

**Coastal Plains Community Center's
Implementation Plan - Veteran's Services and Supports**
October 7, 2016 - FY 2017 plan



Contact Information: Coastal Plains Community Center (475)

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Introduction:

Coastal Plains Community Center has committed to a contract with the Texas Department of State Health Services to provide a Veterans Service Program. The ultimate goal of this program is to enhance access to resources and services provided by certified Military Veteran Peer Network (MVPN) Peers. "The Military Veteran Peer Network (MVPN) is a group of veterans and veteran family members committed to supporting active and former Texas service members by offering mentorship and guidance, as well as help accessing the many services and resources available to veterans" (Texas MVPN Website).

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 in Texas, A Demographic Study* (2012) Texas Workforce Investment Council which reflects the veterans population by county for 2011 (Table 39: LWDA 22 Coastal Bend, p. 40).

Note: Statistics vary from site to site - the projected population is lower for FY 2016 at:

http://www.va.gov/vetdata/Veteran_Population.asp

County and State	# of Vets 2012	Males	Females	Vets Age 17-44	Vets Age 45-64	Vets Age 65-84	Vets Age 85 and up
Aransas, TX	3295	3072	224	412	1119	1521	243
Bee, TX	2621	2398	223	749	879	824	170
Brooks, TX	437	395	42	69	167	198	3
Duval, TX	923	834	90	109	368	380	66
Jim Wells, TX	2816	2706	109	582	1167	953	114
Kenedy, TX	48	26	22	10	16	16	6
Kleberg, TX	2410	2242	167	689	720	883	118
Live Oak, TX	1155	1043	112	199	436	445	76
San Patricio, TX	6347	5430	917	1769	2526	1903	149

Historical Information:

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 dealing with Post-Traumatic Stress Disorder symptoms, have a lack of benefits, and/or lack of support systems. At that time, the County Veterans Service Officers clearly indicated 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 were being deployed from local guard/reserve units in our service area, they were not receiving many contacts from these individuals. Over the past several years, the referrals of younger Veterans have increased, as many of the troops have been brought home. Services for PTSD are provided at the local mental health center, if the person chooses to seek services with us.

There continues to be limited resources available for Veterans in the area. Travel over 30 miles is typically required, with some individuals having to drive over an hour each way to receive veteran's services. The veterans VA sponsored resources in the local service area: Corpus Christi Vet Center, Corpus Christi Outpatient Clinic, and Beeville CBOC. Other service areas include south Texas (the Valley), San Antonio and other service areas across Texas. As the state's VCS officers, TWC, and TVC are located outside of the service area, there was a need to locate the PSC's in the counties we serve to increase access and linkage to these services.

Current Services and Supports:

In accordance with the contract, Coastal Plains Community Center has a Lead Peer Service Coordinator (PSC) on staff who works full-time in Kleberg County, Mr. Jaime Cantu. Mr. Cantu has worked for Coastal Plains Community Center since November 2011. The Center has hired a part-time (0.5 FTE) Peer Service Coordinator, Ms. Kate Ramsey, who is located in San Patricio County. Ms. Ramsey will be the main contact for veterans and their family members in the northern counties of the Center's service area. Mr. Cantu is experienced and certified to be a Peer Services Coordinator. Ms. Ramsey has begun the peer certification process. Both Mr. Cantu and Ms. Ramsey demonstrate strong leadership skills, understand how to use limited resources in a productive manner, know the community resources, are volunteer-focused, are well-versed in public speaking and have been trained in suicide prevention (ASIST) and other approved training to recognize suicidal ideations, provide intervention, and linkage to behavioral health services and supports. Mr. Cantu ensures that all volunteers participate in the required training. Program Director, Linda Ramos-Perez has become a certified training in Mental Health First Aid for Veterans.

Mr. Cantu and Ms. Ramsey (PSC's) are working towards increased outreach, linkage and support for veterans in the nine-county service area. For specific numbers of individual services provided by Coastal Plains Community Center in the past, refer to the VVets Service Delivery Report. Both Peer Service Coordinators continue to maintain quarterly contact with the volunteers providing services. They provide supports to assist volunteers in engaging veterans in the area to attend groups. There are currently two Peer-to-Peer support groups in Kleberg County, with one male and one female facilitator. Both peer facilitators are trained in Bring Everyone in the Zone.

