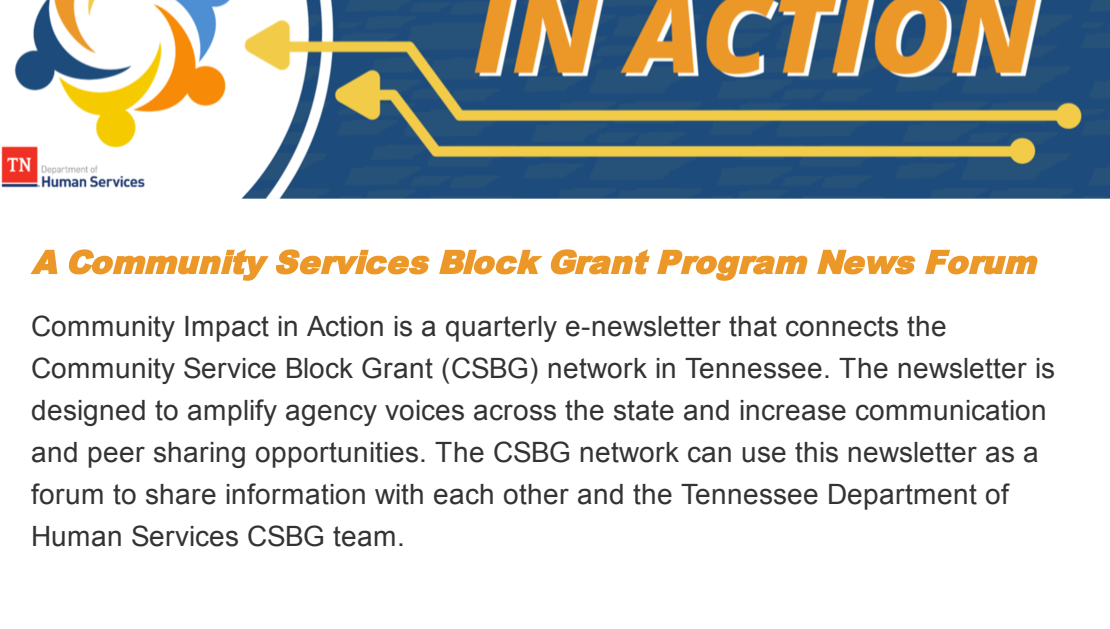


# CSBG Newsletter



## A Community Services Block Grant Program News Forum

Community Impact in Action is a quarterly e-newsletter that connects the Community Service Block Grant (CSBG) network in Tennessee. The newsletter is designed to amplify agency voices across the state and increase communication and peer sharing opportunities. The CSBG network can use this newsletter as a forum to share information with each other and the Tennessee Department of Human Services CSBG team.

### Content in This Newsletter:

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#### The Best Play Book

- Upper Cumberland HRA's Ticketing System Ensures Efficient, Effective Operations
- Knoxville-Knox County CAC Transit and Workforce Connections Collaborate to Connect Employees and Employers

#### Team Highlights

- Delta Human Resource Agency

#### Policy Updates

- Updated Policy Manual in Progress

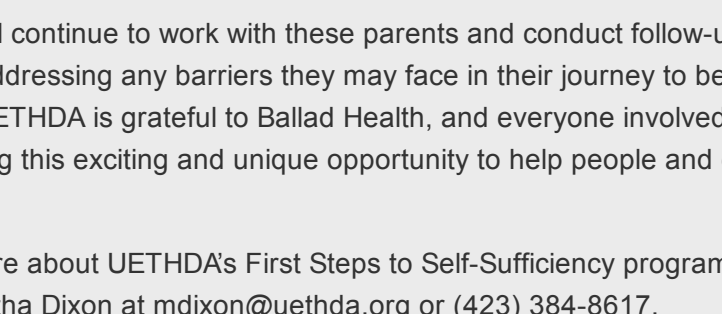
#### Ask the Community

#### Happenings in Tennessee

- [May is Community Action Month!](#)

## Agency Wins

This column spotlights innovative programs, services, achievements, community awards, and accomplishments from agencies across the state. Agencies are invited to submit content that highlights new or existing program victories and operational developments with positive outcomes.



