



Community Partner Program

Accessing Cash, Food, and Healthcare Benefits
through Community Organizations

April 2018

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Health and Human Services



Services for Texans

Health and Human Services Commission



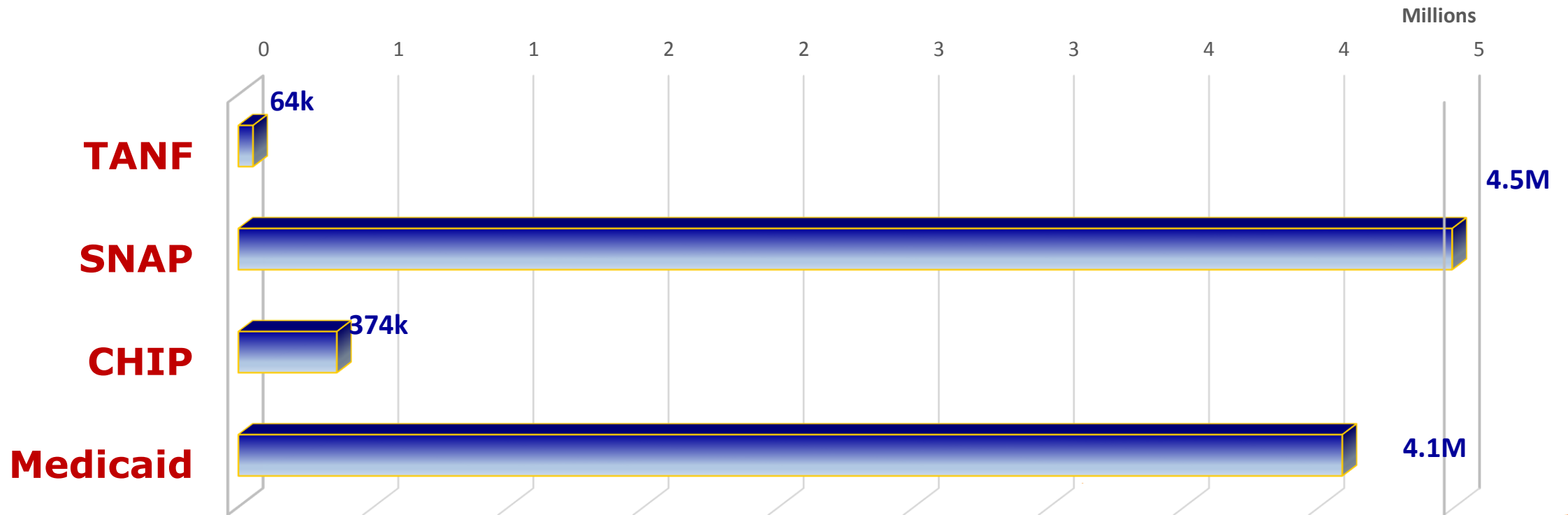
- Over the last 12 months, the Health and Human Services Commission (HHSC) processed and determined eligibility for over 2.3 million assistance applications for the following food, cash, and health care assistance programs:
 - Medicaid
 - Children's Health Insurance Program (CHIP)
 - Healthy Texas Women (HTW)
 - Temporary Assistance for Needy Families (TANF)
 - Supplemental Nutrition Assistance Program (SNAP)

Health and Human Services Commission



Number of People Receiving Services As of September 2016

Benefits Program

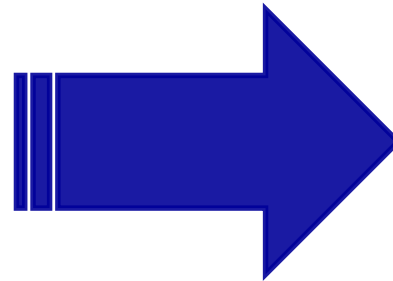


Preparing for the Future



Paper Applications

- Inconvenient
- Require manual processing
- Time consuming for all involved



Online Applications

- Faster processing
- More accurate and faster eligibility determinations
- More convenient and efficient for all involved

Self Service and YourTexasBenefits.com



SNAP Food Benefits

Helps families buy food for good health.

[LEARN MORE](#)



TANF Cash Help

Helps families with children age 18 and younger pay for basic needs.

