

The Connector

Project Update

May 16, 2023



THE
CONNECTOR

Connecting You to Resources in West Georgia



Through this effort, we envision helping Carroll, Heard and Haralson Counties to:

- Clarify community resources and best services access points
- Offer a single point of request via on-line, phone or in person, streamlining the process when seeking help
- Provide client with what they need, when they need it to help support paths to self sufficiency
- Create a collaborative and cooperative model between service providers to allow efficient service delivery
- Provide a user-friendly data portal, accessible by all service providers, connecting member agencies through data sharing
- Leverage data collected from clients and partner agencies (as they address needs) to better understand trends of needs and solutions
- Establish a foundation for a future community model to support thoughtful and intentional change

West Georgia Partners - Challenges

- Finding information about available resources throughout the area is a challenge unless an individual or family knows where to start
- A person in need must navigate the system of support themselves, with time of week/month limitations and multiple contacts required
- A person in need spends time chasing resources which limits time to work towards stabilization
- Sharing of client information, documentation and status of support provided is not utilized today, data available is not trustworthy or universally used.
- Data is not easily available to provide data on clients, assistance amounts and types, required for grant reporting
- Required resources are not fully available in the community, leaving gaps in what the community can provide neighbors in need



Multiple Data Systems-No Data Sharing

St. Margarets



THS



Carroll Co. Emergency Shelter



Open Hands

Bowdon Area United Christian Ministries



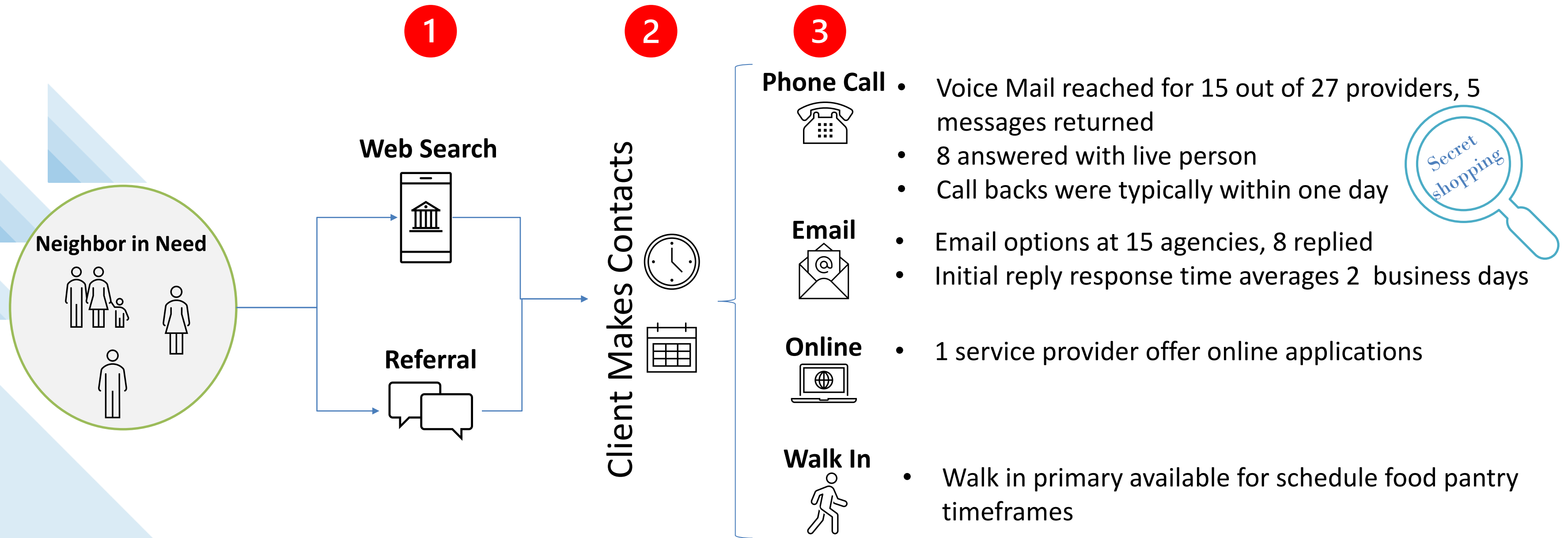
Carroll Co. Mental Health Advocates



St. Vincent de Paul

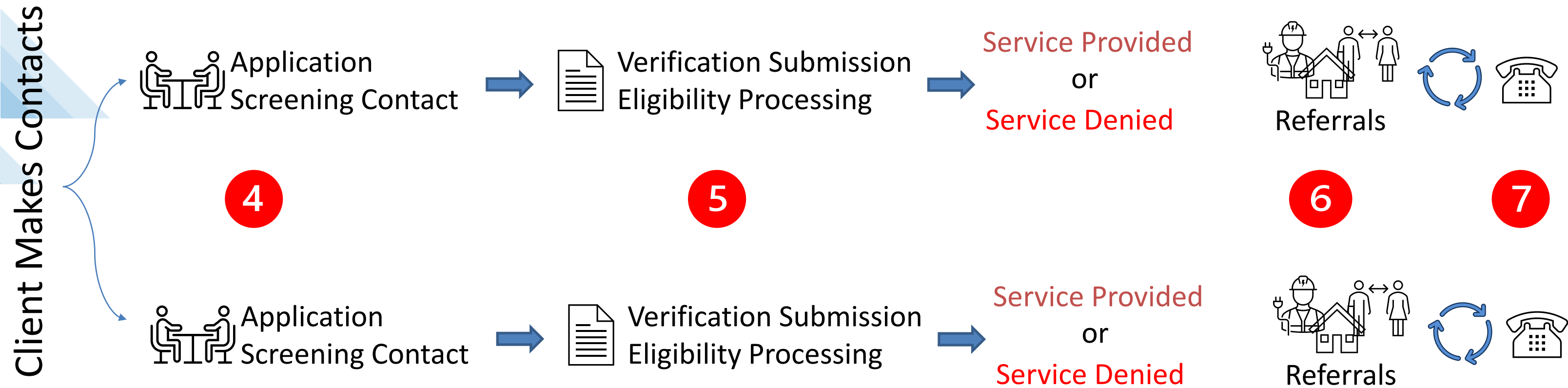


Challenges Finding Help



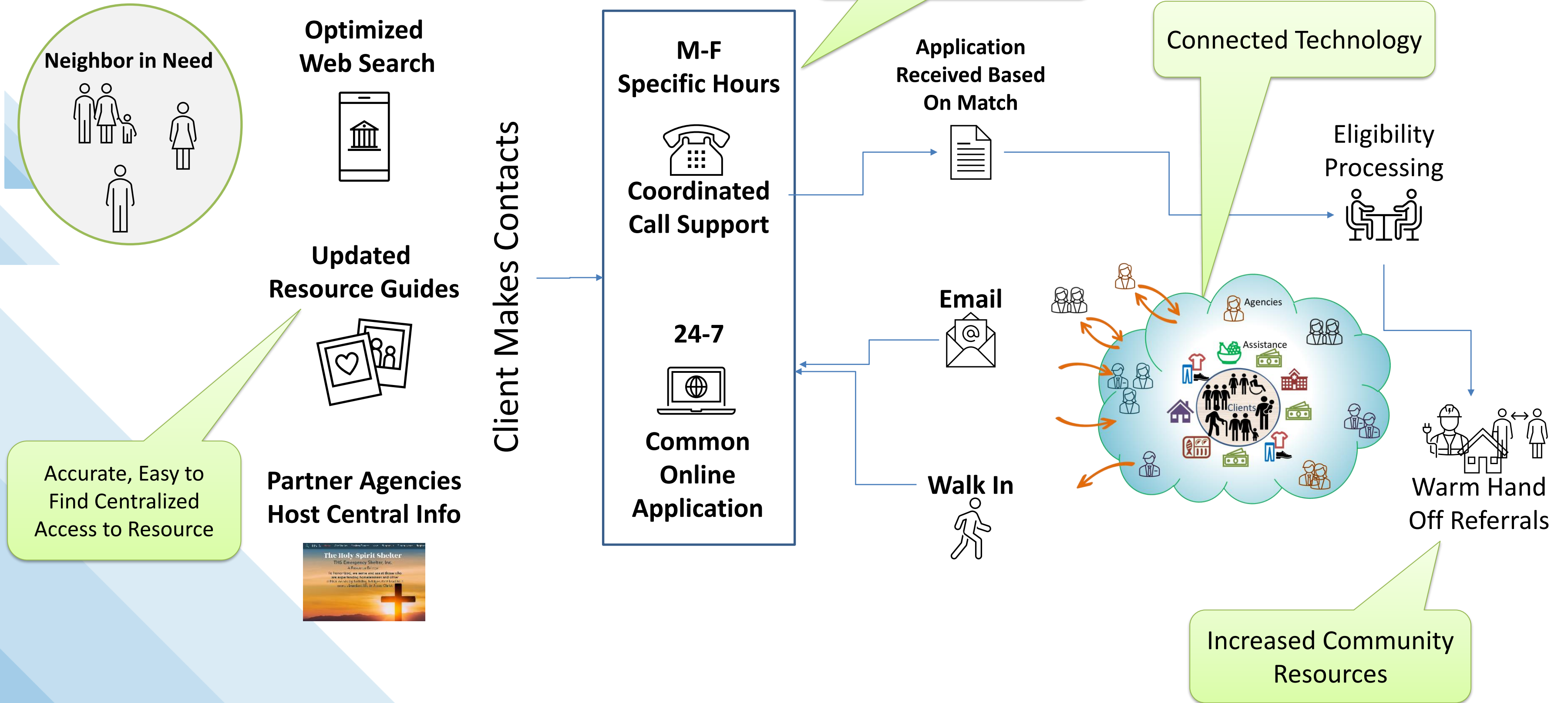
1. Identifying Resources- without prior knowledge, word of mouth or referral, does not easily result in connection with the organizations that can provide that help
2. Contacting each organization is the client's responsibility, the results are varied and rarely completed in a single contact. Provider agencies have limited days/weeks where services are provided
3. Channels for access are limited and response times vary.

