The Texas Governor's Committee on People with Disabilities

Accessibility and Disability Policy Webinar Series

May 21, 2026

Unlocking Your Benefits: Community Partner Program

For more information: www.gov.texas.gov/disabilities - gcpd@gov.texas.gov - 512-463-5749

General Information

- Chat is disabled in Zoom Webinar Mode. Please use the Q&A tool if you have questions for our presenters. Questions will be answered near the end of the webinar.
- After the webinar, you will have the option to complete a survey for feedback. Zoom will also send an automated email if you wish to complete the survey later. This email will also include a link to our GCPD page to access the webinar recording and other materials.

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Community Partner Program (CPP)

Overview

Building Bridges: A Guide to the CPP

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Agenda

- Community Partner Program (CPP) Overview
- Who are Community Partners?
- Benefits of Partnership
- Partnership Requirements
- Enrollment Process Overview

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Objectives

- Understand how the Community Partner Program and community-based organizations are partnering to help families access cash, food, and healthcare programs.
  - *What is Partnership?*
  - *What are the Program and Certification requirements?*
  - *What is the Enrollment Process?*

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Community Partner Program (CPP)

What is the CPP?

- The **Community Partner Program (CPP)** is a statewide network of community-based organizations helping Texans apply for, renew and manage their HHSC benefits online.
- This partnership is facilitated through a Memorandum of Understanding (MOU) between HHSC and the organization.
- CPP trains and certifies Community Partners (CP) to provide application assistance and case management services using YourTexasBenefits.com.

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Accessing Your Texas Benefits

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Connecting People to Services

- ✓Provide computer access, client support, and application assistance at convenient and familiar locations.
- ✓Educate clients about managing their benefits in YourTexasBenefits.com, which teaches self-sufficiency and reduces the need to visit local benefits offices.
- ✓Strengthen local communities by building relationships between HHSC, community organizations, and clients.
- ✓Provide information resources and support.

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Who are Community Partners?

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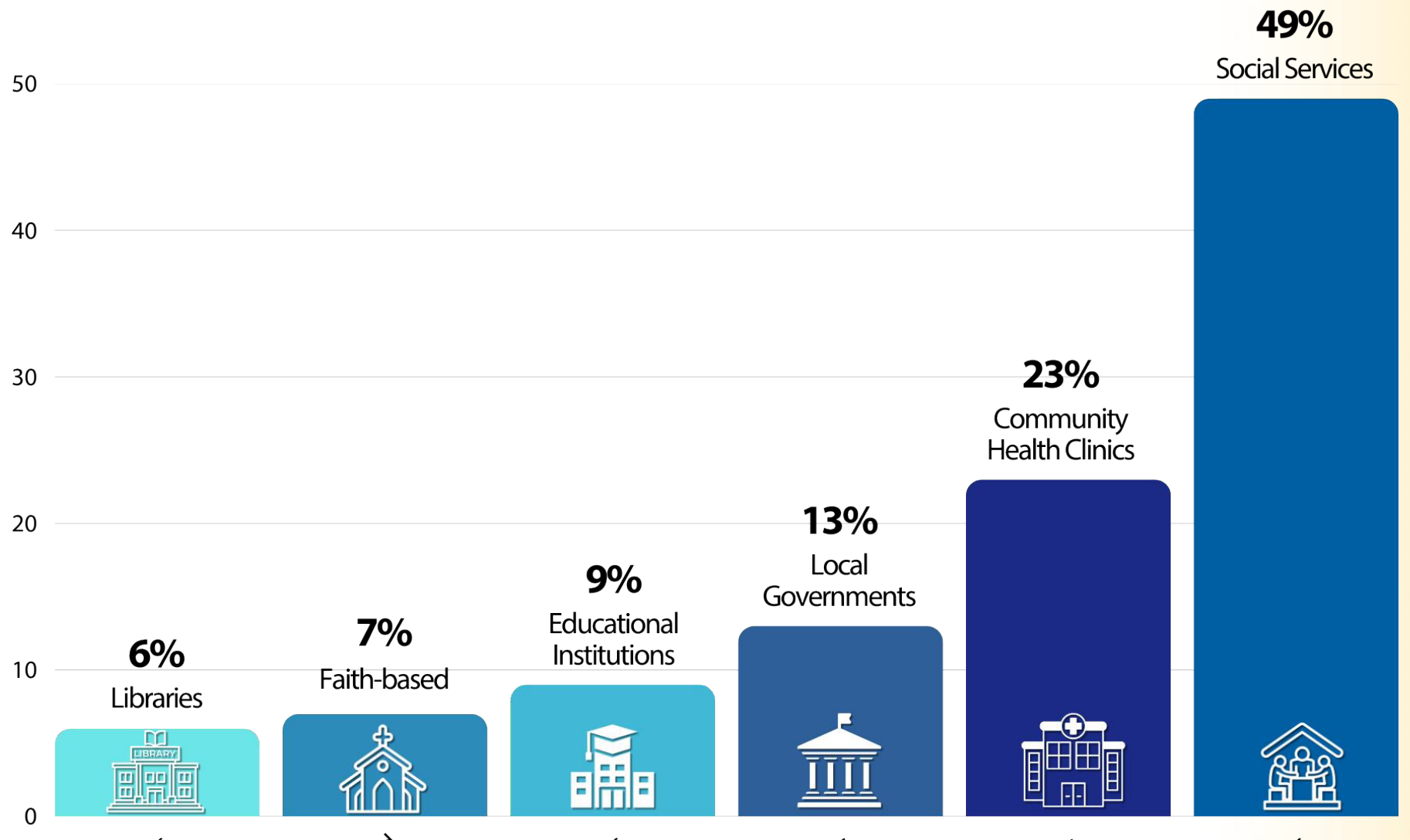

