



Fund for Veterans' Assistance

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Application- Fort Bend County

Application ID AP-FVA-22-062	Applicant Organization Fort Bend County	Status Created	Application Deadline 11/03/2021 5:00 PM
Cloned Application ? false			

Overview

Opportunity

Announcement ID AN-FVA-22-001	Grantor Organization Texas Veterans Commission	Application Deadline 11/03/2021 5:00 PM
Award Ceiling \$500,000	Award Floor \$5,000	Program Area (Do not change) General Assistance (GA)

Application Overview

Application Title Fort Bend County	Proposed Project Service Category Financial Assistance	Service-Sub Category Mortgage, Rent & Utility Payments; Transportation Assistance; Child/Adult Care Services; Funerals
Is this proposed project a new FVA-funded project, an expansion of current FVA-funded services, or continuation of an existing FVA-funded project? Continuation	Financial Documents	Requested Amount 300000
Proposed Project Start Date 07/01/2022	Proposed Project End Date 06/30/2023	Project Coordinator Najat Elsayed

Submitted On

Applicant Organization

Organization Name: Fort Bend County	*EIN: 746001969	DUNS: 081497075
Address:	Applicant Type	Governing Body





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301 Jackson Street, Richmond
Texas 77469, United States

County Governments

County Commissioners'
Court/County Judge

What is the organization's overall mission?

The mission of Fort Bend County Social Services (FBCSS) is to provide comprehensive social services to individuals and families in need.

*What year was the organization established? Provide a brief history of your organization
Fort Bend County 1837

*What types of programs/services does the organization currently provide to the community in the proposed service area?

Fort Bend County Social Services provide one time assistance (rental/mortgage assistance, utility assistance, medication assistance, food assistance, unmet needs, emergency shelter) case management services (Case management services specifically targeted to the homeless and elderly, clients are eligible to receive transitional supportive housing) Iris Women's Program (Case management services targeted at victims of crime, clients are eligible to participate in transitional supportive housing), Operation Fort Bend Heroes (Case management services targeted specifically to veterans, clients are eligible to participate in transitional supportive housing), indigent burial services,

*Are all listed services currently provided to veterans within the service area? If not, please specify which services are not available to veterans/dependents/surviving spouses.

Upon meeting eligibility requirements veterans can be

*On average, how many veterans does the organization serve annually?
122

*What percentage of total clients served by the organization are veterans?
1.00%





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provided with services case management services and those mentioned above.

Contacts

Full Name	User Role	Email	Business Phone
Laeticia Pena	Project Manager / Coordinator	fbcsocialservicesgrants@fortbendcountytexas.gov	(281) 238-3526
KP George	Signature Authority	county.judge@fortbendcountytexas.gov	(281) 341-8608
Ed Sturdivant	Finance Officer / Accountant	ed.sturdivant@fortbendcountytexas.gov	(281) 341-3760
Najat Elsayed	Project Manager / Coordinator	najat.elsayed@fortbendcountytexas.gov	(281) 238-3506
Laeticia Pena	Project Manager / Coordinator	laeticia.pena@fortbendcountytexas.gov	(281) 238-3526

Past Awards

ID	ID	Award Title	Grantor Organization	Award Amount
AD-FVA19--53	PG-FVA_19-0001	Operation Fort Bend Heroes	Texas Veterans Commission	\$200,000.00
AD-FVA20--14	PG-FVA_20-0001	Operation Fort Bend Heroes	Texas Veterans Commission	\$250,000.00
AD-FVA21--01	PG-FVA-21-0001	Operation Fort Bend Heroes	Texas Veterans Commission	\$250,000.00

System Information

Created By	Created Date	Last Modified By	Last Modified Date
Anna Gonzales	10/15/2021 12:40 PM	Anna Gonzales	10/20/2021 4:21 PM

Budget

Instructions

The budget is broken up into Direct and Indirect Costs. Within Direct Costs there are six allowable sections. Indirect Costs is one section. Each section represents a Budget Category that will make up your Total Grant Amount Request. The total grant amount request must equal the Amount Requested checked in Part I – Proposed Project.

