

**Coastal Plains Community Center's
Implementation Plan - Veteran's Services and Supports
October 16, 2018 - FY 2019 plan**



Contact Information: Coastal Plains Community Center (475)

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Introduction:

Coastal Plains Community Center (CPCC) 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* (2014) Texas Workforce Investment Council which reflects the veterans population by county for 2014 (Table 39: LWDA 22 Coastal Bend, p. 38).

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	3065	2882	183	318	939	1559	249
Bee, TX	2586	2306	281	806	870	715	195
Brooks, TX	417	381	36	73	116	204	25
Duval, TX	717	667	50	125	265	269	58
Jim Wells, TX	2592	2472	119	539	865	977	210
Kenedy, TX	11	10	1	3	5	3	0
Kleberg, TX	2115	2017	98	700	623	637	154
Live Oak, TX	1164	1076	88	220	408	452	83
San Patricio, TX	6282	5537	745	1705	2172	2181	224
Coastal Bend Totals	18949	17348	1601	4489	6263	6997	1198

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
- Inpatient care
- 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 (PSC). Mr. Cantu has worked for Coastal Plains Community Center since November 2011. The Center also has a current vacant part-time (0.5 FTE) Peer Service Coordinator position that just became vacated and will be posted in October 2018. This position will be located in San Patricio County. Ms. Ramsey who held that position had her last peer group in August 2018. Her last day as a PSC was October 1, 2018. She has taken on another position with our agency. This 0.5 part time vacant position is the main contact for veterans and their family members in the northern counties of the Center's service area. Referral from that Area will be forwarded to Mr. Cantu (PSC) until the new Peer Service Coordinator can take on the role. The Part time position will also be certified and credentialed once hired. Mr. Cantu demonstrates strong leadership skills, understands how to use limited resources in a productive manner, knows the community resources, is volunteer-focused, 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. The new Program Director, Mary Zavala will become trained in Mental Health First Aid.

Mr. Cantu and the newly hired Peer Support Coordinator (PSC's) will work towards continuing to increase 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 are charged with providing 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. In addition, there is a Peer to Peer support group in the San Patricio County area being facilitated by Ms. Kate Ramsey on a voluntary basis. Both peer facilitators are trained in Bring Everyone in the Zone.

During this upcoming year, Mr. Cantu and the newly hired .50 Peer Service Coordinator 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. Both Mr. Cantu and the new .50 Peer Service Coordinator will also participate in our local law enforcement coalitions held quarterly to update local stakeholders on changes to the Center's Veteran program. Mrs. Kate Ramsey will volunteer her time as a volunteer guide and support minimally on an as needed basis until the new hire is ready to take over. In addition, in October 2017 our Southern Lead PSC opened CPCC's Veteran Peer drop in Center in Kingsville, Texas. This newly established Military/Veterans Visitor Center will also be used to hold veteran meetings, educate veterans, and provide informal social gatherings for veterans in the area. 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 established 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. In FY 2019 CPCC received funding from SB 292 for a jail Diversion program for two (2) of its' largest counties-Jim Wells and San Patricio. Once implemented, staff hired on for the program will work closely with the Center's Veteran Peer Service Coordinators on identifying and providing linkages/referrals for those Veterans incarcerated and in need of intensive services.

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	Southern FTE Peer Service Coordinator will	Group	Responsible Parties: Full Time

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A.5	continue to focus on providing direct peer services and organizing trained peers in providing services through continuing to work with Kleberg, Kennedy, Brooks, Duval, and Jim Wells 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.	participation will increase in these service areas providing the support veterans need	Peer Service Coordinator Frequency of Review: quarterly meetings and quarterly monitoring of progress
A.3 and A.5	Northern 0.50 Peer Service Coordinator will work to focus on providing direct peer services and organizing trained peers in providing services through continuing to work with chapter of trained volunteers in the following counties: San Patricio, Aransas, Live Oak and Bee Counties. 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: 0.50 Peer Service Coordinator Frequency of Review: quarterly meetings and quarterly monitoring of progress
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: Northern and Southern Lead 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. Link will also be made available on Center's Website	Responsible Parties: Northern and Southern Lead 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: Northern and Southern Lead 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: Northern and Southern Lead 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. Referrals to CPCC's addiction program, & SH/SE program will be made as appropriate	Responsible Parties: Northern and Southern Lead Peer Service Coordinators Frequency of Review: quarterly monitoring of progress

