

Working Woman's Home Association 2023 Grant Application

Within the City of Montgomery and its environs, the intent and purpose of the Working Woman's Home Association is:

1. To aid and assist distressed and abused women and children
2. To aid in the education of women to the end that they may become self-sufficient
3. To aid and assist women in providing emergency housing
4. To aid and assist elderly persons, particularly women, in meeting their basic needs

Instructions: Please complete the following questions and submit form at the end. This form allows information from another document to be inserted or pasted in the question response space. It is also possible to edit information on the form after submission.

Email attachments to secretary@wwhassn.org.

** This grant application is requesting funds to be awarded in January 2023. NO grant applications will be able to be submitted after the deadline - 5:00 pm on Monday, June 13, 2022.

Name of Organization/Agency *

HandsOn River Region

Address *

101 Coliseum Boulevard

City, State, and Zip *

Montgomery

Website Address *

www.handsonriverregion.org

Executive Director Name *

Tasha Cooper

Telephone *

334-834-7519

Email address *

tcooper@handsonriverregion.org

Project or Program Proposal Contact Person (if different from above)

Telephone

Email Address

Funding Requested *

\$5000

Briefly state the purpose and goals of this project or program. *

2-1-1 Connects South Central Alabama is a free service available 24/7 that connects women and families to resources which engage and empower them toward self-sufficiency. 2-1-1 maintains the community's only comprehensive resource database, which houses information on vital services and basic needs. In 2021, 2-1-1 answered 23,829 calls for assistance; 80% of callers were women. 2-1-1's goal is to provide every caller with an assessment of needs to link to community resources.

Case managers, attorneys, healthcare workers, and the like report using 2-1-1 as their "one-stop" shop for resource information. 2-1-1 saves time and is critical to this community's social service infrastructure.

The goal of HandsOn River Region's 2-1-1 program is to provide a unique service where trained Information & Referral Specialists answer every call with an empathetic ear, assessing callers' needs, and referring them to the most appropriate service available for assistance. 2-1-1 Connects South Central Alabama's goal is to provide every caller with an accurate assessment of needs to accurately link and refer to resources in the community. Information & Referral Specialists work to connect every caller with resources to meet their needs until all avenues of assistance are exhausted. Information & Referral Specialists follow-up with callers to ensure quality of service.

2-1-1 is also a critical tool for professionals trying to find resources for their clients. Case managers, attorneys, healthcare workers, and the like report using 2-1-1 as their "one-stop" shop for resource information. 2-1-1 saves time, minimizes frustration, and is critical to this community's social service infrastructure.

It is our goal to touch the lives of over 25,000 individuals through our assessment and referral system in 2021.

Briefly describe your plans for administration of this project or program request? *

The requested funding from the Working Woman's Home Association will be utilized to support and retain one full-time Information & Referral Specialist, who also serves as the Outreach Coordinator for the 2-1-1 program. Without this person on staff, the 2-1-1 call center would miss approximately 5,000 calls from individuals struggling to find resources. Also, the impact to those individuals who are seeking assistance would be felt, given this position works with corporate and nonprofit organizations to promote the 2-1-1 program and provide vital information to the community regarding the benefits of calling 2-1-1 for assistance.

The social service system is an ever-growing complex maze of services which, without the availability of 2-1-1, would leave many women and their families in the community struggling to navigate and connect to resources, programs, and vital services. The Information & Referral Specialist also performs follow-ups to callers to ensure assistance was received. If the caller did not receive assistance, the Information & Referral Specialist will continue to work with the individual to find community resources – and will only stop once all available resources have been contacted and no other options exist in the community. Information & Referral Specialists are advocates for their callers. Our vulnerable populations such as the elderly, disabled, and indigent will often make 4-8 phone calls to various organizations seeking assistance only to give up out of confusion, frustration, and overall lack of ability to navigate the system. As our call volume continues to rise, we must retain the staff currently in place to meet this demand.

How will you evaluate the success of this project or program? Or how have you evaluated the success of this project or program in the past? *

HandsOn River Region evaluates the success of the 2-1-1 Connects South Central Alabama program by assessing multiple outputs. First, when a caller reaches out to 2-1-1, all needs are assessed and resources are given out based on the holistic needs of the caller. If there are no resources in the community for a specific need, it is documented by the Information & Referral Specialists. Those needs can be tracked and reported on a daily, weekly, monthly, quarterly, and annual basis. 2-1-1 Connects South Central Alabama observes those unmet needs and using the information to reach out to community partners to find resources, or report to local officials as needs become apparent. Next, 2-1-1 Connects South Central Alabama documents all outreach events and meetings. It is the goal of 2-1-1 Connects South Central Alabama to reach out to over 10,000 Community Members Annually, while meeting monthly with various community partners to ensure resources in the 2-1-1 database are current. Third, the 2-1-1 Connects South Central Alabama program will complete an annual update of all resources in the community, reaching out to every community partner listed in the directory to ensure data in the 2-1-1 database is current to efficiently meet the needs of the community. Finally, 2-1-1 Connects South Central Alabama will follow-up with a minimum of 15 percent of callers to ensure needs were met and resources were accurate.