Complete each Table as applicable to your Proposed Project. Costs must be broken out in Tables to a degree that is sufficient to determine if costs are reasonable, allowable, and necessary for the





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successful performance of the grant project. Costs will be reviewed for compliance with UGMS and federal grant guidance found in 2 CFR Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards.

Costs claimed as direct costs that appear indirect in nature or budgets claiming no indirect costs will be scrutinized for accuracy. Any costs claimed as direct need to be fully explained, supported, be reasonable and treated in a consistent manner across your organization. FVA will ask the applicant to reclassify costs as indirect if the support provided does not meet the above criterion.

If you enter any value for a budget category line item, then you must also answer the supporting question(s) in the Other Information section shown below the budget table. Not entering this supporting information will prevent you from submitting the application to the grantor.

Budget

Budget Category	Grantor Share
Salaries and Wages	\$55,740.00
Fringe Benefits	\$32,000.00
Travel	\$1,600.00
Supplies	\$1,160.00
Client Services	\$208,150.00
Other Direct Costs	\$1,350.00
Total Direct Costs :	\$300,000
Indirect Costs	\$0.00
Grand Total (Direct + Indirect Cost):	\$300,000

Forms and Attachments

Instructions

Please click the "Edit" icon (pencil) in the "Appendix I - Project Narrative" section below in order to fill out the required form for the application. Once the form is filled out, and before the application is submitted, click the "Validate" button in that section to ensure all required fields are completed.

Additionally, click the "Add" button in the "Attachments" section to upload all required supplementary documents for the applications.

An Application Package may have up to five attachments. Failure to provide all required attachments will negatively impact the application and may result in ineligibility. When submitting Application Package name each attachment according to numbers below. Note that attachments 1-3 are required for all applications.

Do not upload the all the documents as one file.

The Application Package includes the following items be attached:

1. Résumés of the Principal Participants in the organization
2. List and terms of current governing body members (Board of Directors, Commissioners Court, City Council)





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Members)

3. A copy of current professional liability insurance and/or malpractice insurance policy

4. Financial Documentation if not a Unit of Local Government

5. IRS Tax determination letter regarding non-profit status, if not a unit of local government Do not submit paperwork from the Texas Secretary of State or the State Comptroller of Public Accounts regarding non-profit status. Only the IRS Tax determination letter indicating your organization is recognized as a tax-exempt non-profit is acceptable.

Attachments

Attachment Name	Type	Description	Last Modified	Owner
-----------------	------	-------------	---------------	-------

Notes

Title	Description	Created Date	Created By
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Acknowledgement

Acknowledgement

TO THE BEST OF MY KNOWLEDGE AND BELIEF, ALL INFORMATION IN THIS APPLICATION IS TRUE AND CORRECT AND COMPLETED PER THE DIRECTIONS OUTLINED IN THE ACCOMPANYING REQUEST FOR APPLICATIONS.

THE APPLICANT ORGANIZATION REPRESENTATIVE HAS READ AND UNDERSTANDS ALL REQUIREMENTS AND PROVISIONS NOTED IN THE ACCOMPANYING REQUEST FOR APPLICATIONS, AND WILL COMPLY WITH ALL REQUIREMENTS AND PROVISIONS NOTED IN THE ACCOMPANYING REQUEST FOR APPLICATIONS AND NOTICE OF GRANT AWARD EFFECTIVE UPON SUBMISSION OF THIS APPLICATION AND THROUGHOUT THE LIFETIME OF THE GRANT IF AN AWARD IS MADE.

THE SUBMISSION OF THIS DOCUMENT HAS BEEN DULY AUTHORIZED BY THE GOVERNING BODY OF THE APPLICANT.

