



SHELBY COUNTY GOVERNMENT DIVISION OF COMMUNITY SERVICES™

Addressing underlying conditions of wellbeing and justice, for all to reach their full potential

Community Connections

A Newsletter of the Shelby County Government's Division of Community Services

Vision Statement

The Shelby County Division of Community Services strives to be a highly organized team and partner, dedicated to promoting a strong community where all people are able to reach their full potential.

Mission Statement

The Division of Community Services promotes ongoing economic security and independence for the people of Shelby County. We do this by promoting, coordinating and delivering services that address the underlying conditions for wellbeing and justice.

Good Endings and New Beginnings

A Message from the Director's Office



"A hard beginning maketh a good ending."
John Heywood

As we prepare to close out the Shelby County Government fiscal year on June 30, this quote has resonated with me. I have found myself thinking about how much has happened within the Division of Community Services since this time last year. As we have worked to complete the yearly

closeout activities, like financial reporting and performance reviews, this time around is anything but typical for our Division. We have accomplished much over this past year. There has been so much change. We have welcomed new leadership and staff members and said goodbye to others. There have been new programs and initiatives implemented, as well as others that have drawn to a close. We have refined some long standing processes and eliminated those we have identified as outdated or inefficient. It has not always been an easy trek, but I am pleased to say that together we have made great progress towards becoming a more data-driven, trauma informed, client centered, and team oriented division.

While there has been much to be proud of from this past year, I am just as excited about what is on the horizon for us during this upcoming year. That includes:

- Relocation of the Crime Victims Center and Rape Crisis Center and partial operations of Community Services Agency into the newly renovated 1060 Madison building
- Start-up pilot operations of the Youth Assessment and Resource Center
- Americorps/VISTA Volunteers who will begin working within Division on some exciting projects
- New working partnerships focusing on financial education and literacy programs, including the Financial Empowerment Center and Hope Credit Union
- Expansion of the Lifelight Program for justice involved individuals living with mental illness
- Community Services Agency co-location of some staff at the Excel Center
- Service delivery through a newly formed Elder Abuse Unit collaborative between Aging and Crime Victims Center
- Continued development of online application submission options when possible for services throughout the division

I encourage you to take the proper time to embrace all that we have accomplished, while maintaining healthy expectations and anticipation for the journey ahead. I have faith that in spite of the challenges we are certain to face at the beginnings of our new tasks and projects this year, we will continue to build upon the great foundation that was laid this past year and that the new year and subsequent years will always offer good endings.

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Find Us On Social Media





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Division Spotlight: The Office of Community Engagement and Outreach

The Office of Community Engagement and Outreach for the Shelby County Division of Community Services is lead by Keisha Walker, Administrator. The purpose of the office is to develop, promote, and enhance opportunities for increased collaboration, communication, and supports with internal and external partners and consumers which is accomplished through the following program areas:



Keisha Walker, Administrator
Office of Community Engagement and Outreach

Program Areas:

- Clinical and Strategic Partnerships
- Community Outreach and Engagement
- Early Childhood and Youth
- Internships
- Multicultural and Hispanic Affairs
- Veterans Services

Clinical and Strategic Partnerships

Supports the Division of Community Services by developing/enhancing services and work flows that are customer driven and clinically sound. Emphasis is placed on assuring that service delivery is trauma informed, culturally sensitive, and managed in a way that encourages customer participation and success.

Direct service programs offered by the Division of Community Services are leveraged by internal and external partnerships which include social service agencies, local law enforcement, and existing broad based collaborative action groups. For more information contact, [Anna Whalley](mailto:Anna.Whalley@shelbycountytg.gov), 901-222-2088.

Community Outreach and Engagement

Focuses on ensuring that the community is more aware of various programs provided by the Division of Community Services and are more accessible by participating in community outreach events and speaking engagements, engaging on social media, creating opportunities for the people of Shelby County to serve as advisory members to shape programming and to serve as volunteers for various events and community projects. Internship opportunities are made available as well to provide undergraduate and graduate students real world experiences and professional development. For more information, send an email to communityserviceinfo@shelbycountytg.gov.