During this upcoming year, Mr. Cantu and Ms. Ramsey will continue to participate in a variety of stakeholder meetings, such as Veteran Stakeholder meetings, Community Coalition Groups, the Rural Border Initiative Project meetings and Texas A & M University Kingsville (TAMUK) Veteran group. Coastal Plains Community Center provides space for many of these meetings and assists with coordination. Education and updates are provided to attendees regarding current VPN activities, peer groups being held, services and supports available in the community, and identify barriers to services. When possible, plans are developed to overcome these barriers and provide supports. Outreach to local mental health hospitals also occurs to reach out to veterans and family members who may need support.

The Peer Service Coordinators continue to work closely with the local mental health authority (LMHA) to link veterans and/or family members to mental health and/or substance abuse treatment. The LMHA links any person who identifies themselves as a veteran to the Peer Service Coordinators to provide assistance to them in evaluating service needs and linking them to available veteran's services. The LMHA has also submitted a request with the web designer to ensure there are links on the agency's website to the MVPN network. Ongoing contact with the local county veterans Service Officers in the nine-county area will continue to prevent duplication of services

and ensure continuity of care. The Lead Peer Service Coordinator is also notified of veterans who have been recently incarcerated as part of the jail diversion program. All referrals receive follow-up and actions taken are reported back to the state authority. Coastal Plains Community Center has developed an Implementation Plan to ensure compliance with contract requirements. Currently, crisis hotline logs which identify the individual as being a veteran are being forwarded to the lead Peer Service Coordinator when his supervisor is notified of this status.

Implementation Plan:

The program shall enhance or expand the availability of, or access to, peer-to-peer counseling and community veteran services. This will include collaboration with veteran services, organizations and individuals to provide:

- **Screening, assessment and treatment**
- **Collaboration with VCSO's, TVC and TWC representatives**
- **Veterans Integrated Services Network**
- **TexVet**
- **Programs that support housing and employment**
- **Programs that support female veterans**
- **Community-based veteran Peer Networking centers**
- **Participation in jail diversion programs**
- **Share information at a statewide level**
- **Recruit, train and track data on MVPN Peers**
- **Provide Peer Service Coordinators who focus on direct peer services**
- **Maintain an MVPN Chapter**
- **Provide a single point of contact**
- **Meet service contract requirements to include reporting and reaching targets.**

These goals will be accomplished through:

Contract Reference	Activities	Expected Outcomes	Responsible Parties and Time Frames for Monitoring (I.C)
A.3 and A.5	Peer Service Coordinators will continue to focus on providing direct peer services and organizing trained peers in providing services through continuing to work with Aransas, Bee, Kleberg, Kenedy, and San Patricio county trained peer providers to assist them in increasing attendance. Trained volunteer/peer leaders will be recognized with caps, challenge coins, certificates and other tokens of appreciation. The PSC's will attend groups.	Group participation will increase in these service areas providing the support veterans need	Responsible Parties: Peer Service Coordinators Frequency of Review: quarterly meetings and quarterly monitoring of progress
A.3 and A.5	Peer Service Coordinators will work to focus on providing direct peer services and organizing trained peers in providing services through working towards building a chapter of trained volunteers in the following counties: Brooks, Duval, Live Oak and Jim Wells. Trained volunteer/peer leaders will be recognized with caps, challenge coins, certificates and other tokens of appreciation. The PSC's will attend groups.	Group participation will increase in these service areas providing the support veterans need	Responsible Parties: Peer Service Coordinators Frequency of Review: quarterly meetings and quarterly monitoring of progress