Acknowledge here

true

Acknowledged By (Name)

Najat Elsayed

Acknowledged By (Title)

Division Manager of Social Services

History





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TVC Form

Project Details

Geographic Service Area(s)

*The counties that will be served by this grant are called the Geographic Service Area(s). All Texas counties are grouped into one of eight regions. Check **all** counties, regardless of region, that the Proposed Project will serve. If the Proposed Project provides services to Veterans living in all counties statewide, simply select "Yes" for the Statewide field

Statewide
No

Region 1 - Panhandle Region 2 - West Texas Region 3 - Alamo Region 4 - South Texas
 Region 5 - Gulf Coast Region 6 - Central Texas Region 7 - East Texas Region 8 - North Texas
 Fort Bend

Beneficiaries

Applicants may elect to restrict Proposed Project services to particular groups to address needs by narrowing the eligibility of who can receive services through the Proposed Project.

Who will the organization provide direct services to under the proposed project?
 Veterans; Veteran Dependents; Surviving Spouses

Note: Texas Veterans Commission, Fund for Veterans' Assistance defines Dependents and Surviving Spouse in the Request for Application (RFA).

If Veterans are selected above, provide a definition for veterans that will be eligible to receive services.
 (Maximum allowable characters = 500)

Individuals to be served through this program will have served in the United States Armed Forces, National Guard Reservist and on Active Duty. A veteran will be considered for services, without regard to the era or military branch in which they served.

Choose the discharge status(es) (Character of Service) that the organization will serve under the proposed project.





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Honorable; General Under Honorable Conditions; Other Than Honorable Conditions; Bad Conduct; Dishonorable; Dismissed; Uncharacterized

Describe any other restrictions on eligibility, if applicable (example: income level, disabilities, or referral from VA or other such organization). (Maximum allowable characters = 1500)

Operation Fort Bend Heroes has no income, disability, or referral restrictions. The veterans/beneficiaries served under this program must demonstrate/show proof that they live in Fort Bend County and must show they have exhausted all resources. All addresses are verified using the Fort Bend County Appraisal District Website.

If the organization receives grant funds, it will be responsible for tracking each individual Veteran, their dependents, and surviving spouses that receive grant-funded service(s). The number of unduplicated Veterans, Dependents and Surviving Spouses, as well as cumulative totals, will be reported to the FVA quarterly. If the organization receives grant funds, it will be responsible for tracking each individual Veteran, their dependents, and surviving spouses that receive grant-funded service(s). The number of unduplicated Veterans, Dependents and Surviving Spouses, as well as cumulative totals, will be reported to the FVA quarterly.

Enter the number of unduplicated Veterans, Dependents, and Surviving Spouses to be served by the Proposed Project. The information to be entered is a number. Do not enter a percentage and do not enter a range. If the project will not serve a particular population, enter '0' in the corresponding area

Number of Veterans

200

Number of Dependents

5

Number of Surviving Spouses

10

Total Number of Clients to be Served (Updates on Save)

215

Number of Home Modification, Home Repair, and Weatherization projects to be Completed.

0

Beneficiary Eligibility

*The forms listed below are the only forms acceptable by TVC to determine Veteran, Dependent, and Surviving Spouse eligibility. select the forms the organization will use to verify eligibility for each beneficiary that will be served under the proposed project.

Veterans

DD Form 214, Certificate of Release or Discharge from Active Duty; NGB-22, National Guard Report of Separation and Record of Service; NA Form 13038, Certification of Military Service; Department of Veterans Affairs (VA) official letter or disability letter with character of service listed; E-Benefits summary letter with character of service listed; Honorable discharge certificate; Uniform Services Identification Card; State of Texas Issued Driver License with Veteran designation; Certificate verifying Active Duty Status from Department of Defense Manpower Data Center (ONLY – currently serving active duty)





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Dependents

Uniform Services Identification Card; Marriage Certificate; Birth Certificate; Adoption Certificate

Surviving Spouse

Uniform Services Identification Card; Marriage Certificate; Death Certificate or one of the forms listed above for Veterans eligibility

Describe how the eligibility verification documents are securely maintained (example: in locked filing cabinet or electronically on your organization's server). (Maximum allowable characters = 1500)

FBCSS will store all needed documents electronically in the FBCSS database network which is only accessed by password and user ID and documents are restricted to only be viewed by FBCSS agency. No paper documents are maintained. Electronic documents will be maintained for a minimum of three years after completion of the grant and a maximum of five years.

