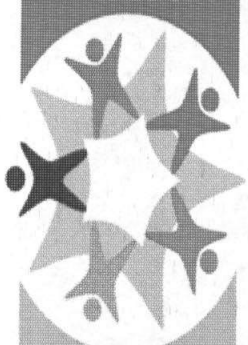
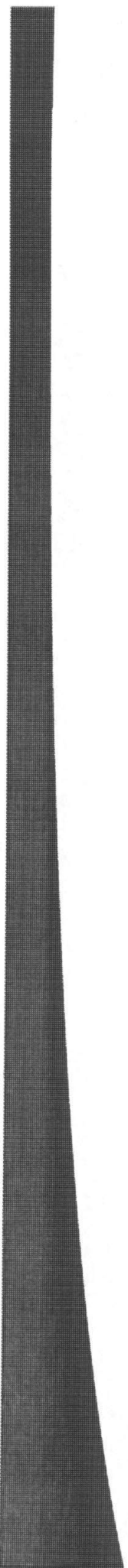


Texas Health and Human Services Commission

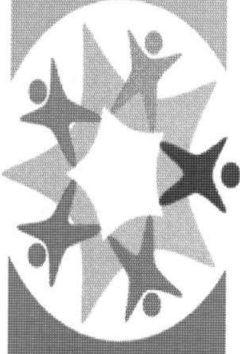
Community Partner Program



Community Partner Program Overview



Health and Human Services Commission



- The Health and Human Services Commission (HHSC) administers benefits and determines eligibility for the following programs:

Health Care

- Medicaid
- Children's Health Insurance Program (CHIP)
- Healthy Texas Women programs

Cash Assistance

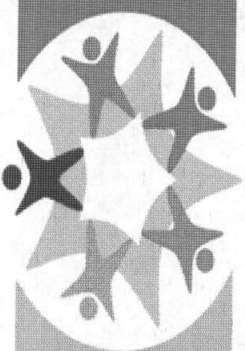
- Temporary Aid for Needy Families (TANF)

Food Assistance

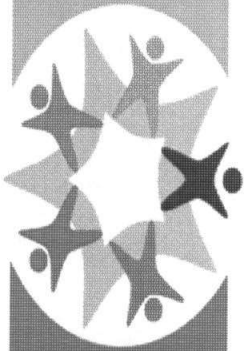
- Supplemental Nutrition Assistance Program (SNAP)

- HHSC processed over 2,328,000 assistance applications in the last 12 months.

Preparing for the Future



- Until a few years ago, most benefits applications were completed and submitted as paper applications.
 - Inconvenient
 - Manual processing
 - Time consuming for all involved
- Over the last several years, the state has been modernizing the benefit application process.
 - Moving away from paper and towards online applications
 - Creating a more efficient and effective system



Self Service and YourTexasBenefits.com

1 You are now being assisted at HHSX

Learn how Your Texas Benefits can help you

Watch on YouTube

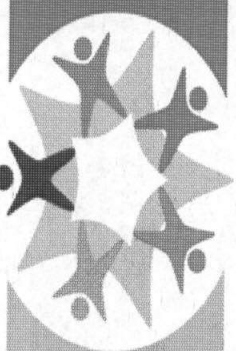
State benefit programs help people with little or no money who are in need

- SNAP Food Benefits**
 SNAP benefits help buy food for good health.
 [LEARN MORE](#)
- TANF Cash Help**
 TANF provides cash to help pay for basic needs.
 [LEARN MORE](#)
- Health Care**
 Health care helps pay for doctor visits, hospital stays, and more.
 [LEARN MORE](#)
- Support Services**
 Support services help with things like housing, food, and more.
 [LEARN MORE](#)

What help can you get?

