

# Working on the Frontline

*Training for Those Taking Calls for Assistance  
during COVID 19*



**COMPASSION**  
**COALITION**

An Initiative of Knoxville Leadership Foundation

# Agenda

- Providing financial assistance
- When someone asks for help
- The Process
- COVID 19 Resources

Should we  
provide  
financial  
assistance?

**Relief:** urgent and temporary  
provision  
of emergency aid

**Rehabilitation:** seeks to restore  
people to the stability of their pre-  
crisis conditions

**Development:** process of on going  
change

*Helping Without Hurting in Church  
Benevolence*

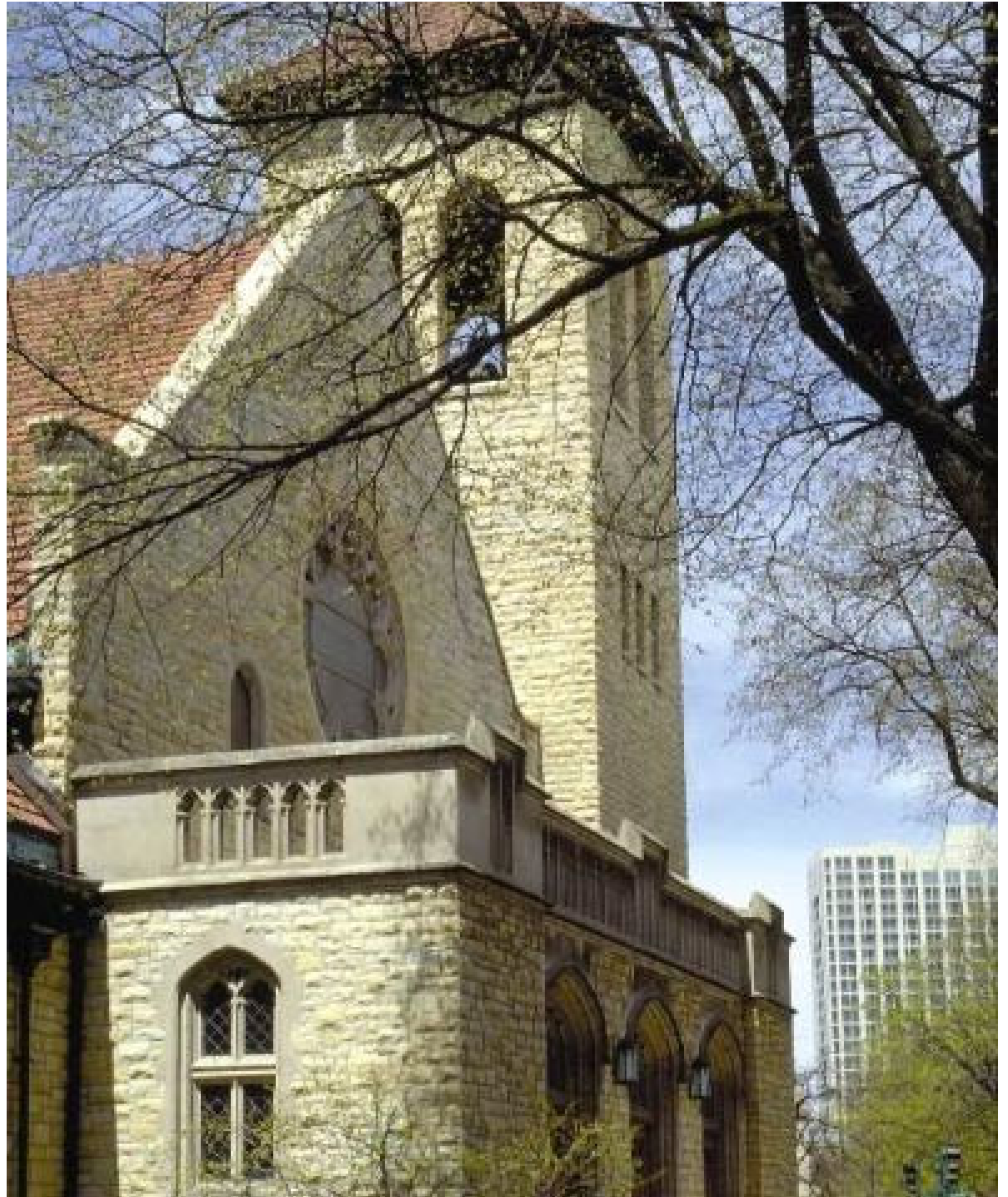
*Steve Corbett & Brian Fikkert*

***How do you feel when  
someone asks for help?***



# The Process

- Listen
- Gather
- Verify
- Connect



# The Process

## Step 1: Listen to their Story

- Helps a person to realize that they are important.
