CSBG Newsletter



A Community Services Block Grant Program News Forum "Some People Look for A Beautiful Place- Others Make a Place Beautiful" --Hazrat Inavat Khan *Thanks so much for all you do and for sharing with everyone! Sincerely, Your State CSBG Team*

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Agency Wins

Spotlighting innovative programs, services, achievements, community awards and accomplishments from agencies across the state.

Staff Goes the Extra Mile, and Everyone Gets a Win!

Douglas-Cherokee Economic Authority (DCEA) provides students with success story sheets for clients who express a wish to write letters or describe their experiences.



A couple of weeks ago, Jessica Stapleton, a DCEA employee at our Hamblen Neighborhood Service Center, was commended for going the extra mile to help a family. Below is the client's letter and a photo of our team member who went the extra mile by getting a third bid (without being instructed) and following the process through to completion! Congrats Jessica, thank you and keep up the great work! Your effort makes a difference! --Kim Paxton, Community Services Program Director, Douglas-Cherokee Economic Authority



What is SUCCESS

working and and the hospital WAS act of DALSING been writing to go to work Daughes- Chesoker help us sut autilities over 6,000 \$ They contacted opion And fixed sure within An hour without threspects of doll saucel V 1 could never thank 146.15 enough for helping us like have heat bard-price and without that stress Im work again and on our way to Diecess Thank you All so much ?

Community Action Committee's Mobile Meals Kitchen Makeover-Improves Food Accessibility for more Tennesseans

On March 13, 2023, the Knoxville-Knox County Community Action Committee (CAC) kicked off the National "March for Meals" by celebrating the completion of the CAC Barbara H. Monty Kitchen Makeover. Each weekday, the facility serves Knox and six surrounding counties by providing 3,000 affordable meals to seniors, at-risk youth, people with disabilities and other individuals in need. The opening celebration was attended by Knoxville Police Chief Paul Noel, Fire Chief Stan Sharp, Congressional staff, and other community leaders, City Council and County Commission members. During the event, Knox County Mayor Glen Jacobs shared his personal experiences as a Mobile Meals volunteer and noted the critical need for nutrition services to address the growth rate of Knox County's senior population, which is double the growth rate of the total population.



At 20 years old, the 9,600 square foot kitchen was long overdue for an upgrade. The makeover added 2,837 square feet in community and packing space along with equipment updates. The new upgrades will provide more areas to train incoming volunteers, host community meetings, and facilitate events. In 2022, 500 of these volunteers drove over 390,000 miles across 65 routes to serve 1,758 homebound seniors. Volunteers also provided 761 wellness alerts related to health, personal safety, or emergency concerns.

A true community effort, the kitchen uses healthy ingredients from CAC's own Beardsley Farm and other area vendors, and the Mobile Meals Kitchen renovation was made possible through the support of local leaders, civic organizations, and community members. Knox County provided \$550,000 in funding through their Coronavirus State and Local Fiscal Recovery Funds (SLFRF). SLFRF funds were also used to purchase five vehicles for Knox County meal deliveries. The City of Knoxville Community Development Block Grant funding contributed \$310,000 to construction. Kitchen upgrades were made possible through the support of Congressman Tim Burchett who allocated \$500,000 in Community Project funding.

Knoxville-Knox County CAC Beardsley Farm Celebrates 25 Years of Working for a Healthier Knoxville

In February 2023, the Knoxville-Knox County Community Action Committee (CAC) Beardsley Community Farm held its "Snow Day" annual fundraiser and celebrated 25 years of working for a healthier Knoxville.



The event featured a soup competition between 10 local restaurants centered around using at least one local ingredient. The fundraising included a diverse lineup of live musical performances, and a silent auction with over 100 items from Knoxville makers and businesses.

Beardsley's Snow Day earned the farm about \$25,000 that will support a variety of programs, including the New Ground Garden program, which matches nearly 100 refugees in Knoxville with land, seeds, and plants for growing culturally relevant food for themselves and their families. The event supports another 31 community gardens throughout Knox County and the distribution of 40,000 lbs. of fresh produce annually. Snow Day also supports the farm educational programing by funding ingredients for cooking classes and supplies.