[LEARN MORE](#)



Health Care

Helps cover visits to doctors, dentists, and hospitals. Also covers medicines ordered by doctors and dentists.

[LEARN MORE](#)



Support Services

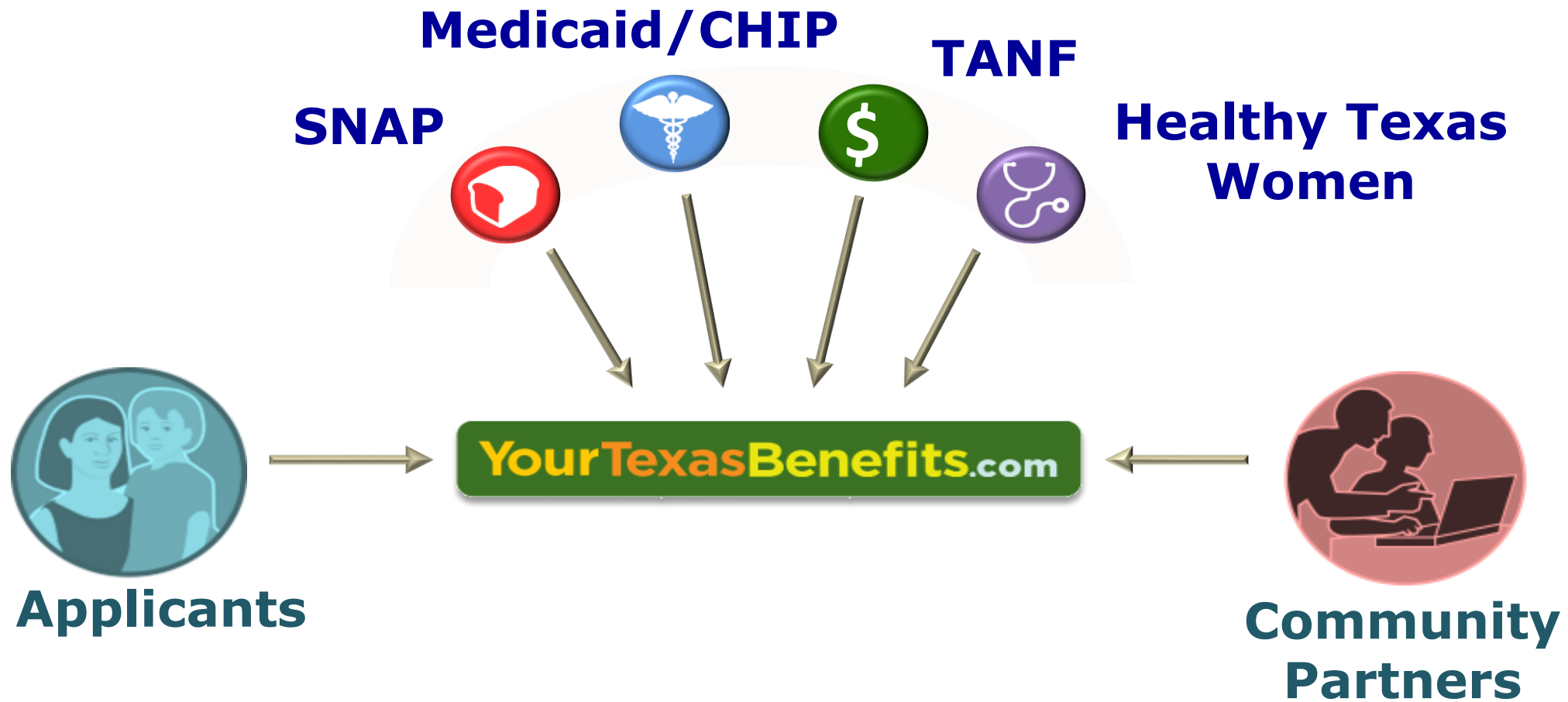
Helps people with daily living needs, caregivers, and people with mental health, drug or alcohol issues.