This project or program will impact Montgomery in the following areas (check all that apply) *

- Distressed and abused women and children
- Education of women and life skills development
- Emergency housing for women and children
- Assist elderly persons, particularly women, in meeting their basic needs
- Other:
Women who are in need of any services, including those that touch basic needs, employment, education, housing and homelessness, etc.

How does this project or program funding request fit into your organization's mission and, more specifically, the mission of your project or program? *

The mission of HandsOn River Region is to mobilize volunteers and connect people, information, and resources to build a strong, caring community.

The goal of HandsOn River Region's 2-1-1 program is to provide a unique service where trained Information & Referral Specialists answer every call with an empathetic ear, assessing callers' needs, and referring them to the most appropriate service available for assistance. 2-1-1 Connects South Central Alabama's goal is to provide every caller with an accurate assessment of needs to accurately link and refer to resources in the community. Information & Referral Specialists work to connect every caller with resources to meet their needs until all avenues of assistance are exhausted. Information & Referral Specialists follow-up with callers to ensure quality of service.

2-1-1 is also a critical tool for professionals trying to find resources for their clients. Case managers, attorneys, healthcare workers, and the like report using 2-1-1 as their "one-stop" shop for resource information. 2-1-1 saves time, minimizes frustration, and is critical to this community's social service infrastructure.

How does this project or program funding request fit into the mission of the Working Woman's Home Association? (stated at top of form) *

2-1-1 serves the Montgomery community as a whole, though our primary callers are women. 2-1-1 aligns with the mission of Working Woman's Home Association because we: aid and assist abused women and children by connecting them to vital resources, such as the One Place Family Justice Center; aid in the education of women to the end that they become self-sufficient by partnering with local and state agencies, such as the Alabama Department of Human Resources to provide additional screening to our callers to see if we can connect them to self sufficiency programs, such as the A-RESET Employment Education and Training program; aid and assist women in need of emergency housing by screening their call and connecting them to the appropriate community resource, which could be a homeless shelter, voucher program, section 8 housing or emergency rental assistance; and aid and assist elderly persons, particularly women in meeting their basic needs by connecting our elderly callers to resources and ensuring the caller receives a wraparound assessment to ensure all needs are covered, not just the initial need the caller addresses during their call.

2-1-1 keeps our resource database up-to-date and accessible with the goal of helping individuals navigate the ever-growing maze of social services and find the right service in a timely manner. We are directly connected to our federal, state, and local service agencies and working year-round to ensure our resources are accurate and timely.

Will this project or program initiate a new service in Montgomery? *

- Yes
- No

If not, explain the features of this project or program that distinguish it from other organizations in Montgomery that provide the same or similar services. Identify those organizations in Montgomery providing the same or similar services.

There is no other service like 2-1-1 in the Montgomery area or even the state of Alabama. We are a unique service with a centralized database of resources which can be accessed any time of day, year-round.

How many people will be served by this project or program funding request? *

5000

Will a grant from the Working Woman's Home Association enable your organization to receive matching funds? *

Yes

No

Is there another resource that can assume financial responsibility for this project or program upon completion of the commitment of the Working Woman's Home Association? *

Yes

No

List other organizations or grants from which you have requested funding for this project or program and the status of such requests. *

River Region United Way, \$100,000, Approved
Alabama Department of Human Resources, SNAP/A-RESET Program (Contract), \$83,927.16, Submitted.
CMS grant through Aids Alabama - \$100,000, submitted

In addition to submitting this project or program funding request, the documents below are required for this application to be accepted as complete. Please email current documentation in PDF format to: secretary@wwhassn.org. (You may check the box below when the item has been emailed.)

- Detailed proposed budget for this project or program request
- Proposed budget for your organization for the current year
- Copy of Statement of Revenues and Expenses and Balance Sheet for the current and most recent fiscal year completed for your organization
- Copy of your most recent audit. If an audit is not available, please include a copy of your most recent 990 form
- List of Officers and Directors
- Copy of your IRS Letter of Determination of 501(c)(3) status

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