

BSACAP UPDATE

Giving Thanks to Our Staff for Their Work During the Pandemic



APRIL THROUGH JUNE
AT A GLANCE

**\$533,200 IN LIHEAP
DISTRIBUTED THROUGH
3,324 APPLICATIONS**

**OVER 9,300
UNEMPLOYMENT-
RELATED TASKS
COMPLETED**

**\$10,800 IN GARDEN
SEED PROGRAM FUNDS
TO 270 HOUSEHOLDS**

**\$144,937 IN TEAM
KENTUCKY FUNDS TO
DISTRIBUTE LOCALLY**

YOUR WORK MATTERS

The COVID-19 global pandemic has and continues to put a strain on the world's health, resources, economies, patience, and time. We have been asked to contend with shutdowns, soaring unemployment, missed education, food and supply shortages, new safety protocols, and major disruptions to our lives.

Through all of this our staff has continued to serve. Not only are we grateful for your work, but you have shown that our community members are able to count on you to provide the best service possible during an event that is unprecedented in the history of our agency.

You have been able to move with and adapt to rapidly changing information and protocols. You have met challenges with creativity and mutual support. Through hard work and compassion, the agency has been able to serve thousands of people in the past three months and respond to the soaring needs that have found their way to our door.

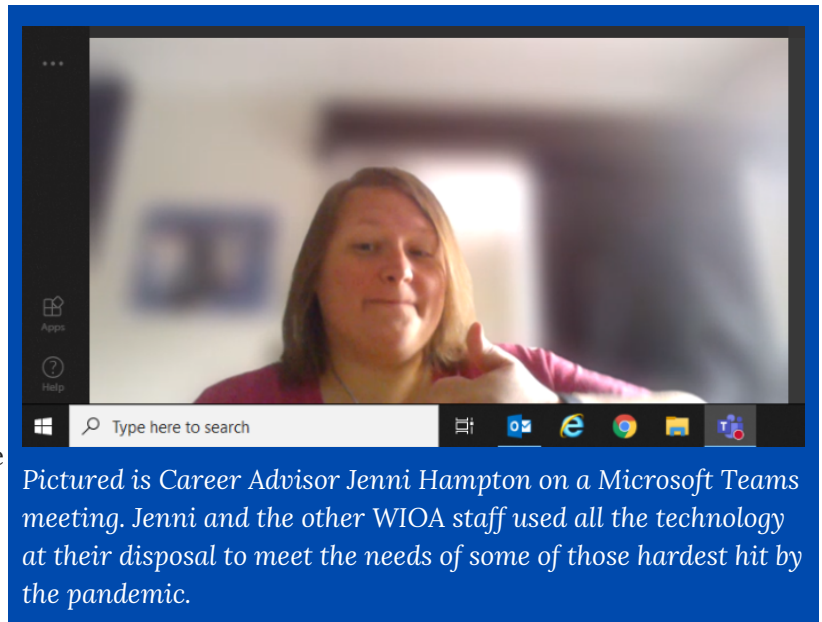
We see the work that you have done and we thank you for it.

April - June 2020

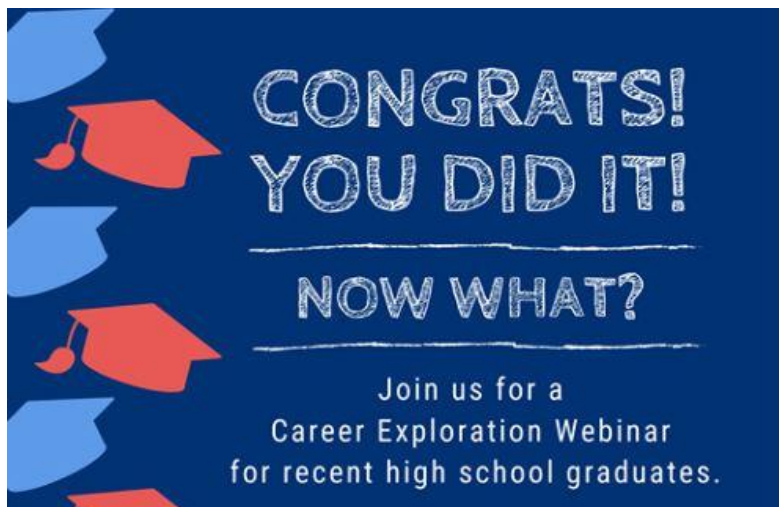
WIOA STEPS UP TO UNEMPLOYMENT CRISIS

The WIOA staff has done a tremendous job of working to alleviate the impact of the unemployment crisis caused by business shutdowns during the pandemic.