[LEARN MORE](#)



The Community Partner Program

Community Partner Program



Community Partner Program Update

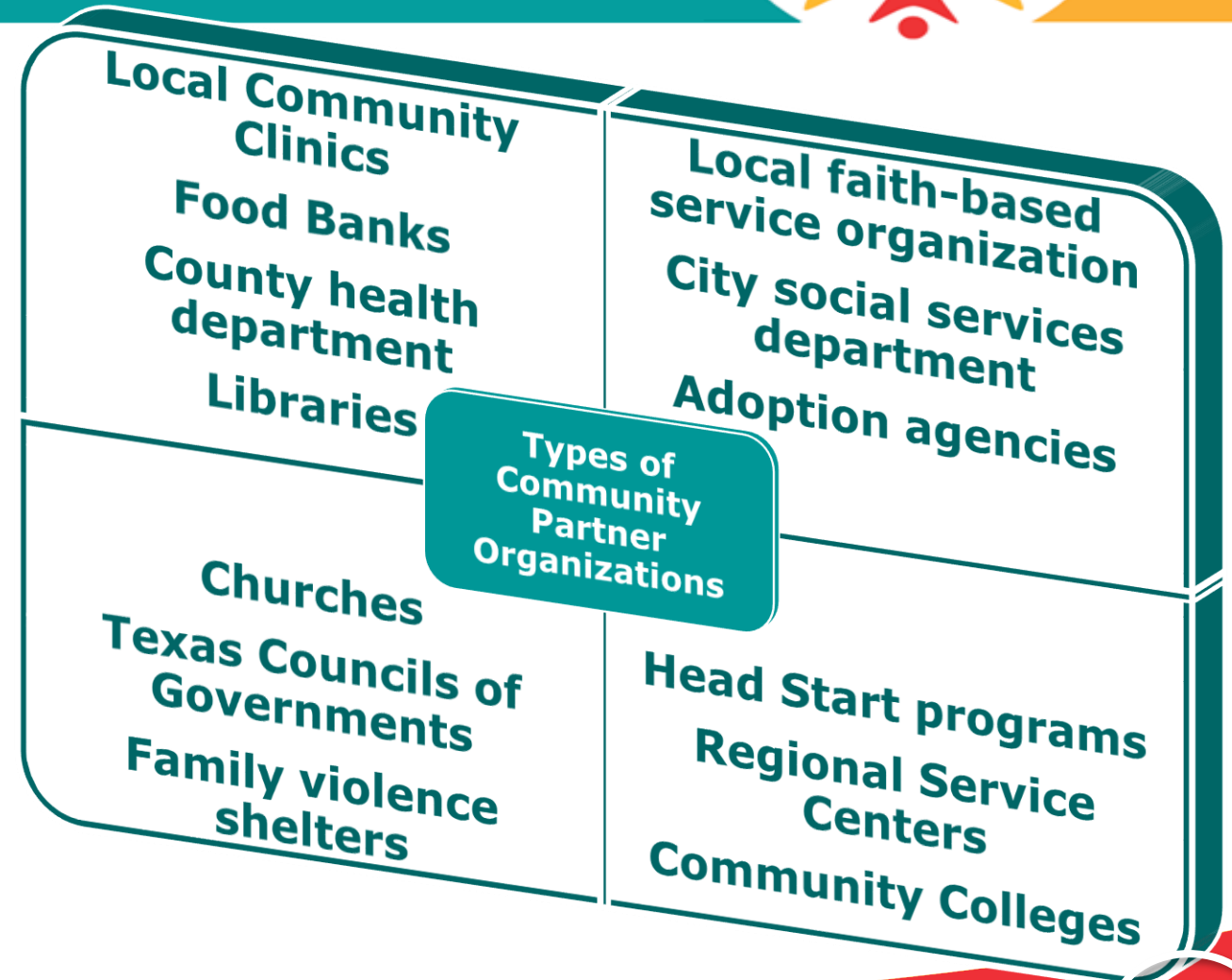


The Community Partner Program Growth

- 36 initial pilot sites in 2012
- 1,200 sites for a robust statewide network in 2017

Community Partner Focus:

- Recruitment
- Development
- Support
- Retention





Successful Collaborations: State Agencies and Community Organizations

The Literacy Coalition of Central Texas

The Learning Center



Community Partner: The Literacy Coalition of Austin

Site Name: The Learning Center

Initial Partnership Year: 2014

Partnership Level: Self-service

Location: Austin



"Literacy Coalition signed up as a Community Partner because we believed it was the best avenue for helping clients to achieve goals and learn the ins and outs of a system that's attempting to assist them while they get back up on their feet and look for gainful employment while working to achieve their educational goals."