How long does your agency retain grant documentation? (Do not include discharge status as that is selected below)

Electronic documents will be maintained for a minimum of three years after completion of the grant and a maximum of five years.

Proposed Project Services

Describe the Proposed Project. The answers should be brief but specific

Describe what services will be provided with grant funding. (Maximum allowable characters = 1500)

FBCSS proposed to provide financial assistance to veterans, surviving spouses, & dependents consistent with need and eligibility to include: rent/mortgage, utility, transportation, childcare, and funeral assistance. Rent/Mortgage will provided to 96 clients up to \$1500 (or less) per month totaling \$144,000. This service will pay up to \$1,500 up to 6 months of rent/mortgage, deposit, application fees, & security deposit. Utility will be provided to 43 clients at a maximum of \$600 for a sum of \$25,800 to include: deposits, fees, water, sewage/waste, electricity, natural/propane gas, cell phone, & arrears up to \$600. Phone is provided to clients to seek employment & make medical appointments. Childcare at a daycare facility or in-home care will be provided to 9 beneficiaries up to \$1,000. Transportation will be provided to 87 clients up to \$50 for a tank of gas. Transportation will be provided by filling the client's tank with gasoline. The CW follows the client to a gas station and the County procurement card is used to purchase gas. The CW has the client sign the gas receipt. Cost of transportation is $\$50 \times 87 = \$4,350$. Funeral assistance for 5 clients (up to \$5000) to assist in burial/cremation. Services to include: use of Funeral director, casket, transport of body, body prep services, flowers on casket, body viewing service, opening & closing of grave, burial or cremation). All services provided through this grant will be paid directly to the vendor.

Where will clients receive services: List addresses of all your agencies offices and where your personnel are located. (Maximum allowable characters = 1500)

Services are located at two sites, West End Location at 4520 Reading Road Ste. A-900, Rosenberg, TX 77471, and at the East End Locations at 302 Texas Parkway, Ste. 235, Missouri City, TX 77459

Can beneficiaries apply for services or make an appointment on-line and/or over the phone.

Yes

If yes, provide website link and phone numbers for beneficiaries' to contact? (Maximum allowable characters = 1500)





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During the pandemic, the vast majority of client services have been over the phone. It is anticipated that this will continue indefinitely for the convenience of our clients. FBCSS has been working on a portal and within the next few months, will "go live" with a web portal that will allow clients to request services, upload documents, schedule appointments, and check the status of their cases.

Phone Number: 281-342-7300

website: <https://www.fbchhs.org/social-services>

Indicate the hours of operation for your agency to provide services to beneficiaries. Include days and time. (Maximum allowable characters = 1500)

Monday through Friday 8:00 am to 5:00 pm

Describe the process of how beneficiaries will be provided with project services. Include how the beneficiary requests services. (Maximum allowable characters = 1500)

Beneficiaries will access services by scheduling an appointment at one of the two locations listed above. A beneficiary can receive an appointment on the same day or within a 24-48 hour period. The beneficiary is interviewed and assessed by the caseworker. During this process he/she must provide eligibility documents and if all documents are not provided at the time of the initial interview, he/she will be given three days in which to return all required documents. Once all documents have been submitted, the caseworker will assess the case for eligibility and will inform the client he/she qualifies. The caseworker will submit a service request to supervisor for final approval, and then sent to the Auditor's Office for payment to the vendor (landlord, mortgage company, utility company, childcare, funeral home, use of purchasing card).

How long, once eligibility is determined, will it take for requested services to be provided. (Maximum allowable characters = 1500)

Once approved, payments/pledges are processed the same day. Processing the actual payment through the Fort Bend County Auditor's office may take up to four weeks for payments to be entered.

*** For applications that provide mental health services only**

Which mental health disorders and concerns that will be addressed by licensed mental health professionals (LMHP).