Early Childhood and Youth

Supports collective impact initiatives focused early childhood and youth projects prenatally to career, advises policymakers, and promotes community understanding that all children deserve to be healthy, safe, and nurtured.





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Division Spotlight: The Office of Community Engagement and Outreach Continued

Multicultural and Hispanic Affairs

Assists persons of diverse cultures to obtain needed services and to become an integral part of Shelby County.

Specific program goals include:

- Researching and identifying issues affecting the Multicultural and Hispanic people in Shelby County by providing public education programs and conferences that are conducive to identifying resources available to Multicultural and Hispanic communities and organizations.
- Providing technical assistance to local community organizations serving Multicultural and Hispanic communities throughout the County.
- Developing and sustaining liaison relationships with other state agencies, federal agencies, legislators, private business, labor and religious institutions that will implement or improve policies, programs and procedures that focus on special problems and needs of the Multicultural and Hispanic communities and organizations.



For more information, email [Ivette Baldizon](mailto:ivette.baldizon@shelbycountytg.gov), Community Engagement and Outreach Coordinator or call 901-222-2088.

Veterans Services

Shelby County Veterans Services advises veterans and their families of the benefits to which they may be entitled under state and federal laws. These benefits include the following:

- Burial benefits
- Dependents' educational assistance
- Education and training
- Compensation for service connected disability and claims for non-service connected disability pension.
- Guaranteed home loans
- And other concerns



For more information, email [Joseph Kyles](mailto:joseph.kyles@shelbycountytg.gov), County Veterans Services Officer and Community Engagement and Outreach Coordinator or call 901-222-4237.

Reach Out to Us

Interested in having us participate in your community event, speak to your professional group or students? Complete our community request for by clicking [here](#).





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Internships Provide Life Transforming Experiences

Each year, Shelby County Government Division of Community Service is honored to provide internships for young adults in the Memphis area. The individuals who are fortunate enough to participate have stated that it is a “life transforming experience.” The primary aim of the internships is to provide current and future graduates with the opportunity to glean insight from a “hands-on” work experience. Many times individuals have the academic credentials to enter into the work place but may lack the skills gained from a real-world work experience. This is why it is imperative for them to utilize internships to gain marketable skills in preparation for entering into the work place.

As it becomes increasingly competitive to gain employment after college, individuals who acquire internships are more likely to find employment post-graduation. The job market is consistently changing, and students cannot continue to look to only to colleges and universities to acquire all of the skills needed to be successful and thrive in a career. Additionally, when employers are recruiting for job opportunities, they are looking for individuals who have had experience in their field of interest. The Shelby County Government Division of Community Service is dedicated to providing internships to our youth because it values future generations and desires to make a significant impact by providing opportunity and experiences working within our community. These experiences will make our interns valuable employees whether they stay in Shelby County or move on to other opportunities.

*Written by Justice Johnson
2018 Summer Intern*

Meet Our Interns

Justice Johnson is a native Memphian. She graduated from Briarcrest High school in 2012. In 2016, she graduated from Spelman College with a Bachelors of Science degree in Biology. Justice then attended Barry University where she received her Master’s degree in Biomedical Sciences in 2017. Justice is an extremely motivated and determined individual. Her ultimate career aspiration is to become a dentist. She will begin dental school in the fall of this year at Tufts University School of Dental Medicine. Her desire is to be of service to impoverished and underserved communities, educating them on good oral hygiene and ensuring there is access to comprehensive dental care.



Khila Anderson is a native Memphian. She recently graduated from Xavier University of Louisiana with a Bachelor of Science in Psychological Sciences. She will continue her education in the fall by pursuing a Doctorate of Psychology in Clinical Psychology at The Chicago School of Professional Psychology. It is Khila’s goal to serve the community by assessing mental health needs and fighting against social injustices that factor into the current health care system. She hopes her time spent as a Summer Intern with the Shelby County Government Division of Community Services allows her to explore the inner workings of county government and better prepare for a career as a clinician and advocate.