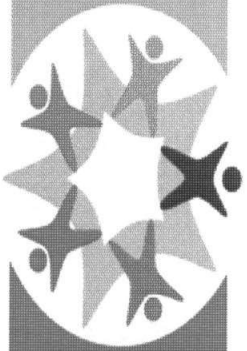


Self Service and YourTexasBenefits.com

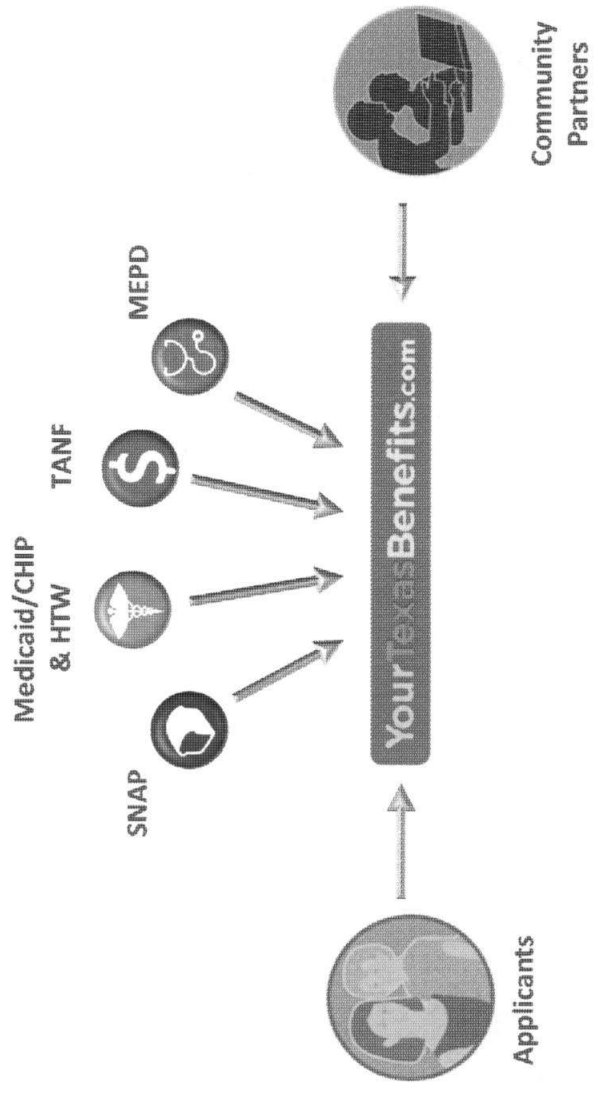


YourTexasBenefits.com offers clients the opportunity for self service

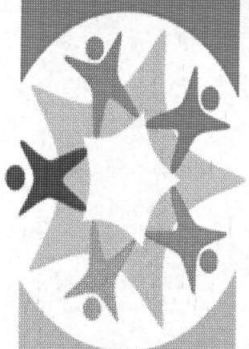
- Convenience
 - Apply for and track the status of their benefits or manage their cases anytime night or day
 - Access a centralized location for case information
 - No more need for paperwork and the possibility of it being misplaced or lost.
- Faster process
 - They do not have to go into an office or wait for mail to arrive.
 - Quicker eligibility determinations
 - Electronic submission means less errors, resulting in less back and forth between staff and clients, and decreased processing time



Community Partner Program

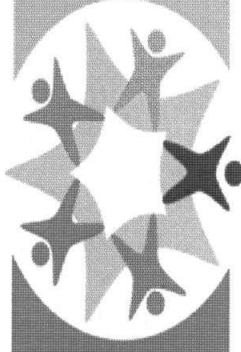


Benefits of Partnership



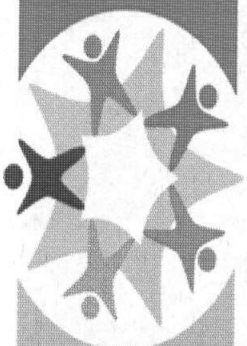
Three Support Teams	<ul style="list-style-type: none">• CPP State Office Team (CPP), Regional and Community Relations Team (RCR), Community Partner Support Services Team (CPSS).
Data Reports	<ul style="list-style-type: none">• Community Partners can track assistance they provide at YourTexasBenefits.com and access data reports regarding assistance through HHSC.
Issue Reporting and Feedback	<ul style="list-style-type: none">• Community Partners can send issues or questions and receive feedback related to YourTexasBenefits.com or 2-1-1, Option 2 to the CPP for resolution or escalation