N/A

If Other Mental Health Concerns Related to Veterans, Dependents, and Surviving Spouses please describe below. (Maximum allowable characters = 250)

na

Which individual, manualized trauma-focused EBP modalities does your organization use? (Maximum allowable characters = 1500)

na

List all EBP certifications held by the organization staff that will be utilized for the scope of this grant. Type "N/A" if no mental health services are provided. (Maximum allowable characters = 1500)

na

Project Principal Participants





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Title	Name of Principal Participant	Veteran	Years	Résumé Attached	Roles, Responsibilities, and Qualifications
Secondary	Cesar Cedillo	true	2	true	Cesar Cedillo is the current caseworker for Operation Fort Bend Heroes. He is responsible for assessing the veterans' overall needs and assisting them in utilizing FBCSS' existing re-sources. He provides case management services to the veteran when additional services are needed. Mr. Cedillo works in collaboration with various partnering agencies in Fort Bend County and Harris County.
Signing	KP George	false	19	true	KP George is empowered by the Constitution as the County's Chief Executive Office. Residing office of the Commissioners Court including publishing meeting notices, & prohibiting illegal closed meetings. Administrative duties relate to carrying out the court orders passed by the Commissioners Court, signing all contracts and overseeing all non-elected department heads.
Secondary	Ed Sturdivant	false	24	true	Ed Sturdivant will be responsible for payment of bills and to detect any deficient controls, duplicated effort, extravagance, fraud and noncompliance with laws, regulations, and management policies. Mr. Sturdivant has held the position of County Auditor or the past 19 years.
Primary	Najat Elsayed	false	13	true	Najat Elsayed is the Division Manager for FBC Social Services. She is responsible for the overall implementation of Social Services projects to include: staff training, budget, implementation, policy, procedures, and program evaluation.
Primary	Laeticia Pena	false	8	true	Laeticia Pena is the Grants & Quality Control Coordinator. She is responsible for maintaining logbooks, all grant reporting, and ensuring the policies and procedures are being implemented within the department.

Goals and Outcomes

Grant Project Goals and Outcomes

What goals have you developed for this project? (Maximum allowable characters = 1500)

FBC Social Services has developed a more detailed client satisfaction survey to be administered immediately after services, at three months and six months to help determine needs/additional resources. This would include incorporating TVC's "suggested survey questions." Responses from client satisfaction survey will be used to shape existing and future programs to ensure that the program is providing what the veterans actually need. FBCSS will continue to monitor past clients on an informal basis to check progress and any additional needs.





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With community opening up and more activities taking place, "in person", the case manager plans to implement/attend 10 outreach and networking events. This includes: quarterly United Way Fort Bend Veterans meetings, United Way Connect monthly network meetings, All Xena's Horses, Disabled American Veterans, civic groups, veteran service providers, local health clinics and fairs. The caseworker will also work with the communications director to increase the amount of publicity for the TVC program.

Specifically, 96 clients will receive rent/mortgage assistance, 43 clients will receive utility assistance, 10 evictions/foreclosures will be prevented, and 10 service disruptions will be prevented, and 5 will receive funeral assistance.

Describe how your project will assist veterans and their families remain integrated with their communities, gain employment and financial independence, secure housing, and enable an improved quality of life. (Maximum allowable characters = 1500)

TVC assistance program allows clients relief from financial burden and stress of daily living expenses, allowing clients to focus more on seeking employment, establishing financial independence, and other aspects of their lives. The program also directly connects the veterans with local resources such as job placement, fiscal stability, money management, and mental & physical health.

How will your organization measure project success for services provided to each client?(Maximum allowable characters = 1500)

Based on project goals, success will be measured based on the number of services provided in all areas of financial assistance.

Specifically, 96 clients will receive rent/mortgage assistance, 43 clients will receive utility assistance, 10 evictions/foreclosures will be prevented, 10 service disruptions will be prevented, and 5 clients will receive funeral assistance.