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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. PSC's will also be involved with the Center's Jail Diversion program to assist Veterans involved in the legal system.	Veterans struggling with legal issues will have the supports they need to possibly be diverted from jail. Referrals will be made to CPCC's Jail Diversion program as appropriate	Responsible Parties: Northern and Southern Lead 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: Northern and Southern Lead Peer Service Coordinators Frequency of Review: Quarterly reports
A.4	Peer Service Coordinators will continue to: <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) • 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 VVet Service Delivery and submit appropriate filed for review. 	SMVF's will be registered in MVPN; will gain additional knowledge of support available; and participants will be tracked.	Responsible Parties: Northern and Southern Lead Peer Service Coordinators Frequency of Review: quarterly
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: Northern and Southern Lead Peer Service Coordinators and their supervisors Frequency of Review: Ongoing education and support
A.6 and A.7	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 	Community will have access to information about services and will refer veterans and their families to the Peer Service Coordinators. Southern PSC will network with	Responsible Parties: Southern Lead Peer Service Coordinator and Center's Community Relations Coordinator Frequency of Review: quarterly

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	<ul style="list-style-type: none"> • Link on agency webpage to veterans services programs, to include MVPN and other veteran links • PSC for our Southern counties will Maintain CPCC's Veteran Peer drop in Center and provide an MVPN banner outside the building 	local stakeholders to help Maintain CPCC's Veteran Peer drop in Center and assist with referrals.	
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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, <u>describe the current supports or services</u>)	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")
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<p>Veteran-facilitated peer-to-peer support groups for behavioral health issues</p>	<p>Veteran Peer-to-Peer Support Groups to address PTSD, TBI, MSA and other BH needs</p>	<p>“Bring Everyone in the Zone” Peer-to-Peer Support Groups and/or Basic Training Phase I/II</p>	<p>County Veterans Services Officers Grace After Fire</p>	<p>Independent Peer-to-Peer groups will be formed/sustained in at least 4 service areas</p>	<p>Aransas Bee Brooks Duval Jim Wells Kenedy Kleberg Live Oak San Patricio</p>	<p>Approximately 200 Veterans (at least one small group formed in each area)</p>	<p>Provide training to at least 2-3 Veterans in the community to continue the groups</p>
<p>Community resource coordination for basic needs</p>	<p>Medical Behavioral Health Svcs AA/NA and Detox Svcs Housing Food Jobs</p>	<p>Coordinator to link and refer to County Veterans Service Office and other community services</p>	<p>VA Health Care in CC, Tx Local Coastal Plains CC, Local OSAR's Local Housing Authorities Local Food Banks/Churches & DHS offices Local DARS</p>	<p>Peer groups will be formed and peer facilitators will learn to utilize community resources, to include County Veterans Service Office</p>	<p>Aransas Bee Brooks Duval Jim Wells Kenedy Kleberg Live Oak San Patricio</p>	<p>n/a</p>	<p>Peer facilitators will take on role and refer to County Veterans Service Office</p>
<p><u>Beyond the Minimum:</u> Other proposed supports and services for veterans and/or their families</p>	<p>Social Support and Resource Center</p>	<p>Military and Veterans Visitor Center</p>	<p>Kingsville Police Association, VSO</p>	<p>Establish and maintain the Military / Veterans Visitor Center as an off location building to be used for meetings.</p>	<p>Kingsville</p>	<p>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</p>	<p>Private and public funding/donations</p>

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Legal Name of Respondent:		Coastal Plains Community MHMR Center					
	A	B	C	D	E	F	G
Budget Categories	Total Budget	DSHS Requested Funds	Direct Federal Funds	Other State Agency Funds <small>Check <input type="checkbox"/></small>	Other Funds <small>Check if Cash Match <input type="checkbox"/></small>	Local Funding Sources <small><input type="checkbox"/></small>	In-Kind Match
A. Personnel	\$57,204	\$41,876			\$15,328		\$0
B. Fringe Benefits	\$22,882	\$6,596			\$16,286		\$0
C. Travel	\$7,016	\$7,016				\$0	\$0
D. Equipment	\$2,000	\$2,000				\$0	\$0
E. Supplies	\$3,250	\$3,250				\$0	\$0
F. Contractual	\$2,400	\$2,400					\$0
G. Other	\$0						\$0
H. Total Direct Costs	\$94,752	\$63,138	\$0	\$0	\$31,614	\$0	\$0
I. Indirect Costs	\$8,056	\$6,862			\$1,194		\$0
J. Total (Sum of H and I)	\$102,808	\$70,000	\$0	\$0	\$32,808	\$0	\$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 (1).

	Budget Category	Distribution Total	Budget Total		Budget Category	Distribution Total	Budget Total
Check Totals For:	Personnel	\$57,204	\$57,204		Fringe	\$22,882	\$22,882
	Travel	\$7,016	\$7,016		Equipment	\$2,000	\$2,000
	Supplies	\$3,250	\$3,250		Contractual	\$2,400	\$2,400
	Other	\$0	\$0		Indirect	\$8,056	\$8,056
TOTAL FOR:	Distribution Totals	\$70,000		Budget Total		\$102,808	

*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