Benefits of Partnership

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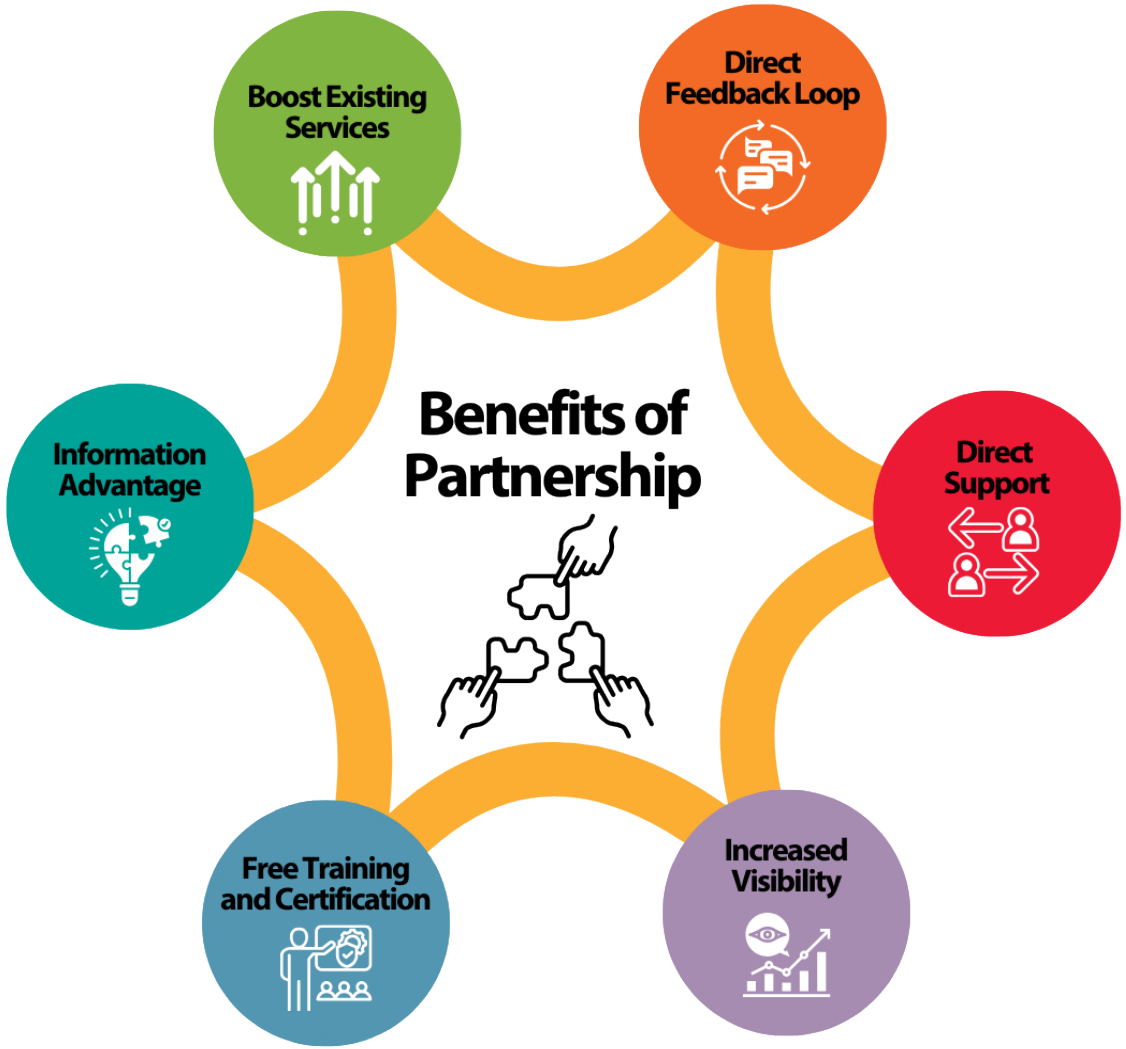