- It may be the first time someone has been willing to listen!
- It shows you care.
- You will not know how to help if you don't listen.

## Step 2: Gather Information

- **Demographics:** personal data, family & relationships
- **Need/Community Connections**
- **Income/Expenses**
- **Verification:** account numbers, landlord, doctor, employer
- **Connections/Outcome:** referrals made, church assistance provided, follow up

## Step 3: Verify circumstances

### Assess where they are at in this crises

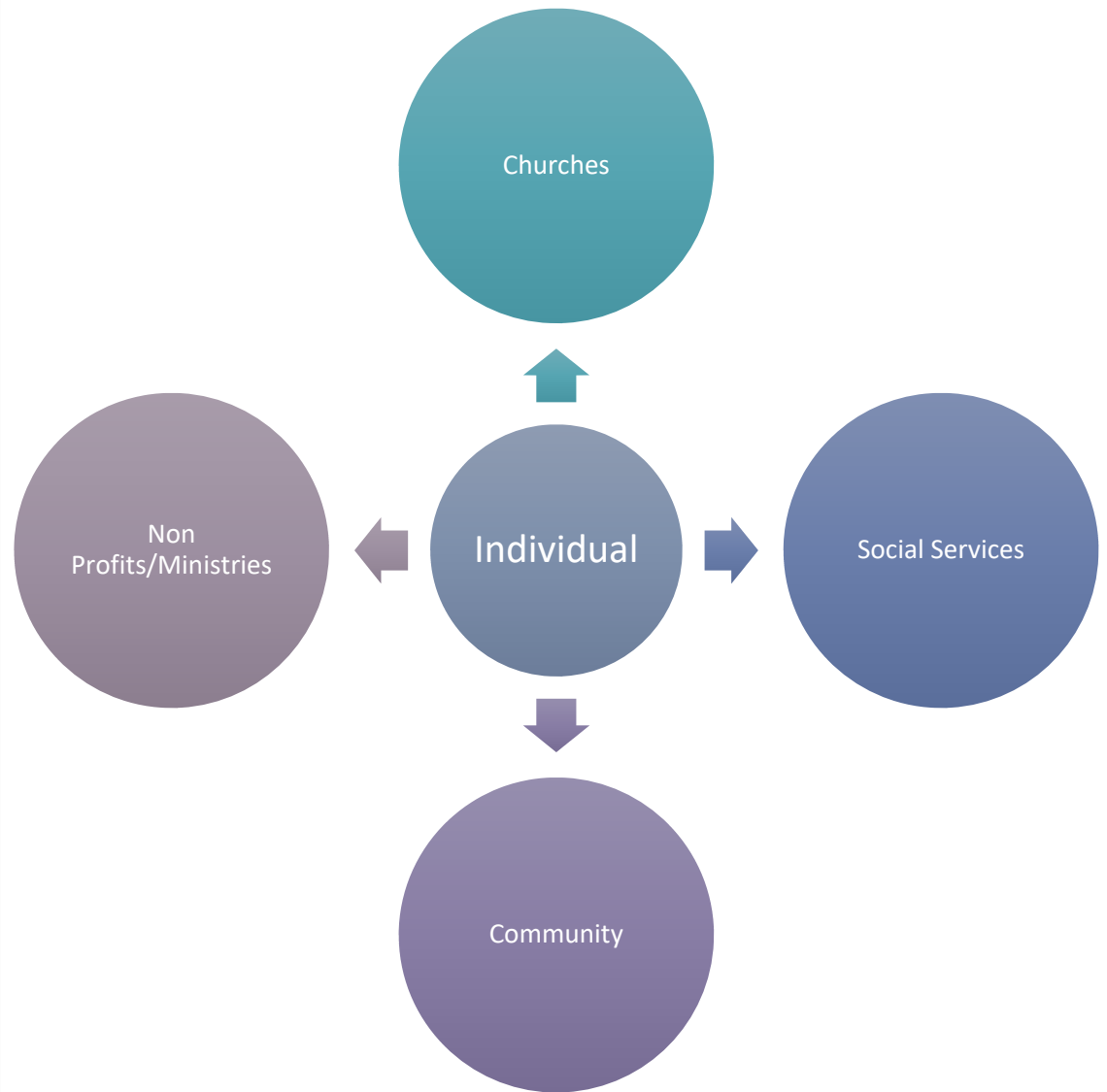
- ❖ Can the presenting financial request wait for benefits to come in?
- ❖ Be aware of the level of stress or pressure they feel
- ❖ Consider some relief such as a gas or food card to allow them to focus on problem solving for the larger bills.
- ❖ Verification for simple relief can be minimal