Meet the interns cont’d on pg. 7





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Community Spotlight: World Elder Abuse Day

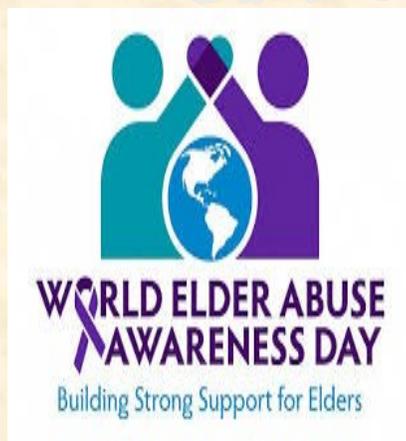
June 15 was celebrated internationally and locally as World Elder Abuse Day (WEEAD.) Local sponsors of the celebration included the Aging Commission of the Mid-South, the Shelby County Crime Victims Center/Rape Crisis Center, RISE, the Community Legal Center, Memphis Data Partners, the Tennessee Long-term Care Ombudsman, Case Management, the Family Safety Center, Meritan, the Memphis Crisis Center, and the Metropolitan Inter-Faith Association. This year’s theme was Building Strong Support for Elders. Participants learned about elder abuse, neglect and exploitation and how they can prevent and address the problem in our community.

Information about Elder Abuse and How You Can Help

What is Elder Abuse?

Elder abuse is intentional or negligent acts by caregivers or trusted individuals that causes harm to an older person. It takes many forms including

- Neglect or isolation
- Physical abuse
- Sexual abuse
- Financial abuse and exploitation
- Emotional or psychological abuse



What Causes Elder Abuse?

Older people are more likely to experience social isolation which increases the likelihood of abuse and neglect and allows it to go undetected. Elder abuse affects people across all socioeconomic groups, cultures, races, religions and in can occur anywhere- in a person’s home, in nursing homes or other institutional settings or in hospitals. While any elder is at risk, some are more susceptible than others. People over 80 are more likely to be abused as are those with dementia or poor physical health. Vulnerability is a key component in who can fall victim to abuse.

What Can Each of Us Do?

- Talk about the issue to increase the identification and reporting of abuse by the public, professionals and by older people themselves.
- Keep in contact and talk with your older friends, neighbors and relatives on a regular basis.
- Be aware and alert for the possibility of abuse.
- Work within your faith community and other settings to promote programs that decrease the isolation of elders.
- Report elder abuse if you suspect it. It is not your task to investigate, only to inform authorities so that they can reach out to vulnerable elders. You can call law enforcement or **Adult Protective Services at 1-888-APS-TENN (1-888-277-8366).**

Fan-A-Thon for Seniors

Omega Psi Phi, Epsilon Phi Chapter teamed up with the Aging Commission of the Mid-South to collect fans for the elderly. Shirley Bondon, Deputy Administrator for the Aging Commission, stated in a Fox13 news cast that they are in need of hundreds more fans for the elderly to help them keep cool this summer. She stated that many of our seniors do not have air conditioner units or will not turn them on to save on costs or because they are too cold. Box fans are their go to alternative to keep cool. With the help of the Omegas, 346 fans have been collected but more needed. If you would to donate a fan to the Aging Commission to help our seniors keep cool this summer, call 901-222-4111. Seniors may also all the same number to request a fan.



Shirley Bondon, Aging Commission D. Administrator & Joseph Kyles, Shelby County Veterans Service Officer





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Changing Lives and Breaking the Cycle of Poverty

Danielle Albright-Richmond, a case manager at CSA, assisted a female client who was desperate for help. In May 2017, the client applied for assistance through the Community Services Agency (CSA) Family Support Program seeking help with housing, education, transportation, budgeting, hygiene items and medical needs. The client was living in HUD housing, but did not feel safe due to violence she experienced in her past. Her only source of income was non TANF benefits and SSI.

The counselor worked diligently with the client for 6 months by providing the client with referrals for housing through alternative HUD housing sites, education through Southwest Community College, opening a savings and checking account through Hope Credit Union, mental health services through Case Management Inc. and provided the client with vouchers for hygiene items. Ms. Albright-Richmond never gave up even though there were many obstacles to success.