Goals and Outcomes

Title	Question	Target Outcomes	Description
Financial Assistance	How many beneficiaries will receive support to improve their functional capabilities?	0	
Financial Assistance	How many beneficiaries will receive assistance with funeral services?	5	
Financial Assistance	How many bus passes will be distributed?	0	
Financial Assistance	How many beneficiaries will receive rent/mortgage assistance?	72	
Financial Assistance	How many beneficiaries will receive utilities assistance?	73	
Financial Assistance	How many beneficiaries will receive transportation assistance?	88	
Financial Assistance	How many beneficiaries will receive drop in child/adult care services?	8	
Financial Assistance	How many beneficiaries will receive food pantry services?	0	





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Financial Assistance	How many beneficiaries will receive restorative dental care?	0	
Financial Assistance	How many beneficiaries will receive referrals to other organizations that provide FVA-funded services?	100	
Financial Assistance	How many organizations that provide services to veterans and their families are in your referral network?	12	

Performance Tracking

What type(s) of data collection tools will your organization use to document Beneficiaries receiving services that will ensure performance tracking/reporting toward achieving project goals? (Maximum allowable characters = 1500)

FBC Social Services currently uses the software Caseworthy as the data collection tool. This software collected basic demographic information, along with assessment questions. A client satisfaction questionnaire will be administered after services are provided. A follow-up questionnaire will be administered at three and six months of receiving services. Follow-up will be conducted either face to face or by phone. Beneficiaries will be encouraged to contact caseworker upon change of address or change of phone number.

How will your organization ensure that the beneficiaries served and reported quarterly to FVA are unduplicated? (Maximum allowable characters = 1500)

Currently, FBCSS utilizes Caseworthy (computer database software system) for data collection and tracking of services. The program has the capacity of tracking duplication of clients by date of birth, social security number, address, etc. Since all clients are asked 'Have you served in the military?', the software has the capability of generating a report of those clients who responded "yes." Prior to assessing a beneficiary the case worker will look up a beneficiary to verify the client had not been assisted. If the client had not been assisted the caseworker will continue with the assessments and eligibility process. If the client had been assisted before, he will be provided with referrals to other agencies and/or the client could be assisted with other funding sources providing by FBCSS.

What other key performance indicators will you track/measure to evaluate goal accomplishment (not included in the prescribed list above)? (Maximum allowable characters = 1500)

When logging all expenditures in the Social Services logbooks, all clients will be checked for duplication before case is processed for payment. Also, the caseworker performing case management services throughout the year will be able to identify and have on record what services the client has been assisted with throughout the year in helping the client become self-sufficient and to improve their long-term quality of life.

Outcome Tracking

Will your organization apply beneficiary surveys to measure customer satisfaction?

Yes

Describe how the organization will determine if the anticipated outcomes(grant project goals) above are met. (Maximum characters = 1500)

Based on project goals, success will be measured based on the number of services provided in all areas of financial assistance.

Specifically, 96 clients will receive rent/mortgage assistance, 43 clients will receive utility assistance, 10





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evictions/foreclosures will be prevented, 10 service disruptions will be prevented, and 5 will be assisted with funeral assistance. Success will also be measured through the use of an updated client satisfaction survey.

Will your organization follow up with beneficiaries after services are provided (within 30-180 days) to measure service outcomes?

Yes

Other Grants and Contracts

TVC Contracts

Contract Amount	Contract #	Begin Date	End Date	Services provided under contract
Total				

TVC Contracts Narrative

For only TVC contracts (non-FVA grants) that are listed in the above table provide a brief description of the contract. (Maximum allowable characters = 1500)

na

Other Grants

Contract Amount	Grantor	Grant/Contract #	Begin Date	End Date	Audit Performed
\$130,838.41	Office of Governor Criminal Justice Division	3024005	10/1/2021	9/30/2022	false
Total \$130,838.41					

Partnerships

Name of Partner Organization	Address	Telephone	Website
Fort Bend County Veterans Services Office	4520 Reading Rd. Ste. A-300, Rosenberg, TX 77471	281-238-3587	 www.fortbendcountytexas.gov
Access Health	400 Austin St., Richmond, TX 77469	281-342-4580	 www.myaccesshealth.org
Veteran of Foreign Wars (VFW)	1903 1st St., Rosenberg, TX 77471	281-232-3011	 www.vfw.org