The Literacy Coalition of Central Texas

The Learning Center



Benefits of partnership:

"Joining the Community Partner Program broadened the scope of what the Literacy Coalition can do to help clients while they get back on their feet, look for gainful employment, and work to achieve their educational goals."

One of the favorite parts of being a Community Partner:

"How excited other staff members are when they get to tell clients that Literacy Coalition staff serve as Your Texas Benefits Navigators and assist them with their applications. This means that students don't have to miss class to apply/renew benefits, they can do everything they need at the Literacy Coalition office and not miss out on working towards their goals."

Feeding Texas

The San Antonio Food Bank



Community Partner:

Feeding Texas

Site Name:

San Antonio Food Bank

Initial Year Of Partnership:

2013

Partnership Level:

Assistance Site

Location:

San Antonio

“The San Antonio Food Bank started completing application assistance in 2004 and once the CPP evolved we saw it as an opportunity to join forces to help increase the number of clients outreached.”

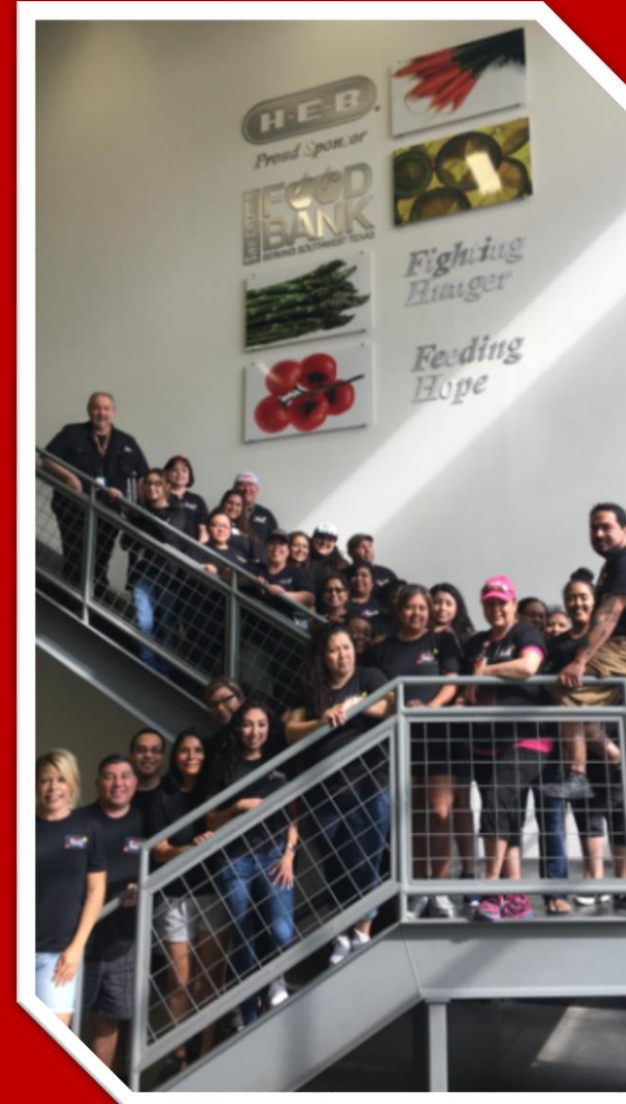
Feeding Texas

The San Antonio Food Bank



SAFB's favorite part of the CPP:

"Helping a client in need. Helping them feel like they've regained control of some aspect of their life and reducing some of their stress."



The CPP provides:
"us with a learning experience by providing webinars and sharing the feedback and trends experienced among the Community Partners."

Abilene Regional MHMR Center Betty Hardwick Center (BHC)



Community Partner:	Abilene Regional MHMR Center
Site Name:	Betty Hardwick Center
Initial Partnership Year:	2013
Partnership Level:	Assistance Site
Location:	Abilene



BHC joined the CPP...