### Upper East Tennessee Human Development Agency Partners with Ballad Health to Launch New Approach to Self Sufficiency

The Upper East Tennessee Human Development Agency (UETHDA) Community Services and Head Start programs have joined with Ballad Health to implement a new and unique two-generation approach to fighting poverty—the First Steps to Self-Sufficiency and Kindergarten Readiness class. Taking place in two-hour sessions over the course of four weeks, the class is designed to assist parents in starting their journey to self-sufficiency by connecting them to resources through agency partnerships. Through this collaborative effort, UETHDA is working to create a regional culture where organizations join resources to support educational, economic, and health outcomes for a collective impact.

The first hour of each session utilizes Community Services and consists of speakers from external organizations that present on topics such as income management, educational development, employment opportunities job skills, and kindergarten readiness. The second hour of each session is devoted to parenting techniques and teaches mental health strategies parents can use in their everyday life.

As a result of this class, UETHDA has seen parents grow and make life-changing decisions, including:

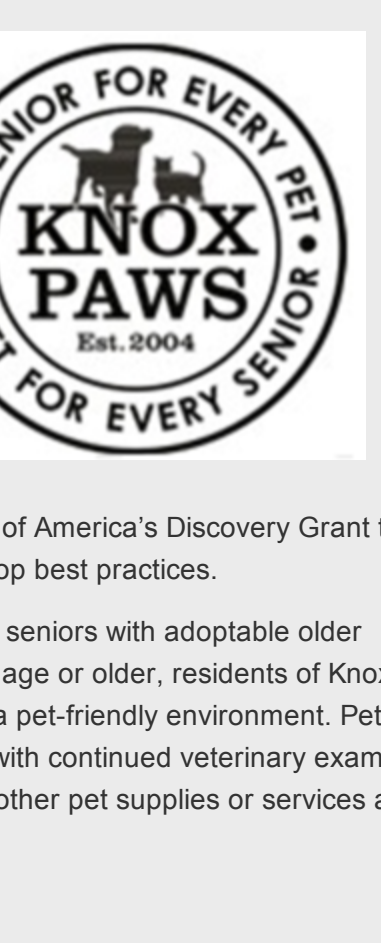
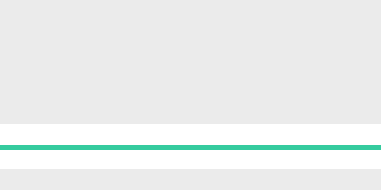
- Enrollment in and/or exploration of educational opportunities
- Exploration and enhancement of job skills and training opportunities
- Socially and emotionally preparing parents and children for entering kindergarten
- Meeting mental health needs through participation in individual and family counseling
- Improved financial literacy skills

UETHDA will continue to work with these parents and conduct follow-ups to assist them with addressing any barriers they may face in their journey to becoming self-sufficient. UETHDA is grateful to Ballad Health, and everyone involved in implementing this exciting and unique opportunity to help people and change lives.

To learn more about UETHDA's First Steps to Self-Sufficiency program, you may contact Martha Dixon at [mdixon@uethda.org](mailto:mdixon@uethda.org) or (423) 384-8617.