Challenges Getting Help



4. Client must contact multiple agencies and complete a new applications for each new organization
5. Verifications required vary by agency, are difficult to gather and are not shared between providers
6. Client often requires other services, agency will provide information, but client must typically initiate contact, starting the cycle over again.
7. Not all services needed are available in the community

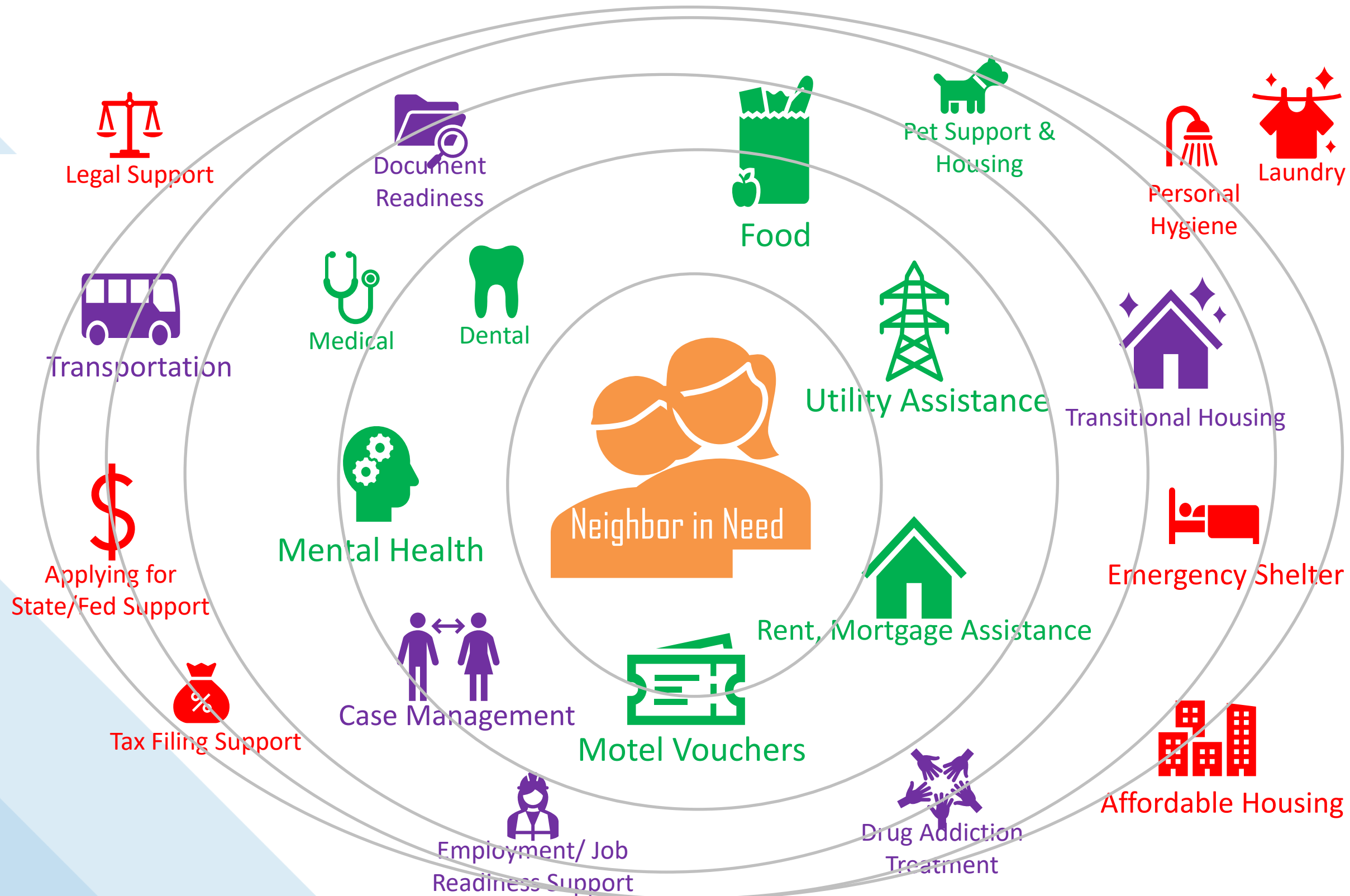
Vision for the Future



Accurate, Easy to Find Centralized Access to Resource



Expanding Resources



	Established Service Offerings
	Available but Limited
	Unavailable or Difficult to Obtain

Application for Assistance

No hablar ingles?
 Select Language
 Powered by Google Translate

Please complete this application if you are seeking assistance due to a crisis or recent loss of employment. All required fields will have an * symbol.

By clicking the button below, I agree that all information I provide in this application will be shared with nonprofit partners who provide assistance. *

I agree

What county do you live in? *
 Please select...

What city do you live in? *
 Please select...

Need Questions
 How can we help you? *
 Rent



Do you need help with housing, utilities or food?

[CLICK HERE](#) to complete an application for services.

By completing this application, you agree to allow your information to be shared with nonprofit agencies who may be able to help you.

Local nonprofits are working together to try to help more people experiencing housing insecurity, homelessness, food insecurity and other support needs.

If you need help from the Domestic Violence Center, please call 770-834-1141

If you need to contact the West Georgia sexual assault center for teens and adults, please call 770-834-7273

If you are experiencing a mental health crisis or a medical emergency, please call 911

This application is provided by The Connector, a collaborative effort to connect you to resources in West Georgia.