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Contract Reference	Activities	Expected Outcomes	Responsible Parties and Time Frames for Monitoring (I.C)
Section I.1	Peer Service Coordinators will continue to attend meetings and meet with the volunteers to work on recruiting of family member participants in all counties to develop family support groups.	Veteran's family members will have resources and support	Responsible Parties: Peer Service Coordinators Frequency of Review: quarterly meetings and quarterly monitoring of progress
Section 1	Peer Service Coordinators will continue to assist Service Member Veterans and their Families (SMVF) in registering in the Military Veteran Peer Network (MVPN), assess treatment options and access appropriate services which includes Military Informed Care (MIC) providers	SMVF's will be linked to the resources made available in the community	Responsible Parties: Peer Service Coordinators Frequency of Review: quarterly monitoring of progress
A.1.b, c, & d	Peer Service Coordinators will continue to conduct outreach and work closely with Veteran County Service Officers (VCSO), TexVet, Texas Veterans Commission (TVC), Veterans Integrated Services Network and Texas Workforce Commission (TWC) representatives in order to provide linkage and continuity of services and supports to local veterans.	Collaboration will increase access to SMVF's and MVPN Peers	Responsible Parties: Peer Service Coordinators Frequency of Review: quarterly monitoring of progress
A.1.f	Peer Service Coordinators will continue to link people to programs that support female veterans in order to provide as many resources to veterans and their families as needed.	Female veterans will have support that they need that takes into account their gender/culture	Responsible Parties: Peer Service Coordinators Frequency of Review: quarterly monitoring of progress
A.1.a, e & g	Peer Service Coordinators will continue to assess needs and link people to formal screening, assessment and treatment for substance abuse; The assessment of needs will also provide the opportunity to link people with programs that support housing and employment in order to provide as many resources to veterans and their families as needed. This includes linkage to community based peer networking centers.	Veterans will have the supports they need to reside in the community	Responsible Parties: Peer Service Coordinators Frequency of Review: quarterly monitoring of progress
A.2	Peer Service Coordinators will continue to review and respond to notices from the state authority regarding veterans involved in the legal system. Follow up with individuals will occur, to include linkage and referrals and reports will be submitted to the state authority as required	Veterans struggling with legal issues will have the supports they need to possibly be diverted from jail	Responsible Parties: Peer Service Coordinators Frequency of Review: Quarterly reports
A.3	Peer Service Coordinators will continue to participate in statewide and regional meetings led by TVC MVPN; Maintain a list of MVPN Peers; Identify at least 2 contractor staff/volunteers and get them certified and document TA requirements from the contract.	PSC's will be trained and have the most recent information to share with the community and veterans	Responsible Parties: Peer Service Coordinators Frequency of Review: Quarterly reports
A.4	Peer Service Coordinators will continue <ul style="list-style-type: none"> • Recruit prospective MVPN Peers • Assist Service Member Veterans and their Families (SMVF) in registering in the Military Veteran Peer Network (MVPN) 	SMVF's will be registered in MVPN; will gain additional knowledge of	Responsible Parties: Peer Service Coordinators Frequency of Review: quarterly

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	<ul style="list-style-type: none"> • Work with the LMHA to ensure that linkage to the MVPN is on the agency's website for easy linkage. • Coordinate training for MVPN Peers, • Collect and report data, • Maintain contact with MVPN Peers, • Keep track of total number of participants served and services provided • Work with TVC MVPN staff to compile data on MIC Providers, to include ensuring accuracy of information • Document activities listed on Form V Vet Service Delivery and submit appropriate filed for review. 	support available; and participants will be tracked.	
A.5	Peer Service Coordinators will continue have the skills and experience that meets the contract requirements, including but not limited to SMVF; MVPN Certification; demonstrate leadership skills; have knowledge of community resources/services; understand volunteer service programs; are confident in public speaking/presentations, and are trained in suicide prevention.	Experienced, skills PSC's will be able to provide a plethora of services and supports to veterans and the community	Responsible Parties: Peer Service Coordinators and their supervisors Frequency of Review: Ongoing education and support
A.6	Community education and outreach will continue through: <ul style="list-style-type: none"> • Posting and distribution of flyers regarding services and supports offered • Attend community education activities, such as health fairs, at least once a quarter • Attend a variety of coalition groups to educate community service providers of availability • Work with the local base personnel to provide outreach, education and linkage • Link on agency webpage to veterans services programs, to include MVPN and other 	Community will have access to information about services and will refer veterans and their families to the Peer Service Coordinators.	Responsible Parties: Peer Service Coordinators and Community Relations Coordinator Frequency of Review: quarterly

In conclusion:

The Peer Service Coordinator (PSC) positions within our agency are not redundant or competitive positions amongst other veteran service agencies. Rather, these positions enhance the Veterans Services Network (VSN) through providing linkage to SMVF members who are in need of services and supports. The freedom that our PSCs have to accomplish the job is instrumental in mission accomplishment. By allowing our employees to interact and network with others in different areas of the state gives our agency an advantage in serving our clients and the veterans of our community. The PSCs not only provide services to veterans, but also provide education and support to family and community members. 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.