### Upper Cumberland HRA Employee Conducts Life-Saving Technique on Volunteer

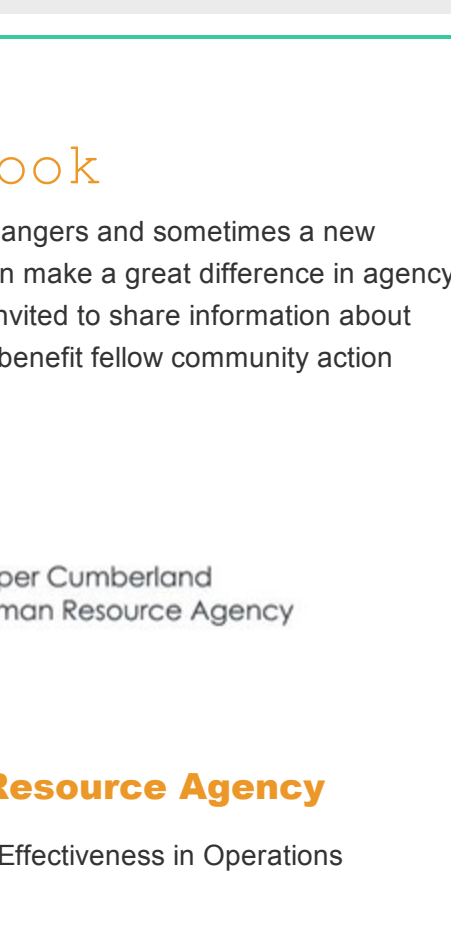
Did you know that the Upper Cumberland Human Resource Agency (UCHRA) employs a HERO? On March 11, Adam Knapp—an employee with the UCHRA Commodities Program—successfully performed the Heimlich on a volunteer who was choking during a commodities distribution event in Crossville. The volunteer began using the universal signal that he was choking and Adam jumped into action. UCHRA Community Services Director LaNelle Godsey applauds Adam, stating "I am very happy that Adam knew the lifesaving technique of the Heimlich. Without his quick thinking, we could have had a different outcome."



Way to go Adam!

### Knoxville-Knox County CAC Receives Grant to Provide Veterinary Care

Knoxville-Knox County Community Action Commission (CAC) received \$8,000 for the Knox PAWS (Placing Animals With Seniors) program from Meals on Wheels of America's Trailblazer grant, which is supported by PetSmart Charities, to provide veterinary care. Knox PAWS will also be serving as a mentor through the Meals on Wheels of America's Discovery Grant to assist other new and upcoming programs to develop best practices.



The Knox PAWS program matches income-eligible seniors with adoptable older pets. Knox PAWS participants must be 60 years of age or older, residents of Knox County, income-eligible, and live independently in a pet-friendly environment. Pets adopted by Knox PAWS participants are provided with continued veterinary exams, vaccinations, heartworm and flea prevention, and other pet supplies or services as needed.

#### Learn More About this Agency Win

To learn more about the Knox PAWS program, you can visit the website at <https://www.knoxseniors.org/news/>. You can also contact Monica Brown at [Monica.Brown@knoxseniors.org](mailto:Monica.Brown@knoxseniors.org) or (865) 524-2786.

#### How to Share Your Agency's Win

Has your agency broken new ground, increased services, achieved a milestone, or created an innovative experience? If there's an activity or agency accomplishment you're proud of, we want to hear from you. Your story can inspire others.

[Click Here to Share Your Agency's Win](#)

## The Best Play Book

Both small and large plays can be game-changers and sometimes a new resource, tool, or administrative practice can make a difference in agency effectiveness and efficiency. Agencies are invited to share information about resources or best practices that could also benefit fellow community action agencies across the state.



### Upper Cumberland Human Resource Agency

**Best Practice:** Increased Efficiency and Effectiveness in Operations

**Focus:** Operations

**Implementation:** 2020-21

In order to meet the needs of client-facing staff who are focused on providing resources to those in need in the community, Upper Cumberland Human Resource Agency (UCHRA) has implemented a support ticketing system that ensures essential agency functions, including information technology (IT), marketing and communications, human resources, and maintenance are running efficiently and effectively.

The cloud-based support ticketing system allows users to submit work requests for several staff support functions via a website portal and see the progress of these requests. Support staff use the ticketing system to keep track of requests from multiple employees, eliminating concerns of having to track requests from multiple sources, including email, phone calls, and even hallway encounters. Support staff can monitor the ticketing system via the web portal, email, or a smartphone app in order to prioritize and assign tickets to the appropriate staff and monitor completion times. Additionally, tickets that have multiple steps incorporate a checklist so support staff can make sure all items are completed.