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Fort Bend Veterans Court	County Court at Law 3, 1422 Eugene Heiman Circle, Richmond, TX 77469	281-341-4429	 www.fortbendcountytx.gov
Disabled American Veterans	4520 TX-36, Rosen-berg, TX 77471	281-232-9224	 www.legion.org
All Xena's Horses, LLC	3942 Beasley West End Rd., Beasley, TX 77417	832-535-5532	 www.allxenahorses.com
Career Recovery Services	12300 Parc Crest, Stafford, TX	281-207-2535	 www.careerandrecovery.org
Katy Christian Ministries	5011 E 5th St., Katy, TX 77493	281-391-9623	 www.ktcm.org
East Fort Bend Human Needs	425 Stafford Run Rd., Stafford, TX 77477	281-261-1006	 www.humanneeds.org
Second Mile Mission	1135 US-90 ALT, Missouri City, TX 77489	281-261-9199	 www.secondmile.org

Other Project Details

Need Identified

How many veterans/dependents/surviving spouses live in your service area? (Maximum allowable characters = 250)

According to the 2020 US Census, Fort Bend County has 27,129 veterans in the area with a total population of 822,779.

What is the community need in regard to veteran services? (Maximum allowable characters = 1500)

According to a needs assessment conducted by The George Foundation, in 2011 in Fort Bend County, using focus groups, interviews and randomized telephone surveys, respondents identified food and housing as the most critical needs in Fort Bend County in the area of human services. Furthermore, participants listed affordable housing, homeless shelters, food assistance, and basic needs as not being met by current services in the region. When comparing FBCSS fiscal year 2014 to fiscal year 2015, it was noted that there was a 24% increase in the number of families/individuals living at or below 100% poverty level. When comparing FBCSS fiscal year 2016 to fiscal year 2017, there was a 28% increase in the number of families/individuals living at or below 100% poverty level. In fiscal year 2017, (October 2016 through September 2017) 3,974 individuals





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requested rent/mortgage, utility, and food assistance. In the same year, 2,233 actually received assistance with one of the three services from Fort Bend County Social Services (FBCSS). Over the last 4 years, 470 veterans requested one time or repeated assistance, totaling 856 requests or assistance from FBCSS. Of this same populations, 47% reported an income of less than 30% of the area median income (less than \$21,091.80 a year), 63% reported an income of less than 50% of the area median income (less than \$35,153.00) and 73% reported an income of less than 80% of the area median income (less than \$56,244.80).

[How were community need\(s\) or gap\(s\) in service identified? Describe the methods used to identify the need in the service area. \(Maximum allowable characters = 1500\)](#)

FBCSS has tracked gaps in services by collaborating with other organizations and participating in various networking meetings such as the United Way Fort Bend Veterans Network. The network has identified a fragmented system and has identified that services specifically targeted to veterans are either non-existent or veterans must travel long distances to receive services. While providers in the Houston/Harris extend services to the veterans in Fort Bend County, services may only be provided one or two days out of the week, making it difficult for the veterans to receive services at the time he/she is in crisis. Veterans too often comment about the red tape and barriers faced at the Veterans Administration and the difficulty in navigating the system, as a result many will go without services. Many providers agree (Fort Bend Veterans Network) that there is a need to provide financial assistance to veterans, as a result FBCSS created the Fort Bend County Collaborative System (FBCCIS), where 12 non-profit organizations (to include the County) are connected electronically, utilizing the same computer software program. The system will allow for partners to easily identify and refer veterans quickly to FBCSS, in addition to having access to other services. It is anticipated that through this collaborative, Fort Bend County will be in a unique position to better document financial needs and other needs faced by veterans.

[How does the Proposed Project address the identified need in the service area? \(Maximum allowable characters = 1500\)](#)

For more than 30 years, FBCSS has provided financial assistance programs. In the last three years, it has gradually modified its approach to go beyond simply paying an individual or family's rent or electricity bill, but rather has taken a holistic approach and examined the root cause of the client's crisis. As a result, FBCSS has discovered clients are facing recurring issues such as water leaks, high kilowatt usage, no gas for transportation, no identification, eviction history, lack of medications, mental health issues, etc. and unfortunately are unable to get back on their feet. The Operation Fort Bend Heroes Project will address needs by first determining need and eligibility and following through with assistance. When needed, FBCSS may have to refer to outside agencies or to agencies with the collaborative. In the last three years, FBCSS has provided case management to assist the client and identify the root cause of the problem. Case Management services are provided for a minimum of six months. During this time, the caseworker develops a rapport with the client, creating a connection whereby the client feels comfortable asking questions and disclosing other need the client is facing. Operation Fort Bend Heroes Project is proposing to provide financial services along with case management services to ensure the beneficiary is assisted and prevent major crises from reoccurring.