"to expand our knowledge of HHSC programs and benefits through available training and information and to enhance the benefit assistance services that our organization offers our clients."

Abilene Regional MHMR Center Betty Hardwick Center (BHC)



"Partnership keeps our organization up-to-date on the latest information, resources and training available.

The support we have received gives us the ability to assist our clients with more confidence and precision.

This in turn empowers our clients to access available benefits in an environment with which they are familiar and comfortable."



BHC's clients benefit from the partnership with the CPP:

"There has been a noticeable increase in response time on application processing and better communication with HHSC that has allowed us to more efficiently serve our clients."

McAllen Public Library



Community Partner:

McAllen Public Library

Site Names:

Main, Lark, and Palm View Branches

Initial Partnership Year:

2014

Partnership Level:

Self-service

Location:

McAllen

"We joined the CPP because the program fits into our mission of providing access to resources for our patrons. At the library, we have found that people often come to us to use the computer to apply for benefits, jobs, and other services that will help improve their lives."



McAllen Public Library



Serving as a Community Partner benefits the McAllen Public Library:

"The CPP is an easy way for McAllen Public Library to provide additional resources to our patrons."

"We work with our own community partners, such as the Children's Defense Fund (CDF), to provide additional ways to refer our patrons to these services. CDF sets up in the computer lab once per week to answer questions and walk people through benefits registration on the computer."



What is your favorite part of serving as a Community Partner?

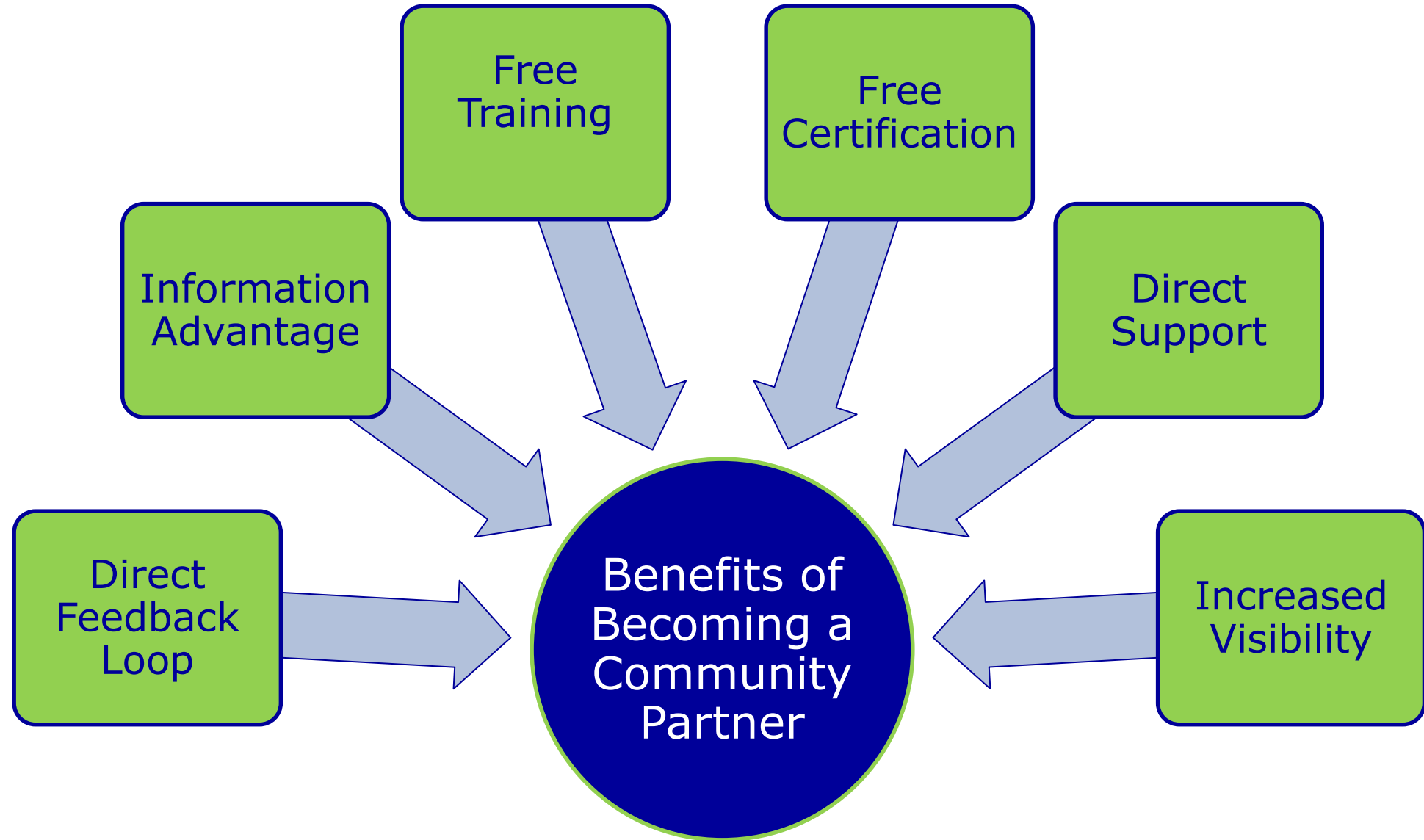
"Seeing people on the computer registering for benefits because we know that will make a difference in their lives."