They were called up to assist the state with processing claims, answering questions, and taking care of Kentucky families. They have answered thousands of phone calls and managed to bring peace of mind to many frustrated and desperate people trying to navigate the unemployment insurance system. We know it has not been an easy thing to do, but we applaud them for stepping into the fray and for using their skills to meet the demand.



Pictured is Career Advisor Jenni Hampton on a Microsoft Teams meeting. Jenni and the other WIOA staff used all the technology at their disposal to meet the needs of some of those hardest hit by the pandemic.



WIOA went a step further to make sure that clients and those they encountered were not just surviving, but would be able to thrive.

They held virtual workshops aimed at helping people to understand their educational and employment options and created videos about their services, teleworking, and adjusting to working from home. And in spite of the major demands placed upon their

time by the pandemic, they still managed to hold one-on-one career advising sessions and reach out to employers. Let's all thank them for their remarkable work and congratulate them on their success!

WE'RE PROUD OF YOU, WIOA!

Heather Addington
Erica Ash
Jackie Blackburn
Sandy Grimm
April Hall

Jenni Hampton
Sabrina Hayden
Kayla Jude
Brian Kidd
Reva Kidd

Anita Lykens
Julie Marcum
Robin Merrill
Joey Osborne
Susan Patton
Burma Wheeler

HEAD START USES CREATIVITY TO SERVE



Pictured is Family Advocate Amber Hunter who live streamed herself making strawberry lemonade so that families at home could join in on a learning opportunity.

Parent job loss and disrupted schedules can create chaos for children, but Head Start staff have done some amazing work to help our littlest clients and some of our most vulnerable families to weather the pandemic.

When schools closed, Head Start took to the internet and continued to provide educational support, offer family projects, and provide resources to parents. They shared healthy recipes, craft projects, home safety tips, and even built a volcano! They took the time to talk to individually to the children and their families and the kids were delighted to see and hear their teachers.

When it was time for graduation, Head Start kids didn't miss out! Drive-thru graduations gave parents and teachers the chance to celebrate their little ones and have some silly fun.

Our Head Start program received over \$322,000 in CARES Act funding and set to work researching how best to use the money to care for children and families. They created a thoughtful plan that accounted for the health, safety, and education of the over 1,100 children in their care and contingency plans for whatever the new

school year brings.

No matter what happens in the next few months, our staff have ensured that our children will have access to books, learning activities and supplies, health and hygiene lessons, technology to participate, and safe places to live, play, and learn whether they are at home or in the school building.

We are very proud of the hard work the staff has done and will continue to do moving forward. We know that it is no easy task to care for children, but the creativity and thoughtful planning that our staff has demonstrated shows they are up to the task.



Head Start celebrated the end of the school year with a drive-thru graduation and even a friendly dinosaur.

GREAT WORK, HEAD START!

Tracy Jenkins
Misty Howell
Missy Spears
Lori Howard
Patti Miller
Stacy Blanton
Trina Yeary

Tammy Scarberry
Tammy Taulbee
Brittany Chaney
Amber Hunter
Marie Langel
Jessica Stevens
Sarah Ray

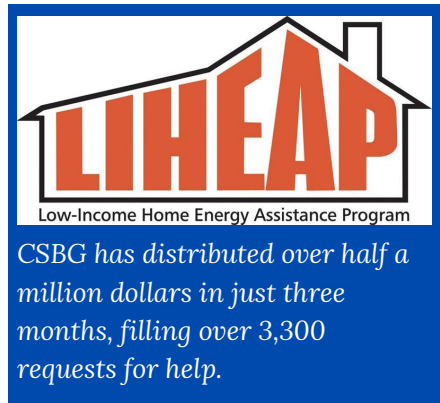
Tonia May
Rita Newsome
Judy Wright
Kaysha Caudill
Andrena Dotson
Mercedes Burke
Samnatha Harris
Amanda Lowe

April - June 2020

CSBG MEETING NEEDS BY THE THOUSANDS

Our CSBG staff regularly serve those in dire straits, but the pandemic has brought about new and deeper needs in our communities.

Staff were asked to extend the regular LIHEAP crisis portion by an extra month, then tasked with taking on a Spring subsidy and then a Summer subsidy and crisis. The winter LIHEAP season is usually our busiest time, and the marathon has not stopped since October of last year and will continue at least through March of next year.



They have dealt with limited staffing, confused and scared clients, the closure of services they used to provide assistance to their communities, and playing telephone tag with clients over and over again. Their job has not been easy and we thank them for their tenacity.