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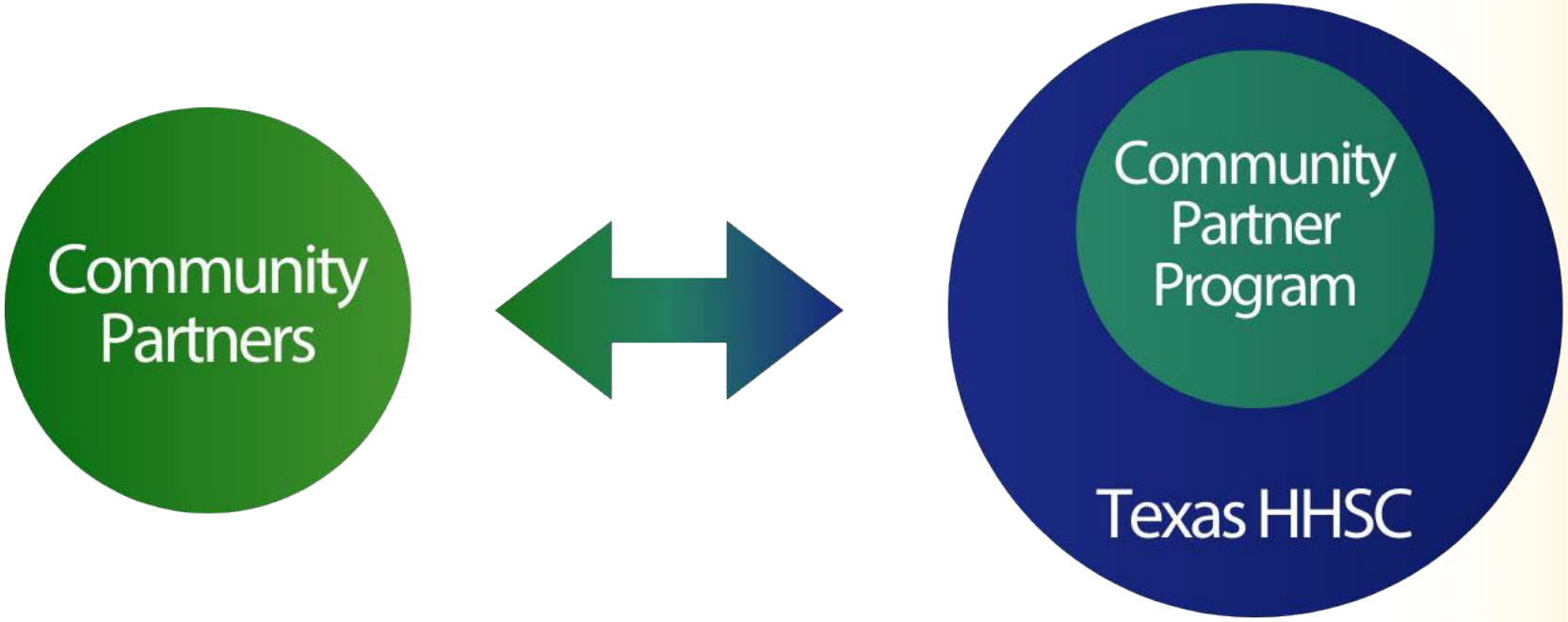