Community Partner Program



Strengthening and Building the Collaboration

Benefits of Participation



Training & Communication



Communication & Training

Quarterly Newsletter
Notices & Updates
Frequent Webinars
Community Partner Website
Informational Materials

Regional Community Partner Forums
YourTexasBenefits.com
Continuing Education Credits
Providing Application Assistance

Community Partner Resources Informational Materials



Apply for
SNAP food
benefits.
And more.
Now online.



Now you can apply anytime that works best for you. Just log on to apply for SNAP food benefits, Medicaid, and TANF cash help for you.

Apply, renew,
and update
your case
anytime.



Now you can apply anytime that works best for you. Just log on to YourTexasBenefits.com. You can apply for SNAP food benefits, Medicaid, and TANF cash help for your family. If you need help, call 211.

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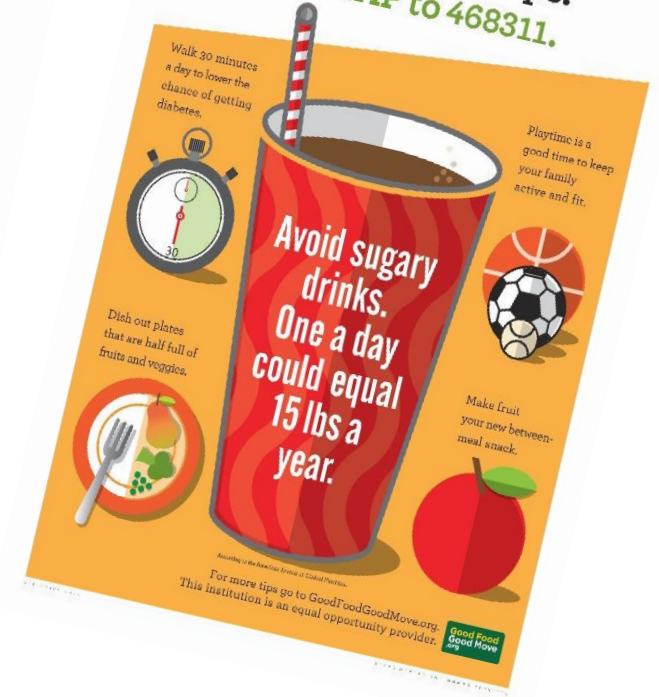
Now you can apply anytime that works best for you. Just log on to YourTexasBenefits.com. You can apply for SNAP food benefits, Medicaid, and TANF cash help for your family. If you need help, call 211.

Apply, renew,
and update
your case.
Anytime.



Log on to YourTexasBenefits.com. You can apply for SNAP food benefits, Medicaid, CHIP, and TANF cash help for your family. You also can renew benefits and report changes to your case.

Sign up for healthy tips.
Text **TXSNAP** to 468311.



**Good food.
Good move.**

Check out YourTexasBenefits.com for:

- Budget-friendly recipes.
- Family activity ideas.
- Easy, delicious meal plans.
- Activities in your area.
- Cooking videos.