Our Housing Program was able to secure safe living spaces for 19 more men, women, and children in our area in the last three months. Housing clients received workshops on healthy living and landlords were kept in the loop about payments and procedures. The need for housing and rental assistance is great and the budget is small, so we are grateful for the difficult work that goes into making sure we are reaching those in greatest need.



2019 CSBG Scholarship winner Valina Stacy made history at BSCTC this year by becoming the first woman to ever graduate from the school's Industrial Maintenance Technology program.

Through the CARES Act, our CSBG program was granted over \$1 million that they will use to bring much needed services to local people. The pandemic showed us that when families' finances are suddenly hit hard, they need help figuring out where to start and who to go to figure out how to get back on their feet. We saw clearly that further utility assistance is crucial to keeping people safe and healthy. COVID-19 has devastated nursing homes and senior care facilities, so we have to make sure that

our Senior Citizens are safe and cared for at home.

CSBG has developed five new programs designed to help local people and families to find and get the resources they need to survive, get back on their feet financially, and stay safe and healthy during this extremely difficult time. These programs will operate alongside all of the other programs that CSBG already offers, so there will be a lot more work ahead, but there will also be many, many more people whose lives will be changed for the better because of this work.

THANK YOU, CSBG!

Alecia Conley-Knox
Felicia Craft
Susan Gannon

Tina Kilgore
Chantel Omer

Lori Smith
Dawn Stephens

April - June 2020

WEATHERIZATION FLIPS THE SCRIPT

The social distancing requirements brought about by the pandemic meant that our Weatherization Assistance Program Crew was not able to perform their usual work of making improvements to clients' homes, so they changed things up and started making improvements to their skills and their tools.

Instead of crawling under houses, the WAP Crew started online learning, taking tutorials and quizzes, and giving reports. They covered topics related to home safety, inspection expectations, proper tool care, and equipment maintenance procedures.

When staff were able to return to offices, the WAP crew took the knowledge they had gathered from their online work and began to perform inspections and conduct maintenance work on the major equipment they use to service houses.

Weatherization provides a crucial service to families in our area and we appreciate that our crew took the time to improve their skills so they could offer even better service to people in need.



Pictured is Retrofit Installer Terry Moore performing maintenance on the insulation blower.

JOB WELL DONE, WAP!

Terry Moore Jared Newman Joseph Spradlin William Ward

SCSEP PROTECTING MATURE WORKERS

WE 
SCSEP

*Thank you,
Mike Goble!*

One of the groups most at-risk for serious complications from COVID-19 are our Seniors. During the pandemic, the Senior Community Service Employment Program has maintained focus on keeping participants safe, making sure they are taken care of at home, and staying in communication with training sites throughout the rapidly changing circumstances.

The last three months have not been easy for SCSEP since participants were unable to go to their training sites starting March and recruitment is exceptionally difficult in the current climate. Yet, participants are still finding jobs and are able to support themselves through unsubsidized employment.

And as training sites are opening back up, our staff is working with them to make sure that our participants can be safe as they work toward their future.

BOOKKEEPING KEEPS US RUNNING

*Hard Work
+ Funds
Better
Communities*

The great work accomplished here at the agency would not be possible without our wonderful Finance Department. Not only do our Bookkeepers write, record, and keep track of the thousands of payments and vouchers that leave our office each month, they also keep everyone else on track to serve the greatest number of people possible with the greatest work we can.

The extension of LIHEAP and the influx of grant money has placed tremendous pressure on the department to do better than their best. And they have done it! We are grateful for their meticulous work.

WE APPRECIATE YOU!

Sharon Mullins Faye Rife Cathy Tackett Jessica Webb

ADMINISTRATION PRIORITIZES SAFETY

Service and safety have been top of mind for our Admin Team. The work our staff does for our communities is tremendously important, so someone needs to be looking out for them, making sure that they are safe and have the things they need to get the job done.

Our Human Resources Department has been staying on top of the developing workplace recommendations for health and safety and have worked to create contingency plans, policies, and protocols designed to help our staff stay Healthy at Work. And they have worked to help the agency look for new hires who can help us to expand our offerings.

When the pandemic demanded that we shift to working from home, IT was called upon to manage the needs of a remote workforce, including computers, phone lines, emails, data encryption, and customer needs across the five county service area. No small task!

And of course, our Maintenance Worker, Billy, has been doing the disinfection needed to keep everyone healthy and ready to serve. Thank you, everyone!



Pictured is Reynold Hall, who was named Deputy Director of the agency in June.

Congrats, Renny!

KEEP GOING, ADMIN!

*Kathie Daniels
Reynold Hall*

*Sarah Hill
Valerie Mace*

*Billy Smith
Wanda Thacker*