"So many smiling faces." Event guest Jenna Bailey said, "Snow Day is a beautiful reminder of the power of community. With over 600 people attending Beardsley Farm Snow Day, it was easy to feel the camaraderie and passion from the Knoxville community. One volunteer said her favorite part was seeing Beardsley attracts the best people and Snow Day was no exception- people came out to celebrate the best event of the year." The event ended with a big group picture of Beardsley Farm volunteers, AmeriCorps members, and staff from as far back as 2008 until present day.

Making the Right Hire: Highlighting the Work of Jordan Herald

UC*HRA Upper Cumberland Human Resource Agency

Upper Cumberland Human Resource Agency (UCHRA) "hit the ball out of the park" by adding Jordan Herald to the agency roster. In 2022, Jordan accepted the Community Services Assistant Director position, hit the ground running and elevated UCHRA's CSBG program to a new level of success. Ms. Herald brings many strengths to the team; however, her attention and involvement with staff development are second to none. Our front-line staff continually benefit and gain knowledge about CSBG and the "why."

"Jordan is a great asset to our team," said LaNelle Godsey, Community Services Director, and UCHRA Deputy Director. "I am very task-focused and sometimes fail to see the day-to-day needs of our front-line staff. Jordan focuses on those details which, in turn, makes the front-line staff feel more appreciated and better equipped to meet the needs of our region."

Ms. Herald's patient nature, combined with her dedication to empowering front-line staff, makes her well-prepared to walk alongside team members and ensure they understand processes and how to meet the needs of the people UCHRA serves.

Making New Strides in Volunteer Practices

Upper Cumberland Human Resource Agency (UCHRA) is sending a big shout out to Community Services Manager, Judy Sanchez, who is currently developing a Volunteer Program for the agency's Commodities Program. Volunteer opportunities include packaging food bags and helping to coordinate the dissemination of items during distribution events. This support is vital to the efficiency and success of the program but consistently securing volunteers for all 14 counties served by the program has proved challenging.

To increase participation, Ms. Sanchez is working on ways to highlight and recognize the volunteers who have helped serve their communities while also focusing on ways to increase volunteer participation. Returning volunteers will be recognized locally, through their local media outlets, and virtually through social media posts and agency newsletters. This increased acknowledgment will not only celebrate the work of current and returning volunteers but will also increase awareness of the ongoing need for volunteers. Ms. Sanchez's goal is to ensure commodities volunteers know how much they are appreciated and valued for the time they are giving back to their communities in helping families maintain food security. We are grateful for her contributions and the passion she shows in her daily work!

Partnership in Action

TUTCO Heating Solutions Group partnered with the Upper Cumberland Human Resource Agency (UCHRA) Commodities Program. Each participating employee worked four shifts making commodities bags. They completed a total of 2,100 bags, which will service our program for a month and a half.

TUTCO is looking at continuing this partnership with our Commodities Program on a quarterly basis. Their partnership and service to UCHRA and the community is greatly valued and appreciated!



Volunteers from TUTCO Heating Solutions Group fill bags for the UCHRA Commodities Program

Helping Community Members in Transition

Recently, staff from Southeast Tennessee Human Resource Agency received two stories that illustrate the agency's impact:



Saving a Home: A Success Story from Laura Peterson

I worked with a client and her husband who both lost a job due to unforeseen circumstances. They were past due on rent and facing possible eviction. I called and spoke to their landlord, and he was willing to work with South East Tennessee Human Resource Agency (SETHRA) on a payment plan to help the client get current on their rent. The client's husband found a job as a truck driver, and through the Upward Bound Program, we were able to purchase steel toed work boots for his job. The client also signed up for our Commodities program and utility assistance through our LIHEAP and LIHWAP Programs. The Upward Bound Program was able to help with past due rent and match the clients' rent payments once they started working. The client was able to catch up on rent and avoided being evicted from their home.

Serving Those who Served Others: A Success Story from Crystal Denson

This year, Jesse, is a gentleman who dedicated his life to serving and protecting his neighbors. Prior to our intake interview, Jesse was a police officer who was injured. The injury resulted in Jesse's leg being amputated. After his injury, subsequent surgery, and recovery, he was unable to work and ultimately lost his job. We were able to set goals to help Jesse get back on track. In addition to helping him financially get caught up with his rent, we connected him with resources to assist him with unemployment benefits, SNAP, employment services for disabled veterans, and a service that could come into his home and assist with house cleaning during his time of limited mobility. He received his prosthetic leg while in my program and gained the confidence to start searching for employment that would be suitable based on his situation. I also worked with Jesse's landlord to get him applied for LIHEAP.