Benefits of Partnership

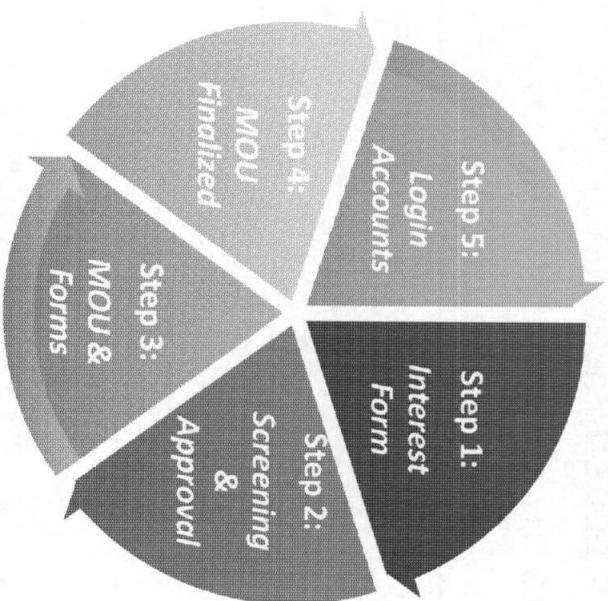


Certification	<ul style="list-style-type: none">• The Your Texas Benefits Navigator certification enables certified staff and volunteers to demonstrate their knowledge and credibility in helping clients navigate the HHSC Benefits system.
Training	<ul style="list-style-type: none">• Community Partners receive training, information and updates about HHSC benefits and YourTexasBenefits.com through the Community Partner Program.<ul style="list-style-type: none">– Continuing Education Units available for LPCs, LMFTs, and social workers for participating in certain CPP trainings.
Enhanced Service	<ul style="list-style-type: none">• Partners are able to better serve their clients by improving their experience with the HHSC benefits system.

How to Become a Community Partner

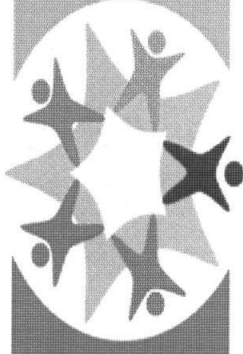


Five steps to enroll as a Community Partner



- Visit www.TexasCommunityPartnerProgram.com to enroll as a Community Partner or contact your regional staff for more information.

What New Community Partners can Expect

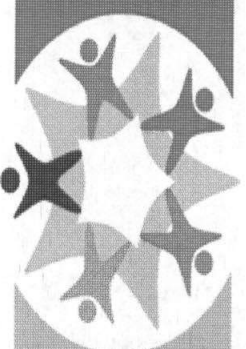


Once a Community Partner finishes enrolling, they can expect the following:

- **Support from CPP, CPSS, and RCR.**
 - Community Partners can initiate support at any time and can receive it by email, by phone, or in person.

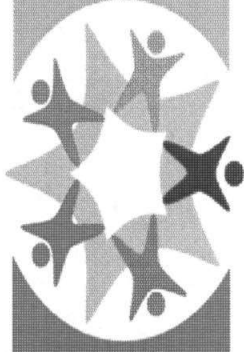
- **Updates and communications from HHSC, including:**
 - Invitations to monthly webinars and other training events
 - Monthly statistical reports
 - Quarterly newsletters
 - Special updates and notices from HHSC

CPP Development, Retention, and Support Initiatives

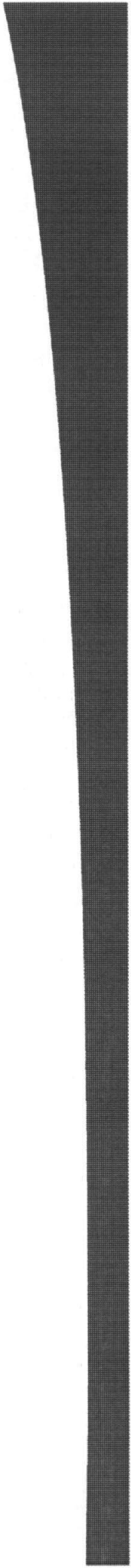


- Community Partner Support Transition
- Training and Communications
- Community Partner Forums and Support Visits
- Community Partner Surveys
- Statewide Community Partner Group

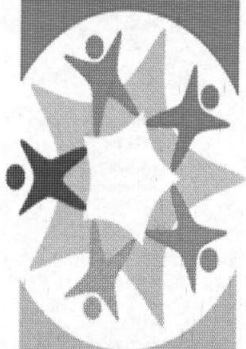
Community Partner Program



Community Partner Support



Community Partner Support Update



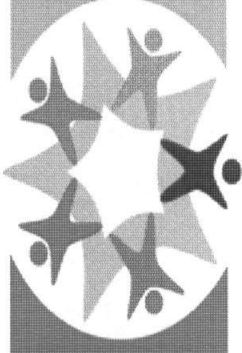
Community Partner Support Specialist (CPSS)

Regional & Community Relations (RCR)

CPP State Office

-
- ❖ Serves as the first point of contact and support for Community Partners
 - ❖ Provides technical assistance with systems and processes
 - ❖ Provides general ongoing support including onsite visits and hands on training
 - ❖ Assists new or renewing Community Partners with onboarding and CPP implementation at their agencies
 - ❖ Assists renewing Community Partners with HHSC contract renewals
 - ❖ Assists new or renewing Community Partners with CPP implementation at their agencies
 - ❖ Provides information on HHSC benefit programs and YourTexasBenefits.com
 - ❖ Assists in new Community Partner recruitment
 - ❖ Coordinates and attends community events for Community Partners and other stakeholders
 - ❖ Acts as a liaison between Community Partners and the CPP state office
 - ❖ Facilitates and leads training and communication services
 - ❖ Establishes and approves new Community Partners
 - ❖ Oversees and informs program policies and procedures
 - ❖ Provides High-level technical assistance, including YourTexasBenefits.com
 - ❖ Acts as a liaison between Community Partners and HHSC, as well as with other Texas state agencies