Marketing and Outreach

[Does the organization have an outreach and/or marketing plan to ensure the organization is able to reach and provide services to the number of clients to be served as listed in the Beneficiaries section?](#)

Yes

[If yes, describe the outreach and/or marketing plan \(Maximum allowable characters = 1500\)](#)





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FBCSS' current marketing plan utilized a combination of strategies to include newprint, social media, networking with various businesses, churches, civic groups, veteran groups, social service organizations, junior colleges/universities, veteran service providers, clinics, Texas Workforce, All Xena's Horses LLC, VFW, Disabled American Veterans, participation in local health fairs, attends regular standing monthly networking meetings. Program staff attends United Way Connect monthly network meetings and the quarterly United Way Fort Bend Veterans Network meetings.

How often are marketing and outreach activities conducted per week or month? (Maximum allowable characters = 1500)

Program staff will also meet with veteran program partners 2-3 times per year to ensure that outreach is being performed and that services offered are being marketed to veterans. Veterans not affiliated with the aforementioned organizations will be targeted through social media, press released in local newspapers, newsletters, churches, businesses, civic groups, etc. FBCC works very closely with the Fort Bend County Veterans Services Office and they will play an integral role in referring beneficiaries to FBCSS. In addition, FBCSS has created brochures regarding available services and make them available to other agencies as well as "hand out" at any functions where veterans may congregate.

Main Organization Phone Number

(281) 342-7300

Communications Coordinator Name

Rita Obey

What is the organization phone number the beneficiary uses to request services?

(281) 342-7300

Communications Coordinator Email

rita.obey@fortbendcountytexas.gov

Communications Coordinator Phone Number

(281) 238-3592

Sustainability after the Grant

If the organization is awarded an FVA grant, would the Proposed Project continue after the grant period ends without additional FVA funding?

Yes

If yes, include what other funding will be available to your organization to assist the beneficiaries. (Maximum allowable characters = 1500)

The proposed project will continue, however, the number of veterans assisted would be reduced as well as the amount of funding per service, depending on the veteran's situation. FBCSS will utilize it's department's budget to assist in meeting the immediate needs of the veteran. A reduction in funds will not change the primary goal of the project which is to help veterans, surviving veteran spouses, and dependents, but it will have an impact on the number of veterans that can be assisted. Plans for maintaining the project include securing funding from state and federal funding sources, local foundations, corporate, and individual contributions.

If the organization has received FVA funding in the past for the Proposed Project, describe why it is applying for a grant again. (Maximum allowable characters = 1500)





Fund for Veterans' Assistance

Helping Veterans Start Here

FBCSS is applying for funding to continue Operation Fort Bend Heroes. Currently, there are no agencies in Fort Bend County that specifically target the unmet needs of veterans, their spouses, or surviving spouses. By continuing this project, Fort Bend County Social Services will be able to continue providing financial assistance to Fort Bend County veterans and their dependents.

Policies and Stability

Fiscal Management

What software does the organization use to record accounting transactions?

Lawson

Policies

Fiscal Management Accounting Policy	Y / N
A. Procurement	Yes
B. Vendor Payments	Yes
C. Payroll	Yes
D. Grants Administration	Yes
E. Cash Management	Yes
F. Travel	Yes
G. Capitalization and Equipment	Yes

Assessment

Fiscal Management Statement	T / F
A. There has been no staff turnover or reorganization in the past 6 months.	False
B. The organization uses a Chart of Accounts.	True
C. Time sheets are approved and signed by supervisory personnel.	True
D. An A-133 Single Audit has been performed in the past 2 years.	True
E. Travel receipts are submitted for travel reimbursement requests.	True

