed/sustained in at least 4 service areas	Rockport Taft or Sinton Beeville Alice Kingsville	Approximately 150 Veterans (at least one small group formed in each area)	Provide training to at least 2-3 Veterans in the community to continue the groups
<b>Community resource coordination for basic needs</b>	Medical Behavioral Health Svcs AA/NA and Detox Svcs Housing Food Jobs	Coordinator to link and refer to County Veterans Service Office and other community services	VA Health Care in CC, Tx Local Coastal Plains CC, Local OSAR's Local Housing Authorities Local Food Banks/Churches & DHS offices Local DARS	Peer groups will be formed and peer facilitators will learn to utilize community resources, to include County Veterans Service Office	Rockport Taft or Sinton Beeville Alice Kingsville	Approximately 150 people	Peer facilitators will take on role and refer to County Veterans Service Office
<b><u>Beyond the Minimum:</u> Other proposed supports and services for veterans and/or their families</b>	Family Support Groups	Develop a family support group in the north and south	Peer Providers, County Veterans Service Officers	Family Support Groups	Taft or Sinton Kingsville or Alice	Unknown	Provide training to family members to be Family Peer Providers/Facilitators
	Border Initiative - Colonias	Work with Border Initiative Promotoras	Border Initiative	Linkage	Brooks and Duval Counties	Unknown	Linkage and Referral through attending meetings.

**FORM I: BUDGET SUMMARY (REQUIRED)**

<b>Legal Name of Respondent:</b>		<b>Coastal Plains Community MHMR Center</b>					
Budget Categories	Total Budget	DSHS Funds Requested	Direct Federal Funds	Other State Agency Funds*	Other Funds	Local Funding Sources	In-Kind Match
				Check if Cash Match <input type="checkbox"/>	Check if Cash Match <input type="checkbox"/>	Check if Cash Match <input type="checkbox"/>	
A. Personnel	\$32,938	\$32,938					\$0
B. Fringe Benefits	\$5,007	\$2,062				\$2,945	\$0
C. Travel	\$7,650	\$0				\$7,650	\$0
D. Equipment	\$1,000	\$0				\$1,000	\$0
E. Supplies	\$2,000	\$0				\$2,000	\$0
F. Contractual	\$6,000	\$0				\$6,000	\$0
G. Other	\$601	\$0				\$601	\$0
H. Total Direct Costs	\$55,196	\$35,000	\$0	\$0	\$0	\$20,196	\$0
I. Indirect Costs	\$6,960	\$0	\$0			\$6,960	\$0
J. Total (Sum of H and I)	\$62,156	\$35,000	\$0	\$0	\$0	\$27,156	\$0
K. Program Income - Projected Earnings	\$0	\$0	\$0	\$0	\$0	\$0	\$0

**NOTE: The "Total Budget" amount for each Budget Category will have to be allocated (entered) manually among the funding sources. Enter amounts in whole dollars. After amounts have been entered for each funding source, verify that the "Distribution Total" below equals the respective amount under the "Total Budget" from column (1).**

	Budget Category	Distribution Total	Budget Total		Budget Category	Distribution Total	Budget Total
<b>Check Totals For:</b>	Personnel	\$32,938	\$32,938		Fringe Benefits	\$5,007	\$5,007
	Travel	\$7,650	\$7,650		Equipment	\$1,000	\$1,000
	Supplies	\$2,000	\$2,000		Contractual	\$6,000	\$6,000
	Other	\$601	\$601		Indirect Costs	\$6,960	\$6,960
	<b>TOTAL FOR:</b>	<b>Distribution Totals</b>		<b>\$62,156</b>	<b>Budget Total</b>		<b>\$62,156</b>

\*Letter(s) of good standing that validate the respondent's programmatic, administrative, and financial capability must be placed after this form if respondent receives any funding from state agencies other than DSHS related to this project. If the respondent is a state agency or institution of higher education, letter(s) of good standing are not required. DO NOT include funding from other state agencies in column 4 or Federal sources in column 3 that is not related to activities being funded by this DSHS project.