Community Partner Support Specialists Roles and Responsibilities

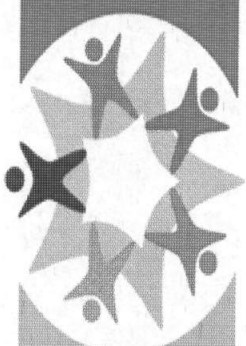


CPSS supports new Community Partners through:

- **Onboarding, including assisting with:**
 - Appointing Site Managers and Navigators
 - Completing necessary screenings and background check
 - Signing user agreements
 - Provisioning guidance
- **Contract Renewals organizations, including:**
 - Assisting existing Partners with renewing Memorandums of Understanding (MOUs)

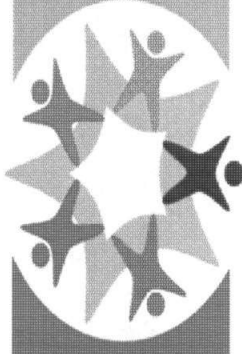
Community Partner Support Specialists

Roles and Responsibilities



- **Technical issues that arise, including:**
 - Adding Navigators
 - Adding Sites
 - Changing Site Manager
 - Changing Signature Authority
 - Website trouble shooting
- **Other types of ongoing support:**
 - Availability to address any Community Partner questions or concerns
 - YourTexasBenefits.com application issues
 - Consistent On-site Support visits

Regional & Community Relations Roles & Responsibilities

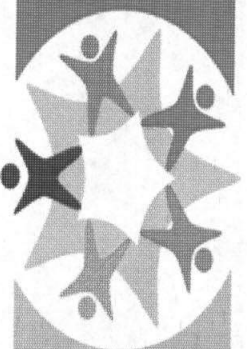


Regional Partnership Specialists support existing and potential Community Partners through:

- **Recruiting and Reengaging Partnerships**
 - Recruiting new organizations to the CPP
- **Sharing Knowledge**
 - Providing expertise about HHSC benefit programs
 - Acting as liaisons between Partners and the CPP state office team
- **Community Engagement**
 - Presenting on the CPP at community events and assisting with stakeholder engagement activities
 - Coordinating the regional Community Partner forums

Community Partner Resources

Trainings and Communications



Monthly Training and Informational Webinar

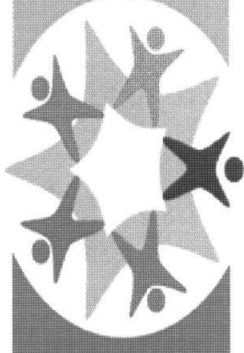
- Application Assistance Training
- CPP Updates
- HHSC News
- Continuing Education Units

Ongoing communications

- Quarterly Newsletter
 - Community Partner Spotlights
 - Information on state assistance programs
 - YourTexasBenefits.com updates and tips
- Weekly Communications
 - Current News
 - YourTexasBenefits.com notices
 - Tips and Best Practices

Community Partners Resources

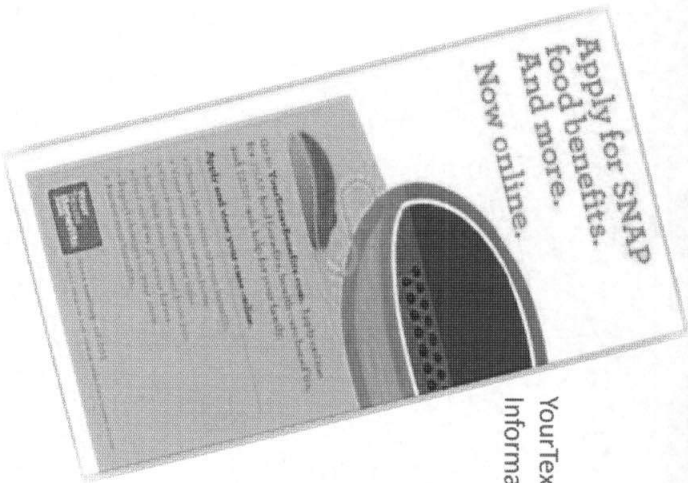
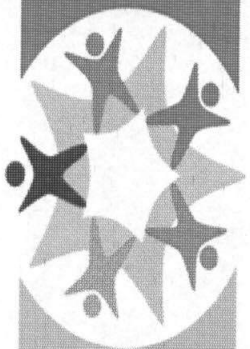
Continuing Education Units



