



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.

The Power of One

This month, as we have the past three years, the Division held its annual All Staff Meeting and Retreat. In addition to all of the opportunities for fellowship and learning among all of the different people and departments of Community Services, we had a chance to dig deeper into trauma-informed care for our clients and create a plan for personal wellness for ourselves. We held our first ever Division Shark Tank and gave out the Diamond Awards to highlight some of the brilliant work of our colleagues. Thank you to the Employee Ambassadors who planned and executed a great day for us all.

I was really inspired by the team's chosen theme this year, **THE POWER OF ONE**, as it signifies the strength that comes when we are unified. In order to do maximize our collective power, there are a few principles that we should hold onto moving forward:

- ◆ In order to work together with anyone else, we all must understand who we are **individually**. What drives us? What stalls us? What are our own strengths and opportunities to do better? We must be willing to not only understand who we are, but also be willing to grow and learn even when we think we have it all figured out already.
- ◆ Working as one means that we recognize the values that define us **collectively**. We represent hope for residents in some of their most sensitive moments. We must be clear about who we are now and who we strive to be.
- ◆ Collectively maximizing our power as one is a marathon, not a sprint. As we keep pressing forward, we can't forget to take moments to **celebrate the progress** that we have made and continue to make every day, no matter how small. Go ahead, think about this time last year. Haven't some incredible things happened since then? Of course they have! Just that little moment should give you a little boost for the rest of today. Tomorrow, repeat this exercise for good measure.
- ◆ **Collaboration** is going to be key for our team within each department and across the entire division. Authentic collaboration will necessitate regular communication, willingness to take credit for the good and the bad, compromise on solutions, ability to receive and give constructive critique, and the ability to give clemency (grace) to your teammates and yourself every day.



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There is a lot on the horizon in the coming months, so we will need to be at our collective best if we hope to achieve all that is planned. As we do more strategic planning, increase staff leadership and professional development opportunities, develop an internal system to monitor our performance, unveil a universal screening tool and increase access points, our patience and fortitude to see it come to fruition will be through our power as one. If we each **commit daily to being our best version of ourselves** and always staying focused on the collective goals that bind us all, I believe that our strength is infinite and limitless to make Shelby County a better place for all the individuals, children, and families who we serve.

Thanks for being a rock star team. I can't wait to see all that we will be able to celebrate that we have accomplished as ONE this time next year!

Sincerely,
Dorcas Young Griffin
Director, Division of Community Services

Published by the Office of Community Engagement and Outreach for the
Shelby County Division of Community Services
Kim Cox, Administrator; Janet Lo, Strategic Partnerships Coordinator



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DIVISION SPOTLIGHT:
AGING COMMISSION
AND
CRIME VICTIMS &
RAPE CRISIS CENTER

SPEAK OUT! Help Prevent Elder Abuse

The signs of elder abuse can be subtle but abuse and neglect of seniors is more common than you think. Help prevent elder abuse. **WHEN IN DOUBT, SPEAK OUT.**

This is the heart of the new campaign from the Senior Protection Coalition and the Coordinated Response to Elder Abuse (CREA), for which the **Aging Commission**, the **Crime Victim & Rape Crisis Center**, and Family Safety Center play vital roles. CREA helps older adults in our community feel safe and independent and this campaign wants to rally the community to join together in the effort.

The Memphis metro area is the nationwide leader in food insecurity for seniors — these vulnerabilities often lead to or are correlated with other forms of neglect and abuse. Led by a team of professional victim advocates and care coordinators, CREA’s multi-disciplinary team connects older adults to the resources they need to be **safe and independent** including victim advocacy, law enforcement, healthcare services, legal support, and housing assistance. In most cases of elder abuse, the perpetrator is someone the victim knows and trusts and often are related to their victims. That’s why CREA care coordinators are housed at the Family Safety Center, where the infrastructure is in place to provide civil, criminal, health, and social services to victims who know their abusers.



Above: Members of the CREA collaborative pose with the new MATA PSAs. Below: New Speak Out! Buttons available and Kim Daugherty, Mayor Lee Harris, and Sandy Bromley celebrate at the campaign kickoff.



Follow SpeakOutMemphis.org for tips on how to identify abuse and ways to connect with older adults who may need help. Report concerns of elder abuse to: Adult Protective Services (APS) in Tennessee. Call 1-888-APS-TENN to investigate allegations.

Want a representative from Community Services to come to your event?

Complete this [form](#) to make your request.





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Office of Justice Initiatives Celebrates Removal of Expungement Fees

DIVISION SPOTLIGHT:
OFFICE OF JUSTICE
INITIATIVES

Governor Bill Lee was recently in Memphis leading a forum for ex-offenders and signed a ceremonial bill “SB797” that will help to eliminate the \$280 expungement fee currently required from those wishing to **clear their records** of prior eligible offences. The bill gets rid of the state fee for diversion cases of first-time offenders and felony conviction completions and will reduce the maximum payment to \$100 for a local filing fee.