URLs:

Coastal Plains Community Center:

http://www.cpmhmr.org/adult_mental_health_coastal_plains_ctr.html

Military Veteran Peer Network:

<http://www.milvetpeer.net/>

Veterans County Service Officers Association of Texas

<http://www.vcsoat.org/>

Texas Veterans Commission

<http://www.tvc.state.tx.us/>

Texas Workforce Commission:

<http://www.twc.state.tx.us/>

Summary for Proposed Incentive Project

Minimum Requirements for Incentive Projects	Priority Needs and/or Gaps (if current supports or services do not need enhancing or expanding, describe the current supports or services)	Proposed Supports and Services (if current services do not need enhancing or expanding, enter "N/A")	Community Partners (if current services do not need enhancing or expanding, enter "N/A")	Service Delivery and Project Outcomes (if current services do not need enhancing or expanding, enter "N/A")	Project Location(s) and Service Area(s) (if current services do not need enhancing or expanding, enter "N/A")	Projected Number of Persons to Be Served (if current services do not need enhancing or expanding, enter "N/A")	Planning for Sustainability (if current services do not need enhancing or expanding, enter "N/A")
Veteran-facilitated peer-to-peer support groups for behavioral health issues	Veteran Peer-to-Peer Support Groups to address PTSD and other BH needs	"Bring 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	Aransas Bee Brooks Duval Jim Wells Kenedy Kleberg Live Oak San Patricio	Approximately 200 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
Community resource coordination for basic needs	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	Aransas Bee Brooks Duval Jim Wells Kenedy Kleberg Live Oak San Patricio	n/a	Peer facilitators will take on role and refer to County Veterans Service Office
Beyond the Minimum: Other proposed supports and services for veterans and/or their families	Social Support and Resource Center	Military and Veterans Visitor Center	Kingsville Police Association, VSO	Provision of space to conduct groups, provide outreach and support off of CPCC's grounds in attempts to make Veteran's Services more accessible and decrease stigma	Kingsville	Approximately 100-200 people As this is a community program actual numbers will not be tracked for visitors. The PSC will continue to track people who come in for our services	Private and public funding/donations

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Budget Categories	A Total Budget	B DSHS Requested Funds	C Direct Federal Funds	D Other State Agency Funds Check if Cash Match <input type="checkbox"/>	E Other Funds Check if Cash Match <input type="checkbox"/>	F Local Funding Sources Check if Cash Match <input type="checkbox"/>	G In-Kind Match
A. Personnel	\$60,243	\$41,876			\$18,367		\$0
B. Fringe Benefits	\$9,157	\$6,596			\$2,561		\$0
C. Travel	\$7,016					\$543	\$0
D. Equipment	\$2,000					\$1,000	\$0
E. Supplies	\$3,250					\$2,250	\$0
F. Contractual	\$2,880	\$13,500					\$0
G. Other	\$0						\$0
H. Total Direct Costs	\$84,546	\$61,972	\$0	\$0	\$20,928	\$3,793	\$0
I. Indirect Costs	\$8,455	\$8,028					\$0
J. Total (Sum of H and I)	\$93,001	\$70,000	\$0	\$0	\$20,928	\$3,793	\$0
K. Program Income - Projected Earnings		\$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 (I).

	Budget Category	Distribution Total	Budget Total	Budget Category	Distribution Total	Budget Total
Check Totals For:	Personnel	\$60,243	\$60,243	Fringe	\$9,157	\$9,157
	Travel	\$543	\$7,016	Equipment	\$1,000	\$2,000
	Supplies	\$2,250	\$3,250	Contractual	\$13,500	\$2,880
	Other	\$0	\$0	Indirect Costs	\$8,028	\$8,455

TOTAL FOR:	Distribution Totals	\$70,000	Budget Total	\$93,001
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*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.