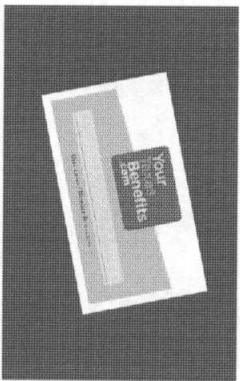
- As of March 2017, the CPP provides Continuing Education Units (CEUs) to LPCs, LMFTs, and social workers who attend:
 - Training and Informational Monthly Webinars (1 hour)
 - Community Partner Forums (up to 5.5 hours)
- Upon completion of either activity, the CPP will issue certificates to Community Partners requesting CEUs
 - Webinar CEUs are requested via post session survey
 - CEU certificates will be available at the end of the day at each forum

Community Partner Resources

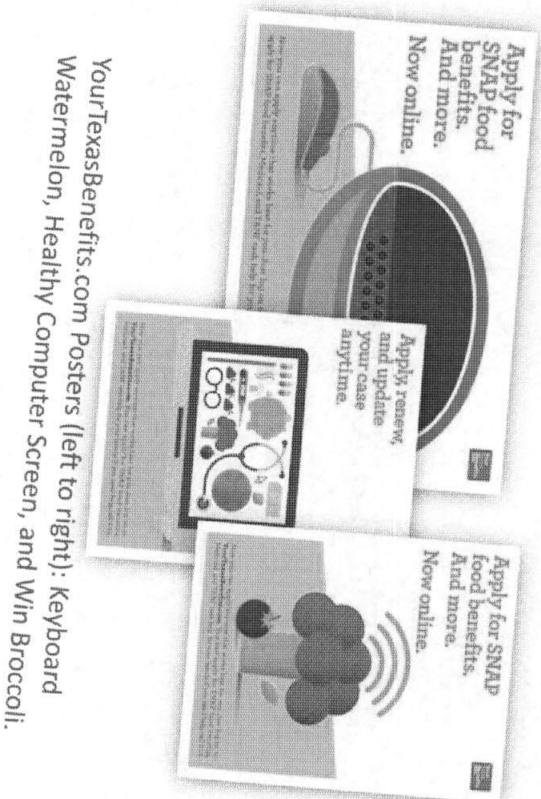
Promotional Materials



YourTexasBenefits.com
Information Cards

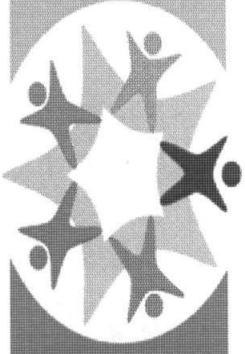


YourTexasBenefits.com
Wallet Card

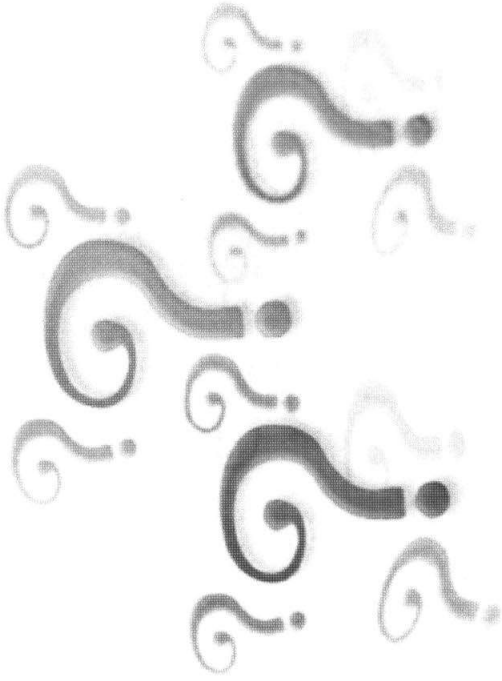


YourTexasBenefits.com Posters (left to right): Keyboard Watermelon, Healthy Computer Screen, and Win Broccoli.

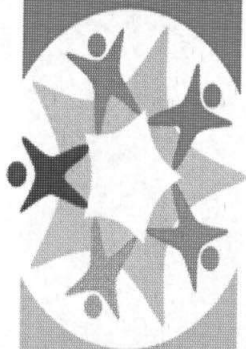
- Order at www.TexasCommunityPartnerProgram.com, "Links" page



Questions



Thank you!



**Thank you for participating in the
Community Partner Program!
We couldn't do it without you!**

