



# Fund for Veterans' Assistance

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## Application- Fort Bend County

Application ID <b>AP-VMH-22-030</b>	Applicant Organization <b>Fort Bend County</b>	Status <b>Created</b>	Application Deadline <b>11/03/2021 5:00 PM</b>
Cloned Application ? <b>false</b>			

### Overview

#### Opportunity

Announcement ID <b>AN-VMH-22-001</b>	Grantor Organization <b>Texas Veterans Commission</b>	ApplicationDeadline <b>11/03/2021 5:00 PM</b>
Award Ceiling <b>\$500,000</b>	Award Floor <b>\$5,000</b>	Program Area (Do not change) <b>Veterans Mental Health (VMH)</b>

#### Application Overview

Application Title <b>Fort Bend County</b>	Proposed Project Service Category <b>Clinical Counseling</b>	Service-Sub Category <b>Clinical Counseling</b>
Is this proposed project a new FVA-funded project, an expansion of current FVA-funded services, or continuation of an existing FVA-funded project? <b>Expansion</b>	Financial Documents	Requested Amount <b>200000</b>
Proposed Project Start Date <b>07/01/2022</b>	Proposed Project End Date <b>06/30/2023</b>	Project Coordinator <b>Najat Elsayed</b>
Submitted On		

#### Applicant Organization

Organization Name: <b>Fort Bend County</b>	*EIN: <b>746001969</b>	DUNS: <b>081497075</b>
Address: <b>301 Jackson Street, Richmond Texas 77469, United States</b>	Applicant Type <b>County Governments</b>	Governing Body <b>County Commissioners' Court/County Judge</b>





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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 provided with services case management services and those mentioned above.

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

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

## Contacts





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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	10/16/2021 4:52 PM	Anna Gonzales	10/20/2021 4:11 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 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





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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	\$101,600.00
Fringe Benefits	\$55,500.00
Travel	\$12,450.00
Supplies	\$28,450.00
Client Services	\$0.00
Other Direct Costs	\$2,000.00
Total Direct Costs :	\$200,000
Indirect Costs	\$0.00
Grand Total (Direct + Indirect Cost):	\$200,000

## 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 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.





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Attachments				
Attachment Name	Type	Description	Last Modified	Owner

Notes			
Title	Description	Created Date	Created By

## 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. 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

60

Number of Dependents

20

Number of Surviving Spouses

20

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

100

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)

Fort Bend County Social Services (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 viewed by FBCSS agency. No paper documents are maintained. Electronic documents will 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 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)

For over 30 years, FBCSS has provided financial assistance programs. Over the last few years, it has gradually modified its approach to go beyond simply paying an individual or family's rent or utility bill, but rather take a holistic approach and examine what is the root cause of the client's crisis. As a result FBCSS has discovered clients' problems stem from deeper mental health issues that unable them to get back on their feet. FBCSS proposes the have a mental health therapist that will provide therapy treatment services to veterans and their beneficiaries. The therapist will work closely with the TVC caseworker to assist the client in determining a plan of action to ensure the beneficiary is assisted and prevent major crisis from reoccurring. A part time outreach specialist will be assisting with helping implement the program by doing outreach with outside organizations to help advertise the program. They will also act as a community health worker for the program. He/she will attend networking meetings as well. He/she will also work closely with the therapist and/or TVC caseworker to assist follow-up/follow thru with client's plan of action targeted to each individual.

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. 900-A, 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)

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

Phone Number: 281-342-7300





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Indicate the hours of operation for your agency to provide services to beneficiaries. Include days and time.

(Maximum allowable characters = 1500)

Monday-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 24-48 hour period. The beneficiary will be assessed by the Mental Health Therapist and a treatment plan will be given, if needed.

The therapist will refer client to TVC caseworker for case management services as well.

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

If treatment is needed, a treatment plan will be planned out by the therapist to begin treatment as soon as possible with the beneficiary.

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

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

Other Mental Health Concerns

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

The following mental health concerns will be addressed: Trauma and Stress, Anxiety, Mood, Substance Abuse, Adjustment disorders, Marriage/Family/Relationship Concerns, Grief and Loss and any other mental health concerns as they arise.

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

FBCSS proposed to have trained clinical professionals trained in EMDR, TF-CBT, CBT, DBT and ACT primarily but are open to being trained and utilizing different evidenced based modalities that may be helpful for the client. We will also utilize clinical curriculum and have a goal to provide treatment in both English and LOTE (languages other than English).

EMDR and TF-CBT and Fort Bend County Social Services will also utilize the UCLA PTSD index if needed as well as other assessments to help provide targeted treatment for the clients needs.

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)

FBCSS proposed that the EBP certifications held by the organization's staff that will be utilized for the scope of the grant are EMDR, DBT, CBT, ACT, TGCTA, (TF-CBT trained but certification in process)

### Project Principal Participants

Title	Name of Principal Participant	Veteran	Years	Résumé Attached	Roles, Responsibilities, and Qualifications





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Primary	Laetia Pena	false	8	true	Laetia Pena is the Grants & Quality Control Coordinator. she is responsible for maintaining logbooks, all grant reporting, and ensuring grant policies and procedures are being implemented within the department.
Signing	KP George	false	19	true	KP George is empowered by the Constitution as the County's Chief Executive Office. Residing office of the Commissioner's Court including publishing meeting notices, & prohibiting illegal closed meetings. Administrative duties relate to carrying out the court orders passed by the Commissioner's Court, signing all contracts and overseeing all non-elected department heads.
Secondary	Ed Sturdivant	false	24	true	responsible for payment of bills and to detect any deficient controls, duplicated effort, extravagance, fraud, or non-compliance with laws, regulations, and management policies. Mr. Sturdivant has held the position of County Auditor for the past 19 years
Primary	Najat Elsayed	false	13	true	Responsible for the overall implementation of the project to include: staff training, budget, implementation, policy and procedures and program evaluation.

