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# COORDINATED INTERAGENCY SERVICE PLAN

## EL PASO COUNTY

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### **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 the HHS agencies, working together in a coordinated manner, to make HHS services equitable and more accessible to residents of the El Paso County communities. The plan further identifies specific responsibilities for HHS agencies and their partners participating in the plan and 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 El Paso county 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 Border Specialist 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 staffs exhibit an approach of good customer service and that they establish cultural competence in all communication with El Paso County colonia residents.
2. Ensure that HHS services are readily and easily accessible to El Paso County colonia residents.
3. Evaluate the impact and quality of HHS services in El Paso County colonia residents with the contracted Promotora agency to insure compliance with the contract on ongoing basis.
4. Collaborate with Faith Based, Community Based Organizations, and Federally Qualified Health Clinics to bring HHS services to these populations.
5. Provide access to medical services using alternative mobile approaches for residents in the colonias of the El Paso area.
6. Collaborate with the Extreme Weather Task Force to protect our vulnerable El Paso County colonia residents during severe weather conditions.
7. Develop partnerships and collaborations with HHSC agencies and community partners to address disproportionality and disparities in the El Paso County.

## V. OUTLINE OF SERVICE GOALS & OBJECTIVES:

### Service Goal 1

Ensure that HHS staffs exhibit an approach of good customer service and that they demonstrate cultural competence in all communication with El Paso County colonia residents.

#### Objective 1.1

Provide training to all HHS agency staff on topics of customer service and cultural competence as they apply to the Colonia residents. HHSC will provide the training as needed or as new partners join the HHSC partnership. .

HHSC will coordinate the training annually and/or on an as needed basis.

**Continuous**

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### Service Goal 2

Ensure that HHS services are readily and easily accessible to El Paso county Colonia residents and that they are aware of how to access the services.

#### Objective 2.1

Agencies will continue to train Promotoras on the means of accessing HHS services in the application process and provide agency updates annually or as needed.

HHS agencies and partners

**Continuous**

#### Objective 2.2

The collaborative will ensure that there are clear arrangements for accessing medical services for residents who lack insurance or ability to pay.

OBA Border Specialist, QUAD Promotoras and partners.

**Continuous**

#### Objective 2.3

Continue maintaining the delivery of written information through community resource centers and Help Self Centers to assist and inform colonia residents on HHS services such as SNAP/ TANF/Medicaid and CHIP. Information will be culturally sensitive to address the underserved population colonia residents.

OBA Border Specialist, QUAD and other appropriate partners.

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#### **Objective 2.4**

Maintain efforts to educate Promotoras to be knowledgeable of the full range of HHS agency services available to El Paso county residents. Provide ongoing training for Promotoras including services that are modified or added. Training will be scheduled on need basis by Border Specialist by partners and/or HHS agency staff as changes occurs.

All HHS Agencies and Partners will provide the training.

**Continuous**

#### **Objective 2.5**

Maintain and upgrade a comprehensive all inclusive bilingual resource directory for Promotoras to use in assisting residents access HHS services

Border Specialist and HHS Agencies

**Continuous**

#### **Objective 2.6**

Work in partnership with other community partners in order to provide effective use of health fairs, navigation events, back to school fairs as a means of keeping the community informed of HHS services plus services provided by other partners to include expanding to other underprivileged and underserved communities with no community resource centers.

HHS, Border Specialist and partners will provide the updates.

**Continuous**

#### **Objective 2.7**

HHSC has developed a Quick Resource Guide of all the HHS agency services to use by promotoras groups and interested groups and interested agencies. The guide is updated every two years and will be accessible in the OBA website for use, distribution and printing.

OBA Border Specialist

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### **Service Goal 3**

Evaluate the impact and quality of HHS services in El Paso County colonia residents with the contracted Promotora agency to insure compliance with the contract on an ongoing basis

#### **Objective 3.1**

Contracted Promotora Agency will submit a monthly report to HHSC OBA Director. HHSC OBA Border Specialist will validate numbers submitted by the contracted Promotora agency to assure agreement set by the guidelines of the contract.

OBA Border Specialist

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## Service Goal 4

Collaborate with Faith Based, Community Based Organizations, School Districts and Federally Qualified Health Clinics to bring access to HHS services.

### Objective 4.1

Faith Based Collaborative: Agencies will maintain schedule of services and schedules provided at the Community Resource Centers and El Paso County Self-Help Centers.

OBA Border Specialist, QUAD Promotoras and community partners. **Continuous**

### Objective 4.2

Community Based Organization: Collaborative Agencies will establish and maintain scheduled of services provided at the community base organization

OBA Border Specialist and QUAD Promotoras **Continuous**

### Objective 4.3

Identify and recruit non-governmental agencies that can provide and strengthen access to social services in the El Paso area Colonia CRCs.

OBA Border Specialist and partners **Continuous**

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## Service Goal 5

Provide access to medical services using alternative approaches to conventional means in the colonia area.

### Objective 5.1

Commit Mobile Medical, Dental, Mental and Behavioral Health units and Missionary Groups to provide services to those colonias without medical services.

OBA Border Specialist, QUAD Promotoras and community partners **Continuous**

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## **Service Goal 6**

Collaborate with the Extreme Weather Task Force to protect our vulnerable El Paso County colonia residents during severe weather conditions.

### **Objective 6.1**

Collect and distribute fans, blankets and coats to the elderly, disabled and families with young children in the El Paso County Colonia areas.

OBA Border Specialist, QUAD Promotoras, Weather Task Force and community partners

**Continuous**

### **Objective 6.2**

Promote the "Buddy System" to check on elderly and disabled residents during periods of severe weather in El Paso county colonia areas and refer them to services as may be required for their safety and protection.

OBA Border Specialist, QUAD Promotoras and community & other partners

**Continuous**

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## **Service Goal 7**

Develop partnerships and collaborations with HHSC agencies and community partners and stakeholders to address disproportionality and disparities in El Paso County.

### **Objective 7.1**

Coordinate Advisory Board with HHSC agencies and community partners and stakeholders to address the Texas Model: A Framework for Equity, which consist of reliable data, the development of leaders, collaboration across systems, engagement of communities and the promotion of the work defined by race equity principles.

### **Objective 7.2**

Lead Advisory Board in partnership with chairperson and co-chairperson to address disproportionality and disparities through race equity principles in the El Paso County.

OBA Border Specialist and partners

**Continuous**