ACCESS TO RESOURCES

Starting with the Carroll County Family Connection website and resource guide:

- Reorganized resources into:
 - Emergency Shelter
 - Food and Clothing Assistance
 - Rent, Mortgage and Utility Assistance
- Create a calendar for Food Assistance to include times/ days, locations

Carroll County Family Connection
[Resources - Carroll County Family Connection, Inc.](https://www.carrollcountyfamilyconnection.org)

[Food/Clothing Assistance \(carrollcountyfamilyconnection.org\)](https://www.carrollcountyfamilyconnection.org)

Food Calendar  2023						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	SOUP KITCHEN 11AM-12PM 345 Beulah Church Rd. Carrollton, GA		SOUP KITCHEN 11AM-12PM 345 Beulah Church Rd. Carrollton, GA	Whitesburg Area Christian Ministries 480 Church Rd. Whitesburg	SOUP KITCHEN 11AM-12PM 345 Beulah Church Rd. Carrollton, GA	
		Open Hands United Christian Ministry 100 Bledsoe St. Carrollton 2pm-4pm		Open Hands United Christian Ministry 100 Bledsoe St. Carrollton 2pm-4pm	Feeding Families of West GA - All Fridays Backpack w/food Carroll Cty Schools	
	LIFELINE MISSION 2PM-4PM 1 Midway Church Rd. Villa Rica,	LIFELINE MISSION 8:00AM-11AM 1 Midway Church Rd. Villa Rica,		Whitesburg Area Christian Ministries 480 Church Rd. Whitesburg		
	Manna House 403 Mandeville Ave 2:30pm	Manna House 403 Mandeville Ave 9:30am	Manna House 403 Mandeville Ave 2:30pm			
	Community Christian Council. 734 Bowdon St. Tallapoosa GA 5pm-7pm	Salvation Army 9am-11:30am 115 Carroll Blvd. Carrollton	Salvation Army 9am-11:30am 115 Carroll Blvd. Carrollton	Community Christian Council. 734 Bowdon St. Tallapoosa GA 5pm-7pm	Salvation Army 9am-11:30am 115 Carroll Blvd. Carrollton	
		GIVING HEARTS FOOD PANTRY BY APPOINTMENT ONLY CALL 770-744-3889 TUESDAY -THURSDAY 9AM-2PM -148 Mt. Zion Rd. Carrollton, GA 30117				
Next Mobile Pantry: FRIDAY, May 5, 2023 - Asamblea de Dios 406 Newnan Rd Carrollton, Ga 30117 Organizations 9:15 am - Families 10am						