In my view, every person or family that we serve has the potential to be a success. Although to some, my time with them might seem insignificant, the help they receive from our programs is just what they need when they are experiencing the greatest trials of life. I remind my clients often that they are stronger than they realize and an inspiration to so many for never giving up, standing back up, and continuing to their best successful selves.

Submit 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.

Submit Your Agency Win

The Best Play Book

Best practices and resources used by agencies to increase efficiency and effectiveness

Giving Thanks Where Thanks is Due

Anderson County Community Action believes giving thanks where thanks is due, goes a long way with partners, colleagues, and others. Appreciation can be articulated in interpersonal conversations with small audiences or using forums like social media that show both the recipient and others that you appreciate their work.



Today we give thanks to detective D. Scuglia and Detective J. Crowley! They handed out food to residents of Anderson County who is registered to get commodities. We are so grateful for the Anderson County Sheriff's Office for Giving back to the community this Thanksgiving holiday! And Big shout out to Deputy E. Jones for always bringing the work crew out to

help us!



2:45 III < ■ < Anderson County C... < < Q Posts About Photos More < ACCAC would like to say Thank you to the Anderson County Sheriffs Department, Detective S. Baird, and Detective T. Culver. They helped bag the



Leveraging Social Media for Cost Effective Outreach

In today's world, South Central Human Resource Agency (SCHRA) has found that social media is our best, most costeffective means of outreach to clients. Almost everyone has a Facebook or Instagram account. We can boost (pay for placement) ads to target specific service areas. For instance, if Low Income Home Energy Assistance Program (LIHEAP) applications are low in a particular county, we can boost views in that specific geographical area. People who log into those platforms in those zip codes, will see more frequent views of LIHEAP advertisements.



Using Creative Partnerships to Heal and Express Hope for the Future

Knoxville-Knox County Community Action Committee (CAC) believes creative collaboration is a best play. Recently the organization's East Neighborhood Center collaborated with the Knoxville East Lions Club to sponsor a poster contest within five schools that serve the East Knoxville area.

This collaborative effort formed in response to the brutal outcomes of gun-violence, injury, and death that have involved and affected students within Knox County Schools in recent years. The contest provides an opportunity for students to creatively express themselves and be rewarded for their efforts and encourages youth to demonstrate their vision of connectivity within their community. This year's theme is "Lead with Compassion." According to an art instructor, the students worked passionately to express their views of what compassionate leadership should look like in their community.



Pictured: 3rd Grade Sarah Moore Greene Magnet Academy poster winner, Tessa Tribble, pictured with Albert Nelson, CAC East Neighborhood Center Manager

The contest provides an opportunity for students to creatively express themselves and be rewarded for their efforts and encourages youth to demonstrate their vision of connectivity within their community. This year's theme is "Lead with Compassion." According to an art instructor, the students worked passionately to express their views of what compassionate leadership should look like in their community.

Participating middle and high schools received \$1,000 to conduct the contest and award 1st, 2nd and 3rd place winning students with \$500, \$300, and \$200 cash prizes. The two primary schools used their prize money to offer an award at each grade level.

The collaboration between CAC East Neighborhood Center, the school district and the Knoxville East Lions Club offers an example of how partnerships can bring communities together make a meaningful impact and create opportunities for young community members to express a positive view of their community.

Tell Us 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.

Share a Best Play

Team Highlight

A Spotlight on Bradley Cleveland Community Services Agency and Cleveland Emergency Shelter

- Founded: 1976Counties Served: Bradley, McMinn, Polk
- Total Paid Staff: 11-50
- Volunteers: 101-150Phone: (423) 479-4111

Bradley Cleveland Community Services Agency (BCCSA) started providing services to elderly clients over the age of 60 since 1976. Programs are designed to improve the quality of life for the elderly and to help them maintain an independent life style for as long as possible.