Governor Lee’s goal is to eliminate as many barriers as possible for men and women that are trying to become contributing members of society. By removing this fee, ex-offenders can **get jobs and save money**; Tennessee is proactively helping these people find a productive life and sustained success.

State Senator, Raumesh Akbari, has been advocating for legislation over the past two years to lower the state fee. Governor Lee’s move to eliminate it altogether is seen as a “huge step in the right direction.” This new change will be a huge relief to the Office of Justice Initiatives clients and especially those in contact with Pre-Trial services.

Community Services already directly helps clients with the expungement process for certain cases. Tiffany Hilson, the newly appointed Administrator of the Office of Justice Initiatives’ **Behavioral Health Unit**, confirms “If a diverted mental health client completes our programs, they are eligible for their offences to be fully expunged with no fee.”

Similarly, Administrator Llana Greer of **Pre-Trial Services** reminds us that through their various programs, Pre-Trial advocates also assist individuals upon entering probation with navigating the expungement process. However, not all offences can be expunged – check out this [list](#) to see what qualifies. Learn more about Behavioral Health ([March 2018](#) newsletter) and Pre-Trial Services ([July 2018](#) issue).

So what now? For now, there have not been any immediate changes to existing expungement fees and the process. The current fee is \$280. Anyone eligible should start the process by completing this [online form](#). However, stay tuned for updates on the recent SB797 ruling and Shelby County’s court-hosted expungement workshops within the next few months.

Eliminate as many barriers as possible for men and women that are trying to become contributing members of society.





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901 Nutrition: Summer Food Is Just a TEXT Away

Far too many children in Shelby County are hungry each day. There are different ways for children to get healthy meals this summer.

Shelby County Schools Nutrition Services is sponsoring the At Risk Supper Program and Summer Food Service Program which offer FREE meals or snacks to participating sites with youth programs. For more detail contact 901-416-5550 or **TEXT 'Summer Meals' to 97779.**



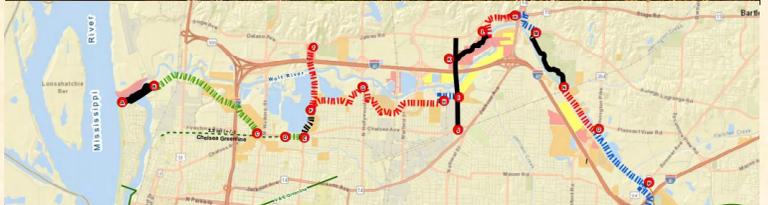
NO KID HUNGRY is a national program with local participating groups working to eradicate childhood hunger. We have plenty of food and ample child hunger relief programs that work. The problem is that not enough kids are able to access them. **TEXT 'Food' to 877-877** and enter your zip code, you'll immediately receive locations and hours for free meals.



Wolf River Greenway

The Wolf River Greenway is a **26 mile** walking and bike pathway currently under construction along the Wolf River. The project is a partnership between Shelby County, the City of Memphis, and the Wolf River Conservancy.

The Wolf River Greenway will connect 22 neighborhoods and give access to park and greenspace throughout the city to those who did not previously have any. As of June, there are 10 miles of the Greenway open to the public.



What does this mean for you? The Wolf River Conservancy wants to hear your opinion on how the Greenway could benefit you. This could mean you like to walk, bike, or enjoy nature. It could also mean you would like a community vegetable garden along the Greenway, or more. We want to hear from you how best the Greenway can meet your needs and desires. Look for the survey coming next month to express your opinion and have a say in what goes into building and maintaining the Greenway.

Visit <https://wolfriver.org/construction-progress> for more information.





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Staff Retreat & The Power of One



During the Division retreat on June 14, employees are recognized who make our workplace a little brighter, who provide service to others in unique and caring ways, and to those who go over and above to improve the lives of the people we serve. The following people were chosen by their peers to receive the DIAMOND AWARDS.

Red Carpet Service Award
JONATHAN WRIGHT

Spirit Award
ANDRA AMERSON

Rookie of the Year Award
JANET LO

Lifetime Achievement Award
JENNIFER LOWE

Visionary Award
JASMIN MCGEE

MVP Award
LINDA KING WELLS

Smile Campaign
PAMELA CHRISTIAN

Director's Award
ANITRA ROGERS
ROLANDA EATMON





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Community Services in your area

DIVISION SPOTLIGHT:
COMMUNITY
ENGAGEMENT &
OUTREACH

The best way for residents to learn about Community Services and access programs is to be in touch with someone from our incredible team. Join us for an upcoming event all around Shelby County.