Clothing
 Clothing Ministry @ Lifeline Mission is open by appointment only. You must have an email in order to register. [You can schedule online.](#)

Soup Kitchen serves every M-W-F
 Open Hands T-Th
 Lifeline Mission M-T
 Manna House M-T-W
 Community Christian Council M-Th
 Salvation Army T-W-F
 Whitesburg Area CM 1st & 3rd Thur.
 Giving Hearts, Inc. T-W-T by appt. April 21, 9:15am

COLLABORATIVE CALL HANDLING VISION

Objectives-

- Empathetic listening and identifying of the best avenues for support.
- If applicable, support the client with filling out the common application.
- Provide other resources over the phone and in follow up text message as needed.
 - Call handlers will not offer any direct services, promise resolution.
 - FAQs to be developed to help train volunteers on typical call scenarios

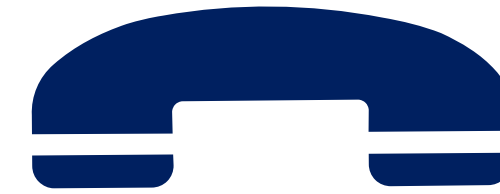
Hours of Live Call Handling- Mon-Fri 9-5 (TBD)

Staffing-

- Volunteers that have access to a computer
- Each agency to have a designed time block to staff call handling, then the agencies responsible to ensure that staffing. Plan includes back up and escalation steps
- Centralized, ongoing, training options for volunteers.

Location-

- Virtual (log in at home) and Physical (work at resource hub) Options



Live Call Handling Projections based on anecdotal information from area providers:

Calls/Day-120

Calls/Hour- 15

Talk Time-5 min

Wrap Up Time- 2 min

Acceptable Wait Time (time in queue)- 2 min

Would require 3 call handlers/hour

DESIGN PLANS

Client Information

Current Needs



Client Information

Name		Last Known Physical Address	
Johnson Smith		123 Main St. Carrollton Apt 12	
Phone	Secondary Phone	County	
404-555-5555	404-551-5565	Carroll	
Email:	Date of Birth	State	Zip
jsmith@email.com	01/28/1990	Georgia	30058

Notes: Lives with partner and 3 children. Steady employment for last 6 years. Missed work due to accident. Need help covering gap. Should be able to pay going forward

Additional Information

Current Living Situation: Veteran:

Number of People in Household: DDS: SSI: SNAP: HUD:

Number of Adults (18+): Number of Children: Employee Status: Income:

Associated Clients

Name Mary Smith Date of Birth 12/28/1994

Name Kevin Smith Date of Birth 10/02/2005

Family or Association

Open Requests

Type: Power
 Status: In Progress
 Agency: The Basics
 Requested Amount: \$90
 Date of Request: 01/28/2023
 Notes: Broke leg, missed work..