## Goals and Outcomes

### Grant Project Goals and Outcomes

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

FBCSS 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.

The outreach specialist plans to implement/attend outreach and networking events. This included: quarterly United Way Fort Bend Veterans meetings, United Way Connect monthly network meetings, Disabled American Veterans, civic groups, veteran service providers, local health clinic and fairs. The outreach specialist will also work with the communications director to increase the amount of publicity for the TVC program.

[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. \(Maximum allowable characters = 1500\)](#)

The TVC mental health program proposed to assist beneficiaries with treatment from a holistic approach to allow them relief from mental stresses and burdens of daily living. With the proper treatment and assistance, the client can focus more on seeking employment, establishing financial independence, and other aspects of their lives. This program would also directly connect the beneficiary with local resources such as job placement, fiscal stability, money management, and mental & physical health.





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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 unduplicated veterans treated.

## Goals and Outcomes

Title	Question	Target Outcomes	Description
Clinical Counseling Services	How many beneficiaries will receive mental health / intervention related services?	60	FBCSS will work with the veteran, dependents, and surviving spouse and children(s) based on the need of the individual and or family by providing psychoeducation as well as process treatment groups, individual and family therapy options. Psycho social assessments will be provided in order to assist the highest level of care and treatment.
Clinical Counseling Services	What percent of beneficiaries who begin an evidenced-based treatment will continue to participate in treatment?	75	Although FBCSS proposes that all beneficiaries who begin treatment will continue to participate, we anticipate that at least 75% will continue to participate in treatment.
Clinical Counseling Services	How many beneficiaries will participate in alternative (non-clinical) therapies to supplement/enhance EBPs?	0	
Clinical Counseling Services	What alternative (non-clinical) therapies will supplement/enhance the EBPs provided to FVA grant beneficiaries?	0	

## 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)

FBCSS currently uses Caseworthy as the data collection tool. This software 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.





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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 the military?", the software has the capability of generating a report of those clients who responded "yes." Prior to assessing a beneficiary, the therapist will lookup the beneficiary to verify the client has not been assisted. If the client had not been assisted, the therapist will continue with the assessment/treatment process. In the event that the client has been assisted before, but is eligible, treatment will still be given, however, it will be noted in Caseworthy of the additional services given. Therefore, the client will not be counted as a duplicate for reporting process.

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

All intake case notes and assessments are logged into Caseworthy. The therapist performing services/treatment 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 unduplicated beneficiaries complete assessments and/or /treatment.

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










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## Other Grants

Contract Amount	Grantor	Grant/Contract #	Begin Date	End Date	Audit Performed
\$130,838.41	Office of the Governor Criminal Justice Division	3024005	10/1/2021	10/18/2021	false
\$119,848.00	Office of the Governor Criminal Justice Division	3024004	10/1/2020	9/30/2021	false
\$212,397.00	US Dept. of Homeland Security (Emergency Food & Shelter) Phase 37	782800006	2/1/2020	10/31/2021	false
\$227,817.00	US Dept. of Homeland Security (Emergency Food & Shelter) Phase 38	782800006	2/1/2020	10/31/2021	false
\$451,548.00	US Dept. of Homeland Security (Emergency Food & Shelter) Phase CARES	782800006	2/1/2020	10/31/2021	false
Total \$1,142,448.41					

## Partnerships





Name of Partner Organization	Address	Telephone	Website
FBC Veterans Services Office	4520 Reading Rd. Ste. A-300, Rosenberg, TX 77471	281-238-3587	 <a href="http://www.fortbendcountytexas.gov">www.fortbendcountytexas.gov</a>
Access Health	400 Austin St., Richmond, TX 77469	281-342-4580	 <a href="http://www.myaccesshealth.org">www.myaccesshealth.org</a>
Veteran of Foreign Wars (VFR)	1903 1st St., Rosenberg, TX 77471	281-232-3011	 <a href="http://www.vfw.org">www.vfw.org</a>
Fort Bend Veterans Court	County Court at Law 3, 1422 Eugene Heiman Circle, Richmond, TX 77469	281-341-4429	 <a href="http://www.fortbendcountytexas.gov">www.fortbendcountytexas.gov</a>
Disabled American Veterans	4520 TX-36, Rosenberg, TX 77471	281-232-9224	 <a href="http://www.legion.org">www.legion.org</a>
All Xena's Horses, LLC	3942 Beasley West End., Beasley, TX 77417	832-535-5532	





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			allxenahorses.com
Career Recovery Services	12300 Parc Crest, Stafford, TX 77477	281-204-2535	 www.careerand recovery.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 basic needs as not being met by current services in the region. In fiscal year 2017, (October 2016 through September 2017) 3,974 individuals requested assistance. Over the last 6 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 land than 80% of the area median income (less than 56,244.80). While providers in the Houston/Harris extend mental health 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

[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





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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 mental health and/or financial assistance to veterans, as a result FBCSS created the Fort Bend County Collaborative System (FBCSIS), 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 four 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 mental health and 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)**

FBCSS' current marketing plan utilized a combination of strategies to include newsprint, 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)**





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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. FBCSS 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 with assisting, 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 its 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, as well as outsourcing to assist client with the mental health treatment.

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)

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





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## 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