Kicking it with the Community

At Naked Truth Liberation and Empowerment Ministries
July 6, 10am—2pm

Jobs in July Career Fair

At the Pipkin Building
July 18, 10am—2pm

Community Day

At Life Church of God in Christ
July 20, 9am—1pm

School is Back in Session

At Macedonia MB Church
August 3, 11am—3pm

LIKE THE NEWSLETTER?

An eNewsletter is coming. If you have feedback about our newsletter, please email Janet.Lo@shelbycountyttn.gov

WE'VE MADE INFORMATION EASIER.

Click on the flyer below to see/print what you need.

Resource Sheet

Aging Commission of the Mid-South 901-222-4111
Assists older adults and adults with disabilities in leading independent, meaningful, and dignified lives in their own homes and communities as long as possible. Services include:
 • Adult Day Care • In-Home Adult Care • Public Guardianship
 • Congregate Meals • Institutional Respite • Prevention of Elder Abuse
 • Caregiver Counseling • Legal Assistance • Senior Centers
 • Home-Delivered Meals • Long-Term Care Ombudsman • State Health Insurance Programs
 • Homemaker • Medical Equipment & Supplies • Transportation
 • Home Modification/Repair

Community Services Agency 901-222-4200 main 222-4270 utility appt. operation 222-4299 appointment hotline
Assists customers with breaking the cycle of poverty by enabling them to provide for themselves and their families through the following services:
Utility Assistance (Monday appointments)
 Provides utility assistance to individuals/families if:
 Household income does not exceed 150% Federal Poverty Level.
 Experienced uncontrollable circumstances & provide documented proof of a cut-off notice or disconnected services.
 Shelby County resident.
 Household includes a senior (60+ years or older), someone with a disability, and/or a child under the age of 6.
Medical Prescription Assistance Program
 Assists individuals who are uninsured and underinsured with medical prescription costs.

Real/Mortgage Assistance (Wednesday appointments)
 Assists individuals and families in threat of eviction or foreclosure once if:
 Shelby County resident
 Documented financial crisis in last 120 days
 Household income does not exceed 125% of Federal Poverty Level
Family Support Self-Sufficiency Program
 Offers, to income eligible individuals and families, support that promotes, empowers and nurtures families or individuals. Services include, but are not limited to, case management, appropriate information and referrals, advocacy, family and/or individual counseling and voucher assistance.

Crime Victims & Rape Crisis Center 901-222-3950 office 901-222-4350 24-hour sexual assault hotline
Serves as the hub of victims services for the City of Memphis and Shelby County:
 • 24/7 Sexual Assault Forensic Exams & Advocacy • Counseling and Support Groups for Victims of Sexual Assault and other Violent Crimes • Court Accompaniment
 • Advocacy and Crisis Counseling for Victims of All Crimes, including Bilingual Services • Assistance in Filing for Victims' Compensation and Orders of Protection (non-intimate partner) • Specialized Services for Seniors and Vulnerable Adults, Homicide Survivors, and Gunshot Victims

SHELBY COUNTY DIVISION OF COMMUNITY SERVICES
 DORCAS YOUNG GRIFFIN, DIRECTOR
 3772 S. HICKORY RIDGE MALL SUITE 516
 MEMPHIS, TN 38115
 901-222-3960
 Revised March 2019

WANT EXTRA MONEY FOR YOUR BILLS? KEEP THE LIGHTS ON SHELBY COUNTY COMMUNITY SERVICES WANTS TO HELP YOU.

Is your income low? (see chart below)*
 Do you have an active utility account?
 Are you a legal resident of Shelby County?

If all boxes are checked, then you qualify for Regular Assistance.

+

Household member 60 years or older
 Household member 5 years or younger
 Household member with disability
 Household experienced an uncontrollable circumstance

If ANY box is checked, and you already received a cut off notice, then you qualify for Emergency Assistance.

You may receive a one-time payment toward your bill up to \$650 per household.

CALL TO MAKE AN IN-PERSON APPOINTMENT
 Call on Mondays only, starting at 8am, 901-222-4299
 Our receptionist will determine if you are qualified, set up an in-person appointment, and tell you what documents you must bring.

Or VISIT www.shelbycountyttn.gov/UTILITY and MAIL
 COMPLETE APPLICATIONS AND DOCUMENTS TO:
 Shelby County Community Services Agency
 3772 S. Hickory Ridge Mall Suite 516
 Memphis, TN 38115
SORRY, NO WALK INS

People in home	Monthly household income
1	\$1,562 or less
2	\$2,114 or less
3	\$2,667 or less
4	\$3,219 or less
5	\$3,772 or less
6	\$4,324 or less
7	\$4,877 or less
8	\$5,429 or less

We have tripled our followers in a few months.
Don't feel left out. Follow us at:
www.shelbycountyttn.gov/Community-Services