UCHRA has implemented the following categories in the support ticketing system to date:

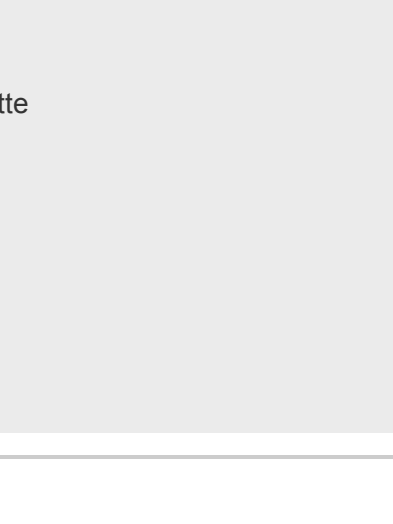
- Information Technology – Password problems, PC/IT purchase requests, phone, printer issues, internet issues, software questions, PC won't start
- Marketing and Communications – Event planning, material modification, new material, press release, social media, website
- Building Maintenance – Electrical, plumbing, heating/cooling, general repairs, cleaning
- Human Resources – New hire, termination, recruitment, status change

As an example of the ticketing system's capabilities, when a new hire workflow has been initiated, Human Resources receives a ticket after a new employee's start date has been determined. That ticket generates a checklist of items that need to be completed. Concurrently, as Human Resources receives and collects information about the new staff person, workflows automatically create tickets to other support staff. IT will receive a New Hire ticket for email, phone, and computer setup; marketing will receive a ticket to set up business cards, announcements, and web modifications; office managers receive a ticket regarding office space, and finance receives a ticket with financial documents to be entered.

The support ticketing system also incorporates a knowledge base system that employees can search for a quick resolution to common problems, such as setting up call forwarding. Support staff can set up internal knowledge base articles that help resolve future occurrences of specific problems. It also includes other features such as forums, chat, canned responses, custom fields, smart rules, and service level agreement (SLA) tracking.

For more information about UCHRA's support ticketing system, contact LaNelle Godsey at [lgodsey@uchra.org](mailto:lgodsey@uchra.org).

### Knoxville-Knox County CAC and Workforce Connections



**Best Practice:** Collaboration with

Workforce Connections to Connect Employees and Employers

**Focus:** Service Delivery Partnership

**Implementation:** 2020

Recognition of the high-demand need for employment-related transportation led Knoxville-Knox County Community Action Commission (CAC) to expand services and create Connect 3E – Connecting Employees to Employers and the Economy.

The past two years have seen 231 individual riders take 8,301 one-way trips to work. At an average hourly wage of \$14.00/hour, the over 8,000 trips to employers resulted in \$920,000 in wages. These wages have done much more than help our participants meet their basic needs. Employers often hear the stories of the impact of a paycheck on the lives of their new employees.

Connect 3E connects people throughout Knox County and surrounding counties. The program launched in the Spring of 2020 with an anonymous contribution of \$5,000, an employer ready to hire our participants, and the transportation expertise of Knoxville-Knox County CAC's Transit Department. The initial employer—Lifetime Products—is located about 30 minutes outside of Knoxville and is not accessible by public transportation, making them an ideal candidate for Connect 3E.

As a result, Connect 3E Workforce Connections leveraged \$25,000 from the Local Workforce Development Board to employ a Business Services Coordinator who will recruit additional employers and work alongside Transit to see that the program continues to effectively address the need for employment-related transportation. The results of the program show that Knoxville-Knox County CAC's mission of *Helping People and Changing Lives* extends to connecting employees in need of transportation to employers in need of their skills and expertise.

For more information about Knoxville-Knox County CAC's Connect 3E program, contact Ray Abbas at [rayabbas@cacwfc.org](mailto:rayabbas@cacwfc.org) or (865) 544-5200 ext. 1204.

#### Tell Us About Your Best Plays

We want to know what the best practices are for your agency's service delivery/administration or if there is advice you'd like to share with others as they work to serve communities in our state.

[Click Here to Share Your Best Play](#)

## Team Highlights

Each quarter, *Community Impact in Action* celebrates agency programs and impact by sharing agency profiles. Featured agencies are contacted in advance and invited to share information to be used in the "Team Highlights" during the months leading up to their feature.

### Delta Human Resource Agency



Chartered on December 18, 1989, and created as a not-for-profit on January 18, 1990, Delta Human Resource Agency's (HRA) goals center on promoting the development and delivery of effective and efficient human services in the Delta District.

