



UNITED WAY OF THE MID-SOUTH

# DRIVING THE DREAM

POVERTY to PROSPERITY NEWS

April 2020



## United Way's Relief Call Center powered by *Driving The Dream*

Since its launch, the United Way Relief Call Center powered by *Driving The Dream* has served more than 75 individuals and families needing emergency services.

Top requests from families include:

1. Income
2. Food & Nutrition
3. Shelter/Housing

Nearly half of the requests received are being referred through *Driving The Dream's* shared database system, CoactionNet, and are receiving timely follow-up to requests. The average time spent connecting callers with essential services is roughly 23 minutes, and follow-up calls average about 19 minutes. The call center averages about 6 calls received each day.

(Information represented from April 13-23)

## Extended Free Tax Prep

United Way of the Mid-South Free Tax Prep begins Extended Season - Program continues to offer Drive-Thru Drop-Off service. [Learn more](#)

## Upcoming Training Opportunities

**Dress for Success Memphis** - Join the women and volunteers of Dress for Success for an hour of networking and learning at these upcoming Virtual Workshops.

- An Hour of Mindfulness and Meditation - [Register](#)
- Achieve Your Goals with Empathy at Work - [Register](#)

**DCS is teaming up with Vanderbilt University Medical Center's Center of Excellence to present: Roots of Resiliency** - Join psychologists from the Vanderbilt COE, along with other experts in the field of parenting, wellness and mental health with the goal of sharing knowledge and answering questions for the community.

- Mindfulness: Training Your Mind to Be at Home - Register for [Monday, April 27](#) or [Wednesday, April 29](#)

**Driving The Dream Systems Training: CaseWorthy** - Existing users can register for a CaseWorthy training session via The Dashboard. Trainings are held multiple times per day, every day through April 29th - [Register](#)

You will need your login information for The Dashboard to register. If you forgot your password or need login assistance, contact [Eric.Burden@uwmidssouth.org](mailto:Eric.Burden@uwmidssouth.org) or [Candace.Sanders@uwmidssouth.org](mailto:Candace.Sanders@uwmidssouth.org).

**Momentum Nonprofit Partners to host virtual training opportunities** - [Click here](#) to register for an upcoming session

## Partner Agency Updates

- **2Unique Community Salvation Foundation** - Offices currently closed
- **American Red Cross of Mid-South Tennessee** - The American Red Cross is committed to delivering our mission during the Coronavirus outbreak.
  - Disaster Services: After disasters of all sizes, we are offering some assistance— financial aid, emotional support, health services, and more—virtually. And, where we can, we are housing displaced residents in hotel rooms rather than traditional shelters.
  - Blood Services: We're requiring advance donation appointments to help enforce social distancing, and we're checking the temperatures of donors and workers prior to entry. We now have blood donation appointments at the Mid South Chapter office (1399 Madison Ave.). Visit [www.redcross.org/blood](http://www.redcross.org/blood) to schedule an appointment.
  - Service to the Armed Forces: Standing with services members, veterans, and their families
  - International Services: Committing funding; providing technical expertise
  - Training Services: To help professional responders, we are now offering a 90-day extension for CPR for the Professional Rescuer and Lifeguarding certifications— and provisional certifications are available in the meantime.
- **Early Success Coalition** - Continue to recruit families for home visiting programs - all of the ESC programs are taking new clients and doing visits by telephone or video conference. Also still taking clients and working with our current participants through our Nurturing Parenting program - a parent education and support program. Typically those classes would take place through an in-person group session, but currently providing parenting support and lessons by phone. We also continue to do outreach through our ParentPlus campaign - clients can visit [www.parentplus901.org](http://www.parentplus901.org) to explore and sign up for various programs and to contact us to connect to resources. The public can also reach out through social media - we're @parentplus901 on Facebook, Twitter, and Instagram.
- **Freeman Outreach Center** - Offices currently closed
- **Memphis Urban League** - Closed to the public; staff is working remotely; still orienting clients and referring clients to job opportunities. Our staff is available via phone; providing workforce development webinars (dates and times vary). Follow us on Facebook for Save Our Sons Man Up Mondays and Motivational Moments and Memphis Urban League Updates to stay informed.
- **Neighborhood Christian Centers** - After this week, NCC will be offering emergency food service exclusively through our HomeBound Delivery Service, we will continue to offer our daily Drive-Through Pantry Pick-up Service; both with food provided by the Mid-South Food Bank.
 

For the next 60 days, NCC will be reducing Mobile Pantries, to focus on HomeBound Delivery Services. Thank you to our partners, volunteers, and supporters for allowing us to continue to serve our Neighbors in Need! For more information, contact NCC at (901) 881-6013 or [ncc@ncclife.org](mailto:ncc@ncclife.org).
- **New Ballet Ensemble & School** - Continuing to offer programming virtually
- **One by One Ministries** - We are accepting new referrals and are working to continue to match our new moms with mentors. They are doing virtual meetings with our mentors. We also are still providing diapers to moms by doing porch drop-offs. We want to make sure that everyone knows that we are still taking new clients on during this time
- **Porter-Leath** - Childcare is closed and staff are working remotely to service children and families. Lessons are being provided via Facebook live, Zoom, and other virtual outlets. The therapeutic shelter is open 24hours.
- **Shelby County Schools** - Schools and district offices will remain closed for the remainder of the school year; district employees working remotely. [More information.](#)
- **Tennessee DHS Partners with the YMCA and the Boys & Girls Clubs in Tennessee to Provide Free Child Care to Essential Workers** - Parents working in essential jobs can access free child care during the COVID-19 pandemic state of emergency. [Read more.](#) Learn more and enroll at [Boys & Girls Clubs of Greater Memphis](#) or [YMCA of Memphis & the Mid-South](#).

## DTD Updates

If your agency has an update to share, please email [Chelsea.Brock@uwmidssouth.org](mailto:Chelsea.Brock@uwmidssouth.org) or [Karlescia.Brookins@uwmidssouth.org](mailto:Karlescia.Brookins@uwmidssouth.org) so we can maintain accurate information. Additionally, you can contact your associate to provide, or receive, updated information.

## DTD Technical Assistance

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