



community TIMES

The Highlands Residential Services Newsletter

HIGHLANDSRS.COM

SEPTEMBER 2020



Monterey youth enjoy the 2019 Fall Funday event.

INSIDE THIS ISSUE



HRS RECEIVES 150 NOAA WEATHER RADIOS FOR SENIORS – [story page 2.](#)

YOU CAN PAY YOUR RENT ONLINE! – [see page 2.](#)

START PREPARING NOW FOR LIHEAP APPLICATION – [details page 3.](#)

9TH ANNUAL QUAWANA'S COATS IS STILL ON, JUST A LITTLE DIFFERENT!

Unfortunately, due to COVID-19 this year, we are unable to safely provide a large enough space to maintain safe social distancing to have our one-day Quawana's Coat distribution. However, the whole purpose of the coat drive is to be able to spread warmth (and not COVID!) to anyone in the area. We are still committed to accomplishing that mission. The great thing about Quawana's Coats has always been the fellowship and camaraderie that comes with choosing a coat. Even though we can't do that this year, we are looking forward to being together in 2021.

We are now collecting coats. To donate, simply contact me, Shaquawana, at (931) 526-9793, ext. 213, to arrange your donation, or you can drop off coats at the HRS main office 8:30 a.m.-4:30 p.m. Monday-Thursday and 8:30 a.m.-3 p.m. Friday (closed for lunch 12-1 p.m. each day). We desperately need kids' coats, jackets and hoodies.

We will need volunteers to help with sorting coats, collecting coats and distributing coats, so please call me for a time and opportunity.

The coat distribution will take place over a period of time in October and possibly November. We are working on distribution details, which will be released at the end of this month in the October newsletter and on our Facebook page, Highlands Residential Services.

I appreciate each one of you and please know that we are committed to spreading our goal of warmth and caring to others.



Please note – any of our programs or community programs could change without notice due to COVID-19 restrictions.

Melinda's MEMOS



It's time for Monterey Annual Recertifications. We

are currently not doing face-to-face interviews. You will receive a letter with details of the recertification process. If you have any questions, please contact me at (931) 526-9793, ext. 220, or by email at mayers@highlandsrs.com.

Kathy's CORNER



Free Panera and Food Lion bread and produce is back every Monday and

Wednesday around 10 a.m. in our main office lobby. We have delicious breads, pastries and other baked goods, along with a variety of fresh produce. All HRS residents are welcome to stop by and pick up some yummy treats! Please, due to COVID-19, wear a mask, use hand sanitizer located at front desk, and look through the basket only one person at a time.

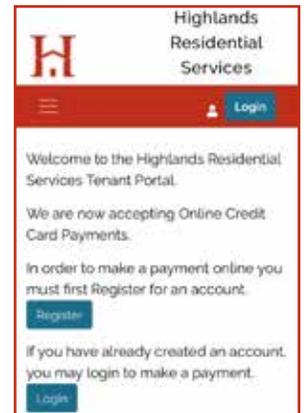
Chelsea's CHAPTER



We are in the process of getting emergency call pendants equipment

installed for Walnut Village residents. Information request forms were sent to all Walnut Village residents, so please make sure you get those filled out and returned to me as soon as possible. We cannot activate the system until we get everyone's information. I sincerely appreciate your cooperation during this process of adding a safety feature to your home.

You asked for it, and you've got it! HRS now accepts credit/debit card payments for rent or money owed from all residents. You can use your card at the main office OR pay online through our new Tenant Portal. Simply go to our website, highlandsrs.com, and click on "Tenant Payment Portal" at the top of the page. You will be directed to "register" for a login account. Once you complete the login registration, you can pay online. **There is a \$2 usage fee that will be added for all card transactions, either at the office or online.** You can continue to pay with cash, check or money order.



Our new Tenant Portal will also allow us to communicate more efficiently with you by email. If you have an email address, please send it to me at mayers@highlandsrs.com. Walnut Village or Willow Heights residents need to send their email addresses to cyork@highlandsrs.com.

For questions concerning your rent, household changes, work orders, etc., please call the main office at (931) 526-9793, ext. 210.

Maintenance will be changing air filters in HVAC units the week of Sept. 14-18.

The main office will be closed for Labor Day, Monday, Sept. 7, 2020.



KATHY G'S NEWS & VIEWS

WE HAVE AWESOME NEWS!

Kathy Garcia recently completed her two-year term with AmeriCorps and did such an awesome job that she is now a permanent employee of HRS, continuing in her role as the adult programs coordinator, although she also assists with youth programs when needed.

Kathy is very knowledgeable regarding community resources and can help with things such as:

- Referrals to Senior Services such as meals on wheels, homemaker aide, in-home care and more.
- Job listings, applying for jobs, career training, etc.
- Resources to help with food or utility bill assistance.
- Community linkage such as vocational training programs, services for the blind, support groups for various needs, and alcohol/drug treatment.

MORE GREAT NEWS!

The Unitarian Universalist Congregation of Cookeville (UUC), along with Stonecom Radio and Wilson Bank & Trust, recently donated 150 NOAA weather radios to HRS, for which we are very grateful. After the tornado this spring, UUC wanted to do something to help others. These weather radios are now being installed in the homes of 150 HRS residents, with some being in each town HRS serves, including Cookeville, Baxter, Algood, Monterey, Gainesboro and Celina. I will be installing the weather radios to our oldest residents first, who may not



have access to smart phones with weather apps. The weather radios will alert to tornado, severe thunderstorm and flood warnings.