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Increased Visibility

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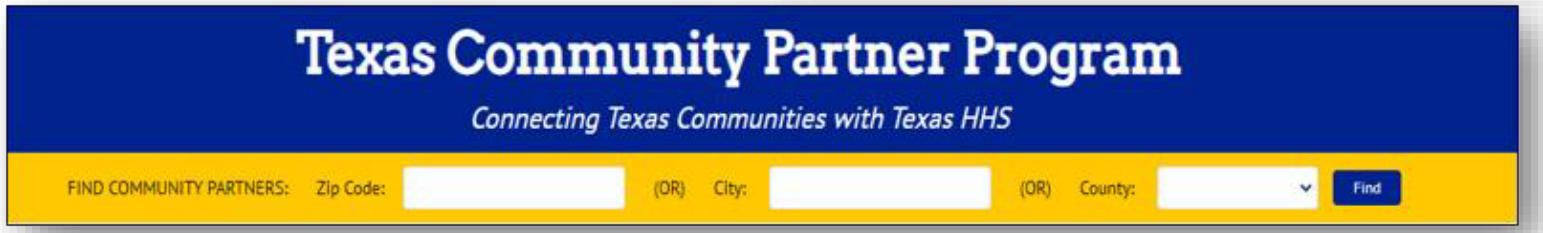
2-1-1 TEXAS
Connecting People and Services



Communication and Training

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- Newsletters
- Community Partner Forums
- Informational Materials
- Your Texas Benefits Training
- Notices & Updates
- Application Assistance & Case Navigator Training
- Webinars
- Continuing Education Units

Dedicated Partner Support

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Signature Authority

- **The Signature Authority** is the designated individual who has the authority to execute the Memorandum of Understanding (MOU) on their organization's behalf.

- The Signature Authority is not required to complete CPP training or certification.

Site Manager

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Site Managers (SM) act as liaisons between their organization and the CPP.

SMs implement the CPP model at their sites.

Navigator Management

- Add and Remove Navigators from associated sites.
- Monitor Navigators' training and certification.
- SMs can also serve as Your Texas Benefits Navigators.

Site Management

- Location Management.
- SMs can add new sites.
- Edit some details.

Partnership Levels

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Level One

Level 1 Community Partners offer a computer for public use to apply for and manage HHS benefits on YourTexasBenefits.com

Requirements:

- Computer/Internet
- Signature Authority
- Site Manager

Level Two

Level 2 Community Partners offer a computer for public use as well as trained staff and/or volunteers to assist people with filling out the application and managing their benefits.

Requirements:

- Computer/Internet
- Signature Authority
- Site Manager
- Site Navigator

Level Three

Level 3 Community Partners meet all the criteria of Levels 1-2, and have trained Case Assistance Navigators who provide a greater level of support to customers through access to the *Search Status* function on YourTexasBenefits.com

Requirements:

- Computer/Internet
- Signature Authority
- Site Manager
- Your Texas Benefits Case Assistance Navigator
- Access to YTB Account Management function

Assistance Navigators

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Level 2

Application Assistance Navigators

- Provide application assistance by helping clients complete a benefits application in YourTexasBenefits.com.
- Assist clients with uploading verification documents using YourTexasBenefits.com.
- Assist with understanding and managing HHSC benefits.

Level 3

Case Assistance Navigators

- Provide application assistance by helping clients complete a benefits application in YourTexasBenefits.com.
- Assist clients with uploading verification documents using YourTexasBenefits.com.
- Assist with understanding and managing HHSC benefits.
- Limited case inquiry through YourTexasBenefits.com

CPP Certification

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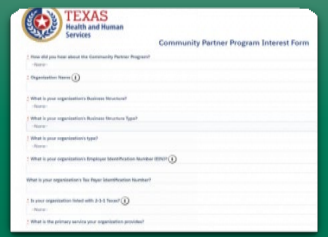
Certification requirements include:

- Agreeing to Security and Privacy Standards.
- Passing a criminal history background check.
- Attesting to legal employability in the United States.
- Completing required trainings and annual certifications.

Steps to Enrollment

Step 1: Visit www.TexasCommunityPartnerProgram.com



Step 2: Provide information about your organization.