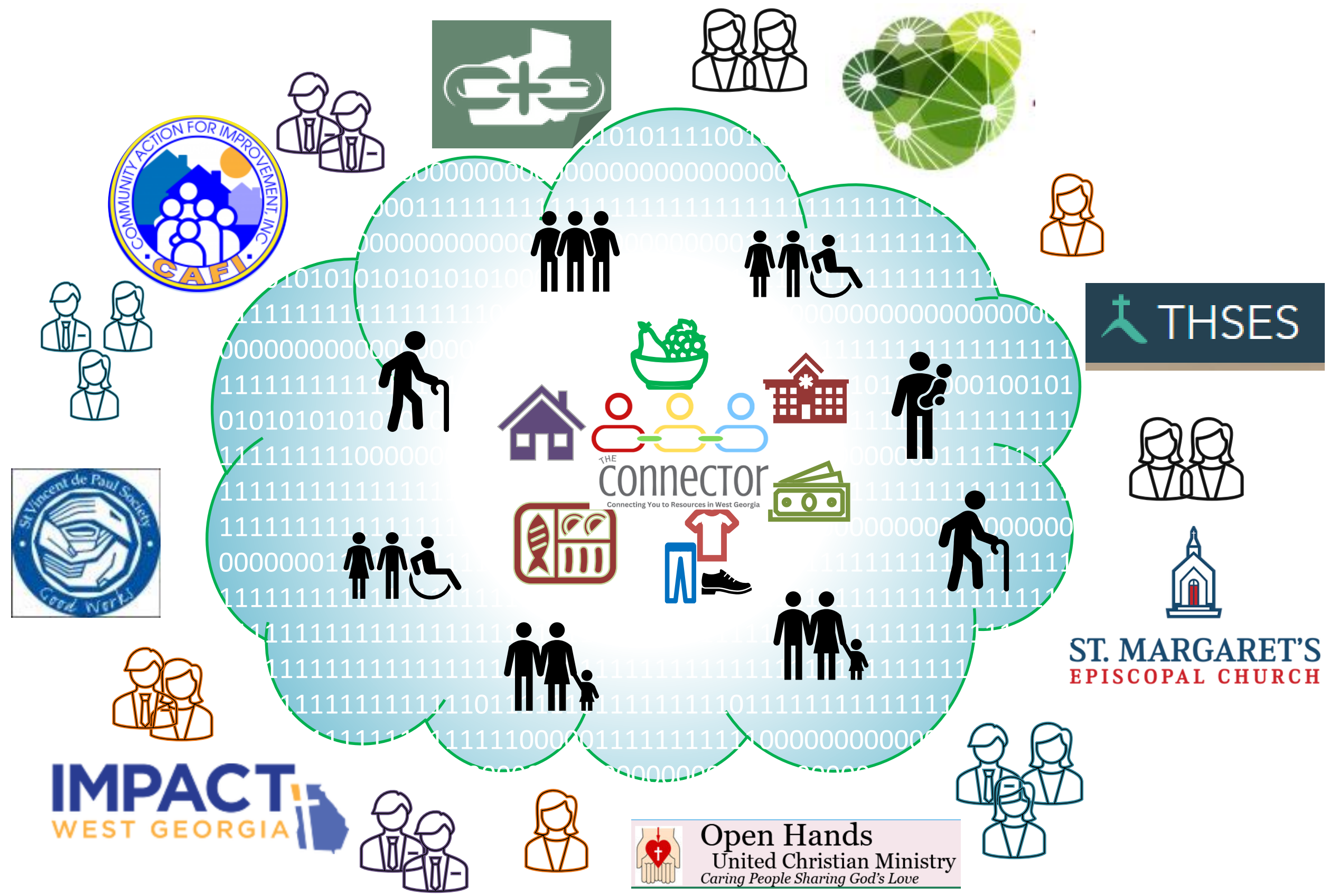
Past Needs

Past Assistance Provided

Date	Type	Amount	Agency
02/12/19	Rent	\$150	THS
03/12/22	Food	\$42	IHH
03/12/20	Rent	\$409	Open hands
04/12/20	Gas	\$20	THS

Providers

SERVICES REQUESTED AND PROVIDED IN THE COMMUNITY

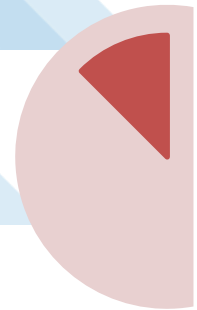


In a secure location that all providers can access.

PROJECT TIMELINE

Dependent on funding!

June 2023

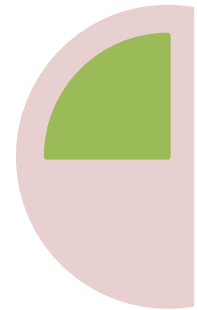


Proposal for Collaborative Call Handling

Process Vision

Draft Common Application
Business Requirements
Data Portal
Proposal for Resource Hub

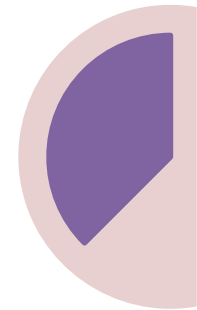
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Budgets identified
Partner Sign Off/Commitment
Implementation Plan and Timeline

Approval to Proceed

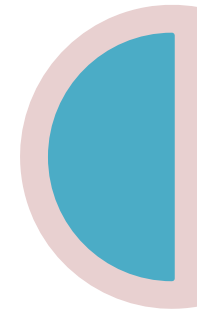
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Collaborative Call Handling
Common Application
Pilot-Technology

Launch- Collaborative Process

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Facility
Resource Calendar and commitment

Launch- Resource Hub