The Bradley Cleveland Senior Activity Center attracts new members every single day! Staff plan many fun and interesting activities for our participants. Each day beginning at 8 a.m., participants can play pool, games and activities, group exercise, enjoy arts and crafts, enjoy hot meals and educational programs, socialize, and enjoy presentations on subjects that are relevant to seniors in a fun environment. Outings to interesting places are also planned from time to time.

On March 29, 2023, Bradley-Cleveland Senior Activity Center finished its sixth Digital Skills for Seniors Class. Eleven senior citizens, ranging in age from 60 to 91, successfully completed this class. The program is offered in conjunction with SETAAAD and Tech Goes Home Chattanooga. The program is designed to help seniors who have no computer skills become familiar with using the computer. The program teaches how to access the internet, sending and receiving emails, downloading pictures, cyber safety, telehealth and other basic skills. To date, we have helped 58 Bradley County senior citizens become active computer users. Upon graduating from the class, each senior took home new Chromebook computers free of charge and were referred to low cost internet connectivity.

Cleveland Emergency Shelter

Cleveland Emergency Shelter (CES) formed under management of the Bradley Cleveland Community Services Agency (BCCSA) in 1988 to serve Bradley County's growing homeless population. The Cleveland Emergency Shelter is a low barrier temporary housing program that offers a wide array of programs and services to homeless and at-risk clients. These services include:

- Temporary shelter and mealsCase management services
- Employment counseling
- Housing search assistance
- Budgeting, life skills training
- GED/educational referralsAssistance with work uniforms
- Prescription assistanceShower and laundry facilities

CES also assists clients with rent and utility payments through rapid rehousing and homeless prevention services. From January 1- December 30, 2022, CES provided temporary housing, food and supportive services for 301 homeless residents. During this period, the shelter also transitioned 96 clients from homelessness to permanent housing, provided employment counseling that resulted in 92 clients becoming gainfully employed and served 114 nonresidents with food and hygiene kits. Since January 2023, 15 homeless clients obtained permanent housing. This was not easy to achieve due to an affordable housing shortage and little to no rapid rehousing funding.

BCCSA and the CES are proactively pursuing federal, state, and local funds for shelter improvements to one of the organization's buildings. These repairs and/or renovation will ensure the shelter can sustainably function and provide linkage services to affordable housing for homeless clients. Receiving such funds will increase the organization's capacity to serve individuals with disabilities: current facilities do not include an elevator and there are only six lower bunk beds on the first floor.

About 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.

Policy Updates You Should Know

Thanks to everyone who participated in the FY23 T/TA Survey! We appreciate the high level of participation among case management/outreach staff and hope to see you May 10-11, 2023 at the TACA Front-line Training Conference 2023 and Community Action Month Celebration! TDHS & TACA will be working on a plan to addressing needs and encourages agency leaders to take action. Agencies can see the top results below:

• Participants: 68

- Executive Director/Deputy Director 8.82% (6)
 Financial Accounting, Human Resources 2.94% (2)
- Information Technology (0)
 Program Manager/Supervisor 19.12% (13)
 Case Management/Outreach Staff/Other 32.35% (22)

Top Trainings/TA Topics by Need (50%+)

- 63.45% Communicating Activities and Results
- 59.70% General Communication55.88% Leadership Development
- 55.88% Measuring Community Level Work
 55.22% Communicating Engagement Volunteers- General Strategies
- 55.22% Tracking Demographics and Services
 54.55% Financial Empowerment
 54.41% Risk Assessment
- 53.73% Tracking Customer Outcomes
 53.73% Creating a Common Agenda

Top Trainings by Urgent Need

- 23.88% Compensation and Benefits
- 18.18% Self-Care17.65% Emerging Leaders
- 16.42% Analysis of Causes and Conditions of Poverty16.18% Leadership Development
- 14.93% Fund Development14.93% Building Partnerships Across Sectors
- 13.64% Volunteers General13.43 Financial Strategies
- 13.43% Staff Development

Happenings in Tennessee

TACA Front-Line Training Conference

When:

- Wednesday, May 10, 2023
 8:00 a.m.-4:30 pm CST Sessions
- Thursday May 11, 2023
 - 8:00 a.m.-noon CST SessionsNoon-4:30 CST -Community Action Month Celebration
- Where: Radisson Hotel Nashville Airport

Session Topics:

- .
- Serving difficult customersStress management
- Community Action 101
- Wellness, motivation and self-care



Furniture Give Away: May 9-19, 2023

At the end of this semester, Tennessee Tech in Cookeville will dispose of furniture for 368 dorm rooms. The furniture is in good shape and available to agencies who express interest. The furniture must be picked up between May 9-19, 2023 and does not include mattresses. If your agency needs furniture, act now!