Through extensive case management with the client including healthcare reminders, advocacy with other agencies, income management tools and mentoring, the client began breaking the barriers that were

holding her back from success. Now this client is compliant with her overall medical needs, has maintained stable and affordable housing, maintains an active savings and checking account, has purchased a reliable vehicle (no monthly car note), increased her credit score from 581 – 680 within 6 months and has returned



to school to obtain an Associate’s Degree in Business. The woman is actively seeking employment to supplement her income while earning a degree.

The client’s goal is to open a non-profit organization and to share her life’s journey towards success. She is currently coordinating with a local church towards the goal of creating a non-profit for the youth of Memphis, TN. Working together, Ms. Albright-Richmond and the client created a new future full of success. Kudos to both of these ladies for their exceptional work!

- For assistance call CSA at 901-222-4200

Walk to End Lupus



CSA staff members were proud to support their very own Penny Hunter in the “Walk to End Lupus Now” held Saturday, June 9, 2018 in Overton Park. Hunter lives with Lupus and participated in the fundraiser to bring awareness to the disease, educate the community, and support efforts for finding a cure. \$277 was raised by the CSA staff. Way to go! For more information on this disease and or how you can support efforts go to: <https://www.lupus.org/midsouth>.





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Meet our Interns Continued

Daijah Brown is 17 years old and a 2018 graduate of Douglass High School. She completed her senior year with a GPA of 3.8. Throughout the 2017-2018 school year, Daijah was part of the Devil Girl cheer team, while consistently remaining on the distinguished honor roll list. Her favorite quote is "If you can dream it you can do it," and is a reflection her determination to succeed. She is currently working on passing the ASVAB in to enlist in the United States Navy as a computer engineer. While waiting to enlist, she is participating as a 2nd year summer intern through the Shelby County Commissioners Office with the Division of Community Services. She admires the work of the Division of Community Services and appreciates that every staff member works to make sure you have exactly what you need to prepare you for the real world. She decided to return to the Community Services Division because she admires the fact that they are making our community a better place to live every day and loves being a part of that effort.



Lydia Jones is serving as an intern with the Crime Victims Center and Rape Crisis Center. She is a native Memphian and is currently studying at Tennessee State University, majoring in Exercise Science. She will be entering the Fall 2018 semester as a sophomore. Her goal is to become a physical therapist, with a focus in sports rehabilitation. While her career goals do not directly align with the mission of the CVC/RCC, she believes it is an opportunity to increase her knowledge base and understanding extenuating circumstances they may affect the healing process of her future clients. Upon the conclusion of her time with the CVC/RCC, she hopes to have gained a better sense of what is happening in our community and how to support people in crisis. She would also like to learn about different styles of counseling and how to work in a professional workplace environment. This opportunity will afford her a chance to add depth to her future career goals in serving the community and considers it a blessing to have this opportunity.



Find Us Around Town !

Shelby County Division of Community Services is Coming to a Location Near You!

Join Us at One of the Community Events Listed Here to receive information about the following :

- Services for older adults & adults with disabilities
- Rent , mortgage, utility & medical prescription assistance
- Services for multicultural & Hispanic individuals
- Mental health services
- Veterans services
- Crime Victim services

****Services available on site at these events*

Click here to invite us to your event or organization.

JULY 13TH
10AM

WLOK TALK RADIO SHOW CRIME VICTIMS CENTER AND RAPE CRISIS CENTER FEATURED WITH THE FAMILY SAFETY CENTER

JULY 14TH
10AM

**METHODIST COMPREHENSIVE SICKLE CELL CENTER
251 S. CLAYBROOK**

JULY 21ST
11 AM TO 3PM

**BACK TO SCHOOL FAIR @ GREATER NEW KINGDOM
531 E. TRIGG, 38106 ****

AUGUST
TIME TBA

WKNO – THE BEST TIME – FEATURE EPISODE ON CREA (COORDINATED RESPONSE TO ELDER ABUSE) PARTNERSHIP WITH SANDY BROMLEY, CVC/ RCC ON WITH FAMILY SAFETY CENTER AND BAPTIST HOSPITAL

SEPTEMBER
15TH 9AM

**PRE-OCTOBER FEST
KINGDOM FELLOWSHIP BAPTIST CHURCH
3735 NORTH TREZEVANT**