## Step 3: Verify circumstances

- Charity Check
  - KUB -
  - Rent or Mortgage – Cares Act
  - Employment
  - Medical
- 
- <http://www.knoxcounty.org/> then go to government > elected offices > property assessor > tax lookup

**Step 4:**  
**Connect to**  
**resources**



Resources:

## Connection Point Call Center



- Telephone referral/helpline answered by volunteers from local churches
- Calls are from individuals in need, professionals and churches
- Go through “the process” with each caller
  - **Listen**
  - **Gather**
  - **Verify**
  - **Connect**
- Consultation with churches

## Step 4: *Connect to Resources –COVID -19 Specific*

❖ **211**

❖ ***Food Pantries still open-***[www.compassioncoalition.org](http://www.compassioncoalition.org)

❖ ***Resource List*** -i [www.compassioncoalition.org](http://www.compassioncoalition.org)

❖ ***Quick Referral Guide*** – available on website for members

## Step 4: Connect to Resources –COVID -19 Specific

❖ **Cares Act - \$1200/\$2400 /\$500 – “ Non-filers “**

<https://www.irs.gov/coronavirus/non-filers-enter-payment-info-here>

❖ **Unemployment** – \$600 increase by **April 20?** – retroactive back to March 29

– [www.jobs4tn.gov](http://www.jobs4tn.gov) Now includes self employed .

❖ **KUB** – Disconnects suspended on **March 16** ; Late Fees waived effective **April 14**

❖ **LIHEAP – CAC - 637-3700** Call to apply for possible additional payments

**200% of poverty**

## Step 4: **Connect to Resources - COVID -19 Specific**

**Families with children who have lost employment due to COVID**

**1. Financial Assistance thru DHS/TANF –\$500 x 2 months**  
[https://tdhs.service-now.com/relief?id=relief\\_registration](https://tdhs.service-now.com/relief?id=relief_registration)

**2. CAC–Emergency Assistance – Rental assistance up to \$750**

·  
Not subsidized rent. Call the Neighborhood Centers .

West Center - 524-3345 East Center - 546-5125

( East Center Covers: East, South, &North, zip codes)

**3. *Salvation Army and Volunteer Ministry Center have programs under development at this time.***

# Making a Decision

- Is this truly a crisis now? Eviction or cut off imminent?
- Can the person help themselves?
- Will they qualify for COVID resources in time to meet need?
- Is there a government agency or ministry I can refer them to meet the financial need?
- Do they have family to help?
- Do they have a home church that can help?
- Consider helping with Gap Needs that won't be covered by resources
- If you are not helping financially now, keep in touch and provide support with follow up calls.

# ***10 BEST PRACTICES FOR WORKING WITH THOSE IN NEED***

1. Cover your work in prayer.
2. Guard your heart against a judgmental attitude.
3. Listen their story.
4. Focus on the person, not the need.
5. Verify all circumstances.
6. Create policies for financial assistance.
7. Never give cash directly to the person in need.
8. Explore opportunities for a relationship with the families you assist.
9. Know when to say NO.
10. Partner with other churches and ministries in your area.



Thank you for attending  
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*For questions contact*

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