Contact Kevin Norris at <u>k.norris@bfsinstalls.com</u> or 901.409.8016.



Community Action Program Legal Services (CAPLAW) 2023 National Training Conference

June 27-29, 2023, Austin Texas

For Details, Visit

https://2023conference.caplaw.org/web/event?eventid=2138603015.

Tennessee Emergency Management Trainings

ICS 300 Intermediate Incident Command System (16 hrs.) Davidson County

This two-day course provides training on the resources for personnel who require advanced application of the Incident Command System (ICS) for expanding incidents. The course goes beyond the basic information covered in ICS 100 and ICS 200 courses.

- Prerequisites: IS 100, IS 200, IS 700 and IS 800 (FEMA Independent Study Courses)
- Date: May 23-24, 2023
- Time: 8:00 a.m. 4:30 p.m.
 Where: 710 Hart Lane MCRO Nashville, TN
 Contact: <u>kathy.miller@tn.gov</u>

G 300 Intermediate Incident Command System (16hr) Williamson County

This 2-day course provides training on the resources for personnel who require advanced application of the ICS for expanding incidents. The course goes beyond the basic information covered in ICS 100 and ICS 200 courses. Prerequisites: IS 100, IS 200, IS 700 and IS 800 (FEMA Independent Study Courses

Date: July 10, 2023 - July 11, Time: 8:00 a.m.- 4:00 p.m.

Where: 304 Beasley Drive Franklin, TN
Contact: <u>kathy.miller@tn.gov</u>

AWR136- Essentials of Community Cybersecurity

Date: May 9, 2023 Time: 8:00 a.m. to 12:00 pm CST

Where: State Emergency Operations Center Suiter Room 3041 Sidco Dr. Nashville, TN 37204
 Contact <u>TEMA.Training@tn.gov</u>

AWR376- Understanding Targeted Cyber Attack

Date: May 11, 2023 Time: 8:00 a.m. to 5:00 p.m. CDT

Where: State Emergency Operations Center Suiter Room 3041 Sidco Dr. Nashville, TN 37204
 Contact: <u>TEMA.Training@tn.gov</u>

AWR376- Understanding Targeted Cyber Attack

• Date: May 11, 2023

• Time: 8:00 a.m. to 5:00 p.m. CDT

Where: State Emergency Operations Center Suiter Room 3041 Sidco Dr. Nashville, TN 37204
 Contact: <u>TEMA.Training@tn.gov</u>

G557: Rapid Needs Assessment

Date: June 1, 2023
Time: 8:00 a.m. to 4:30 p.m. CDT

Where: State Emergency Operations Center Suiter Room 3041 Sidco Dr. Nashville, TN 37204
 Contact <u>TEMA.Training@tn.gov</u>

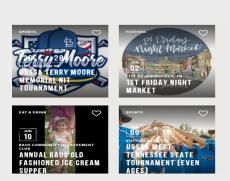
S400- TEMA Instructor Methodology

• When: June 26, 2023 - June 30, 2023

Time: 8:00 a.m. to 4:30 p.m. CDT
 Where: State Emergency Operation

Where: State Emergency Operations Center Suiter Room 3041 Sidco Dr. Nashville, TN 37204
 Contact: <u>TEMA.Training@tn.gov</u>

Events from Tennessee State Parks and Department of Tourist Development



Have an Upcoming Happening? Please Share 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.

Share an UpcomingHappening



Ask the Community

Community Impact in Action is meant to not only provide answers from the TDHS CSBG Office but also act as a "crowdsourcing" 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.

Have a Questions for the Community?

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?

Submit a Question to the CSBG Network

About Community Impact in Action

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.

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.

Contact

or call 615-313-4892.

Have questions about *Community Impact in Action* or related topics? Email the Tennessee Department of Human Services CSBG Office at CSBG.DHS@tn.gov with the subject line "Community Impact in Action Newsletter. <u>Click Here to learn more about the Community Service Block Grant Program</u>



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