Sign up for healthy tips.
Text **TXSNAP** to 468311.



TEXAS HEALTH AND HUMAN SERVICES COMMISSION



Dedicated Community Partner Support



Community Partners

Community Partner Support Specialists (CPSS)

Regional Partnership Specialists (RPS)

CPP State Office

Continuous Program Improvement



Community
Partner
Surveys


Statewide
Community
Partner Group

Feedback &
Follow-up
Loop

Continuous Program Improvement



TexasCommunityPartnerProgram.com



TEXAS
Health and Human
Services

Partner Login


English ▼

About Us | Become a Partner | Community Partner Resources | FAQs | Contact Us

Texas Community Partner Program

Connecting Texas Communities with HHS

FIND COMMUNITY PARTNERS: Zip Code: (OR) City: (OR) County: ▼



The Community Partner Program: building a bridge between Texas Health and Human Services (HHS) and Texas communities to provide Texans access to food, cash, and health care assistance.

Continuous Program Improvement



COMMUNITY PARTNER RESOURCES

News and Information

Get the latest CPP and HHS program news and learn about the Statewide Community Partner Group.

Events

Sign up for upcoming webinars, listen to past sessions, and find CPP events happening in your area.



Become a Partner

- View the benefits of partnership
- Find information and criteria about joining the CPP
- Submit an Interest Form
- Interest Form link

BECOME A PARTNER

Benefits of Partnership

The CPP supports partner organizations through dedicated regional support staff, information sharing, direct access to HHS, and much more.

Facts about Joining

Get information about the types of partnership available, criteria for serving as a Community Partner, and enrolling in the program.



Community Partner Resources

- View newsletters
- Sign up for webinars
- View the regional forum schedule
- Learn about and contact the regional support staff

Locating a Community Partner



To locate a Community Partner, visit **TexasCommunityPartnerProgram.com**

Texas Community Partner Program

Connecting Texas Communities with HHS

FIND COMMUNITY PARTNERS: Zip Code:

(OR)

City:

(OR)

County:

Find



The Community Partner Program: building a bridge between Texas and Human Services (HHS) and Texas communities to provide Texas access to food, cash, and health care assistance.

Becoming a Community Partner



Step 1

Visit:

TexasCommunityPartnerProgram.com



STEP 2

Fill out the
Interest Form

TEXAS Health and Human Services

Community Partner Program Interest Form

How did you hear about the Community Partner Program?
--None--

Organization Name ⓘ

What is your organization's Business Structure?
--None--

What is your organization's Business Structure Type?
--None--

What is your organization's type?
--None--

What is your organization's Employer Identification Number (EIN)? ⓘ

What is your organization's Tax Payer Identification Number?

Is your organization listed with 2-1-1 Texas? ⓘ
--None--

What is the primary service your organization provides?

STEP 3

Enrollment
Process



Good Fit for Success



HHS Mission

Improving the health, safety, and well-being of Texans with good stewardship of public resources.

HHS Vision

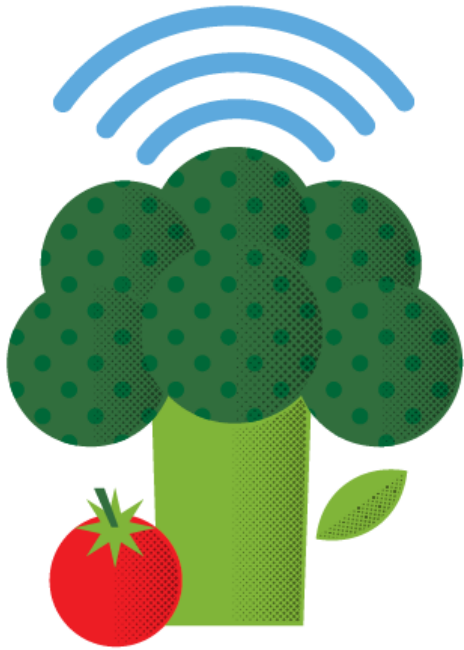
Making a difference in the lives of people we serve.



Organizations with missions and visions similar to those of HHS often find joining the CPP most beneficial.



Thank you!



TexasCommunityPartnerProgram.com