As the smallest of the nine HRAs in Tennessee, the agency serves Tipton, Lauderdale, and Fayette counties and delivers a Rural Public Transportation Program in rural Shelby County.

#### The Numbers Tell the Story

The HRA meets the needs of thousands of clients each year. Its Rural Public Transportation Program serves approximately 1,392 clients annually, providing 25,486 completed trips to general public clients, contracted clients, dialysis clients, and non-ambulatory clients across their service area. The agency's Commodities program is essential to the community, distributing approximately 198,256 units of food to 3,764 clients a year. In addition to transportation and commodities delivery, agency services include CSBG, LIHEAP, and Emergency Food and Shelter programs.

To keep stakeholders informed about its work through, Delta HRA hosts an annual community meeting and local events to educate the public about agency programs and services. The 2022 annual community meeting will be held on May 7, 2022 at an outdoor venue and will include participation from local agency partners.

#### Delta Human Resource Agency Quick Facts

Founded: 1989  
Counties Served: Tipton, Lauderdale, and Fayette  
Number of Employees: 11-50  
Number of Volunteers: 11-50  
Website: <https://www.deltahra.org>

## Policy Updates You Should Know About

### Policy and Procedure Manual Update in Progress

As you know, TDHS CSBG is currently working on a comprehensive review of the CSBG Policy and Procedure Manual. The CSBG Task Force has been provided a draft of the updated manual, along with an executive summary of the changes, which include:

- Removal of repetitive language
- Updated source references and links
- Reordered and condensed content
- Added words or phrasing to clarify content
- Insertion of contract requirements related to regularly used deliverables and processes.

All agencies can expect to receive a copy of the draft in mid-May for review. All agencies will have until June 15, 2022 to submit feedback on the draft. It is our goal to have the final updates distributed by August 15, with an effective date of October 1, so that agencies will have the opportunity to make any necessary program changes by the start of the FY23 program year.

## Ask the Community

*Community Impact in Action* is meant to not only provide answers from the TDHS CSBG office but also act as a "crowd-sourcing" forum. This column is an opportunity for agencies to pose questions to both the CSBG team and other agencies. Agency staff members are encouraged to both ask questions and respond directly to questions from other agencies in the "Ask the Community" column.



### Ask the Community a Question

Have a question for the TDHS CSBG team, want to know how other CSBG members are handling a problem, or are curious about a particular topic?

**Questions will be included in a future newsletter with contact information for answering questions.**

[Click Here to Ask the CSBG Community](#)

## Happenings in Tennessee

**Event:** Community Action Month is Music to My Ears

**Type:** Radisson Hotel Nashville Airport\*

**Date:** May 23, 2022

**Time:** TBA

In honor of Community Action Month, the Tennessee Association of Community Action (TACA), in collaboration with TDHS CSBG, is planning an in-person celebration of our community action network! Be on the lookout for more details coming soon.

\*A virtual option may be available for those who are unable to travel.

### Submit a Community Happening

In this column, TDHS shares information about important CSBG dates as well as future community events, fundraisers, and happenings hosted by partner agencies. Submitted events may also be included on the Tennessee Department of Human Services online calendar located at [tn.gov/humanservices/events.html](https://tn.gov/humanservices/events.html) and TDHS social media pages.

[Click Here to Submit an Upcoming Event](#)

## Who can make a submission to Community Impact in Action?

Any agency representative can create and submit content for "Agency Wins, The Best Play Book, Ask the Community or Community Events" articles and we look forward to reading and sharing your submissions. However, we strongly recommend that agencies establish an internal approval process for submitting content to *Community Impact in Action*. TDHS reserves the right to edit content and a representative may contact content contributors for additional information.

## When to Make Submissions

*Community Impact in Action* is published on a quarterly basis (January, April, July, October) and **submissions for the next newsletter should be submitted no later than the 15th day of the last month in the quarter**. This is especially true for upcoming event submissions. For example, an event scheduled to take place in April, May or June should be submitted no later than March 15th. However, in some cases, events may be shared on the TDHS online event calendar or social media calendar without being shared in the newsletter. These events should be submitted no later than four weeks prior to the event.

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