Step 3: Enrollment Process Begins

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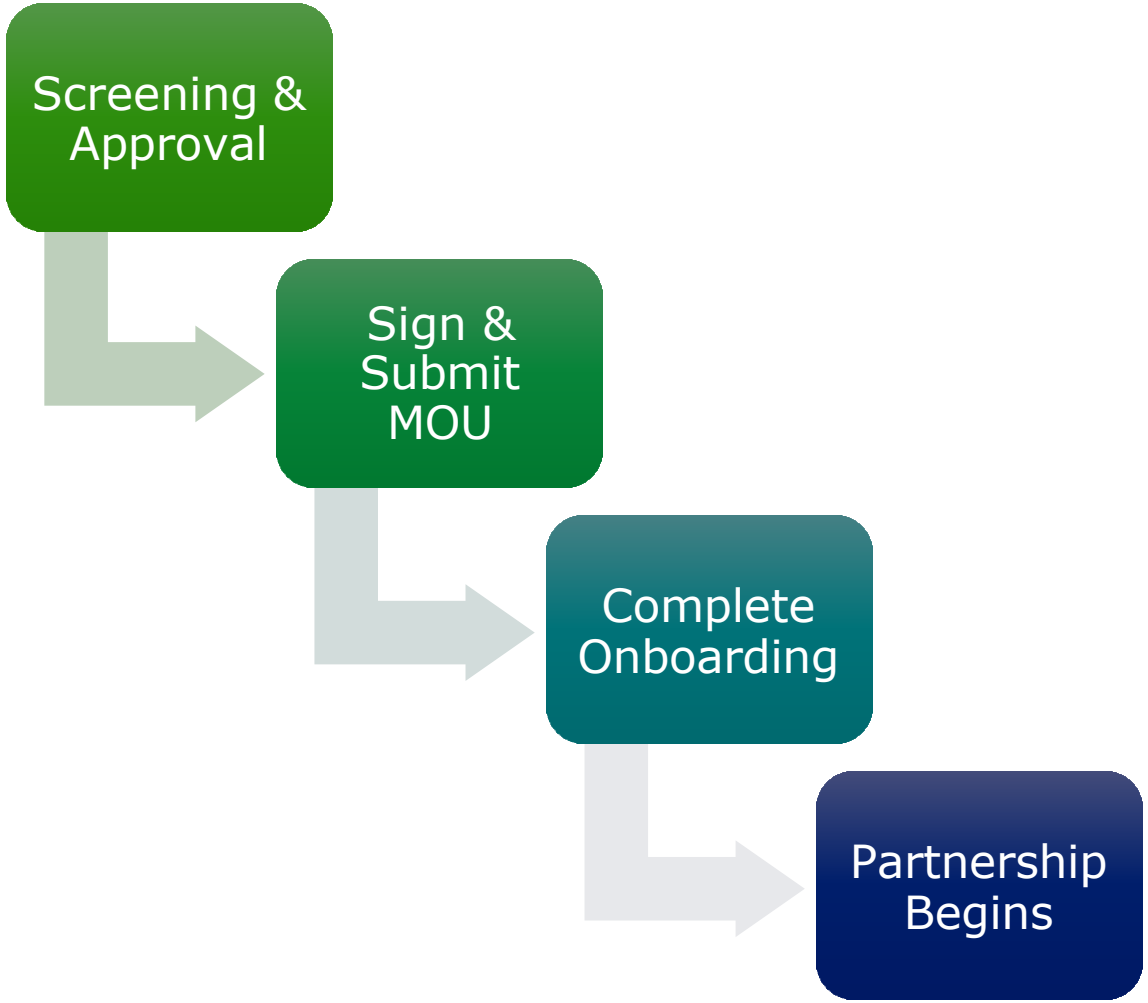
Steps to Enrollment (continued)



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Community Partner Support

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Once an organization has successfully enrolled, they will be assigned a Community Support Specialist (CSS).

The CSS will:

- Provide technical support
- Provide an overview of YourTexasBenefits.com.
- Provide information on HHSC benefits and finding local resources.
- Assist with ordering promotional materials.
- Assist with managing the organization’s CPP Account.
- Assist with annual certification requirements.
- MOU renewal support.

Direct Application Support (DAS): Expanding Access to Benefits

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DAS allows Community Partners to provide guided application support, helping individuals who face barriers in applying on their own. It allows them to apply for benefits without needing to navigate the system alone or travel to a benefits office.

2025 Program Foundations

87 Assistance sites across Texas

60 Partner organizations

80 trained navigators providing support

Especially helpful for people with disabilities, older adults, and individuals unable to visit an office.

Remote Assistance Options

How can I help a client that can't get to my office apply for benefits?

- Direct Application Support - YourTexasBenefits.com
- Telephonic Applications & Renewals – CPP Application and Renewal Phone Number
- Telephonic Application & Renewals – 2-1-1 Option 2

CPP Application & Renewal Phone Number

Community Partners (CPs) have access to a designated phone number to help clients get assistance with applications and renewals by phone.

How it works:

- A client, either in person or over the phone, requests CP assistance with an application or renewal.
  - If the client is on the phone, the CP will need to initiate a 3-way call to reach the Designated CP phone line
- When calling, CPs will be prompted to enter their assigned Community Partner Identification Number (CPID).
- Once the CPID is validated, CPs will be transferred as **high-priority** callers to a 2-1-1 agent who will help with an application or renewal.

Questions?

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Texas Community Partner Program (TCPP)

Website
Live Demonstration

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Thank you!

cpp@hhs.texas.gov