If you have a smart phone, you can download free weather apps such as the Putnam County Emergency Management Agency, NOAA weather, My Radar, Tornado or any of the local TV stations. If you need help with doing this or understanding the apps, please contact me at (931) 526-9793, ext. 224.



Ms. Leona of Monterey now has a weather alert radio.



YOUTH NEWS WITH SHAQUAWANA

For more information about any of the following, please contact me at (931) 526-9793, ext. 213.

Our Teens Need Training (TNT) and KIDS Matter after-school programs did start back last month. Due to COVID-19, we are keeping our enrollments low in both programs. Currently, we do have a waiting list for TNT, but we do have a few openings for KIDS Matter.

TNT meets on Mondays and Wednesdays and offers an on-site computer lab, game room, outdoor sports, snacks and, if needed, help with homework or tutoring. Plus, the teens receive a stipend, which simulates job training.

KIDS Matter after-school reading program meets on Tuesday and Thursday afternoons, and we have a super snack while enjoying our guest readers. We also play games, do arts & crafts and take books home to read.

Both programs are free and have lots more surprises and benefits than listed here! If you would like to know more about either program, please call me at (931) 526-9793, ext. 213.

Fall Funday! We are still planning our Ninth Fall Funday event during schools' fall breaks next month. We will be visiting Cookeville, Baxter, Monterey, Gainesboro and Celina to offer all kids a day of fun, games, activities and lunch! Be watching for complete details and dates in our October newsletter.

Quawana's Closet Everything in the closet is absolutely FREE and for ALL HRS residents, no questions asked. We still have lots of kids and adult clothes, shoes, formal wear, baby things, household items, hygiene items and much more! The closet will be open every Tuesday in October from 1:30-3 p.m. at 706 Pine Ave., Cookeville. Can't make it to the closet? Just call me and I will do my best to help you. We do ask visitors to wear a mask, wash your hands before you arrive, and maintain social distance. Hand sanitizer will be available. Visitors may be asked to wait outside until safe distances can be managed inside.



RESOURCE CENTER ↙

2020 Census

The census count has taken somewhat of a back seat in the media due to COVID; however, it is still going on. For those who have not completed their census yet, census takers have started going to homes to collect census information through the end of September. Census takers will be wearing COVID protection masks and will have official census taker IDs. If you want to avoid a home visit, you can still complete the online census information at www.census.gov, or you can still complete the paper application.

Why does everyone need to do the census? The census is a way to count our country's population and get basic demographic information. In turn, census information is used to help communities get funding for things like public transportation, affordable housing, jobs, schools and so much more.

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

UCHRA's funding for this program starts again with a new cycle year on Oct. 1. Eligibility guidelines are more generous due to the CARES Act. For instance, a single person with income up to \$1,900 a month or a family of three with monthly income up to \$3,075 may be eligible for a once-a-year assistance of \$325. Paper applications are available in the HRS main office lobby, you can apply online at UCHRA, or you can contact your local UCHRA office. You will need a 12-month printout of your utility bill, which must be in your name, and proof of all income (or if no income, a statement). If you are already receiving EBT (food stamps), then UCHRA can obtain your income for you. If you need help with applying, please call our adult programs coordinator, Kathy Garcia, at (931) 526-9793, ext. 224, or contact your local UCHRA office.

Remember to "like us" 
on our Facebook pages at Teens Need Training and Highlands Residential Services to check out all the great things happening.

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		1 KIDS matter After-School Program RENT DUE!	2 tnt TNT: After-School Program	3 KIDS matter After-School Program	4	5
6	7 HAPPY LABOR DAY OFFICE CLOSED	8 Quawana's Closet Open 1:30-3 p.m. KIDS matter After-School Program	9 tnt TNT: After-School Program PEST CONTROL TREATMENT DAY	10 KIDS matter After-School Program	11 LATE FEES ADDED	12
13 AIR FILTERS CHANGED THIS WEEK	14 tnt TNT: After-School Program	15 Quawana's Closet Open 1:30-3 p.m. KIDS matter After-School Program - 1st Day EVICION NOTICES FOR NON-PAY	16 tnt TNT: After-School Program	17 KIDS matter After-School Program Board Meeting	18	19
20	21 tnt TNT: After-School Program	22 Quawana's Closet Open 1:30-3 p.m. KIDS matter After-School Program	23 tnt TNT: After-School Program	24 KIDS matter After-School Program	25	26
27	28 tnt TNT: After-School Program	29 Quawana's Closet Open 1:30-3 p.m. KIDS matter After-School Program	30 tnt TNT: After-School Program LAST DAY CALL IN FOR PEST CONTROL	PLEASE NOTE: ACTIVITIES OR EVENTS ARE SUBJECT TO CHANGE OR BE CANCELED DUE TO COVID-19/CORONAVIRUS SOCIAL DISTANCING RESTRICTIONS		



MAIL

P.O. Box 400

OFFICE

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Cookeville, TN 38503

PHONE

931.526.9793

AFTER OFFICE HOURS PHONE

931.260.6080

FAX

931.526.5841

»»» The office is closed for lunch from 12-1 p.m.

All Resident Services activities operate under Highlands Residential Resources, which is a 501(c)(3) nonprofit.

It is the policy of HRS to ensure that no citizen shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

POLICY REMINDERS



The HRS Smoking Policy is now in effect for all HRS homes. A copy of the policy is available at the HRS main office.

NO FIREWORKS AT ANY TIME ON ANY HRS PROPERTY BY ANYONE.

No fireworks (includes bottle rockets, firecrackers, sparkers, poppers, etc.) at any time on any HRS property by anyone."



ADDRESSES: ONLY residents listed on the current lease can receive mail at one of our addresses and no one else.