

## Community Service Centers

**Chester County CSC**  
269 North Church Avenue  
Henderson, Tennessee 38340  
Phone: 731-989-3879

**Decatur County CSC**  
2039 Hwy 641S.  
Parsons, Tennessee 38363  
Phone: 731-847-8160

**Hardeman County CSC**  
793 Tennessee Street,  
Bolivar, Tennessee 38008  
Phone: 731-658-9292

**Hardin County CSC**  
885 Pickwick Road  
Savannah, Tennessee 38372  
Phone: 731-925-5405

**Haywood County CSC**  
1149 Tammell Street  
Brownsville, Tennessee 38012  
Phone: 731-772-2644

**Henderson County CSC**  
340 Natchez Trace Drive, Suite A  
Lexington, Tennessee 38351  
Phone: 731-968-6802

**Madison County CSC**  
1124 Whitehall Street  
Jackson, Tennessee 38301  
Phone: 731-423-8768

**McNairy County CSC**  
701 Industrial Drive  
Selmer, Tennessee 38375  
Phone: 731-645-5739

**Misdemeanor  
Probation Services**  
Phone: 731-664-0059

**Financial Management Services**  
Phone: 800-789-6691  
Phone: 731-520-6691

Central Office Location  
1527 White Ave.  
P.O. Box 264  
Henderson, TN 38340-0264  
Toll Free: 800-372-6013

Food Service Solutions  
992 W. Main Street  
P.O. Box 264  
Henderson, TN 38340  
Phone: 731-989-5658

[www.swhra.org](http://www.swhra.org)



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- Center for Workforce Inclusion



United Way Partner Agency

Rev. 2023

# SOUTHWEST HUMAN RESOURCE AGENCY



**LEADING THE WAY**

## Summary of Services Administered by SWHRA:

### COMMUNITY SERVICES

#### Information and Referral

A Community Service Center (CSC) is located in each of the 8 counties served. These centers offer many services including Information and Referrals for clients seeking assistance. CSC staff maintain a list of available services in their communities in order to provide updated information regarding other community services available. Applications for several Agency programs are also accepted at each CSC.

#### Family Case Management

The Family Case Management program is designed to assist low-income households in identifying and overcoming barriers preventing economic self-sufficiency. Case Managers will assist families by working with them to make positive life changes. Participants are enrolled in the program for a maximum of six months. Participants will also be required to seek gainful employment and/or develop and pursue education goals.

#### Low Income Home Energy Assistance Program (LIHEAP)

LIHEAP assists low-income households with energy costs. Priority is given to households with the highest energy burden. Applicants must be responsible for their fuel bill, live in the 8-county area and be within the income guidelines.

#### Weatherization Assistance Program (WAP)

This program assists low-income households in their efforts to reduce energy costs and upgrade livability standards by installing weatherization measures to their homes.

#### USDA Commodities

The Commodity Program is responsible for receiving, storing and distributing available foods to low-income families of Southwest Tennessee. To qualify, clients must meet income guidelines.

#### Emergency Repair Program (ERP)

ERP provides grants to low-income homeowners who are at least 60 years old or receiving disability benefits to correct, repair, or replace an essential system and/or critical structural problem. The purpose of the program is to stabilize the homeowner's residence by making rapid, essential repairs to make the home livable. The maximum grant is \$15,000 per household.

#### Misdemeanor Probation

Southwest HRA Misdemeanor Probation provides supervision along with rehabilitative and educational services to misdemeanor offenders in McNairy County, TN (25th Judicial District). Services provided include: alcohol and drug assessments; anger management; moral recognition therapy (MRT); monitoring collection of court costs; fines and restitution; substance abuse screening; employment assistance; and referrals to other necessary services. Probation Services also offers DUI classes.

#### Southwest TN Community Development Corporation (SWCDC)

SWCDC is a Community Housing Development Organization (CHDO) created to meet the housing needs of citizens throughout the eight counties served by SWHRA. SWCDC operations include home rehabilitation, down payment assistance, home sales to qualified homebuyers and home rental to low-to-moderate income families and special needs individuals.

### FINANCIAL MANAGEMENT SERVICES

The Financial Management Services department provides money management services to individuals whom are unable to manage their finances alone. Southwest is authorized as a Representative Payee by the Social Security Administration and as a VA Fiduciary by the US Department of Veterans Affairs. Both programs provide one-on-one assistance, minimize financial obstacles, ensure beneficiaries' needs are met, and provide weekly spending allowances. Southwest also strives to connect beneficiaries to other essential services to enhance their quality of life.

### HEAD START

Head Start is a comprehensive program, which engages families and the community in the areas of Education, Health, Disability Services, Social Services and Parent Involvement. The goal of Head Start is to break the cycle of poverty by working with children and strengthening the family unit. This is done by engaging the child's family in the operation of the program and the decision-making process regarding the child's education and developmental concerns. Head Start serves three- and four-year-old, low-income children and their families throughout our service area except Madison County.

### TRANSPORTATION

#### Transportation

The Rural Public Transportation system is designed to benefit the entire community including elderly, preschoolers, dialysis patients, and disabled. Vital transportation services are provided to the rural areas of Southwest Tennessee, linking these residents to doctors, grocery stores, employment, senior citizen centers, and recreation. Medical trips are provided to Memphis, Jackson, and Nashville. Anyone in our eight county region can ride, with the exception of those residing in the Jackson Urbanized Zone. There are no eligibility requirements for general public riders. Passengers must call our dispatch center at least 24 hours in advance to make reservations. Once the schedule has been completed, the rider will be notified by phone of their pick-up time. General public riders are charged a nominal fee based on pick-up and drop-off locations.

### SENIOR SERVICES

#### Foster Grandparent Program (FGP)

FGP provides tutoring and mentoring to children with special needs by persons 55 and over with limited income. Foster Grandparents volunteer four hours a day, five days a week. In return, they receive a hot meal, transportation to and from an assigned location and a non-taxable stipend of \$4.00 per hour, each day they serve.

#### Homemaker

The Homemaker program provides housekeeping, personal care (assistance with bathing and dressing) and respite to seniors and disabled persons having difficulties with activities of daily living. Homemaker services are provided through Area Agency on Aging and Disability and the statewide Home and Community Based Services Program (CHOICES).

#### Veteran's Care

The program allows for Homemaker Services to be made available to veterans through the Department of Veteran's Affairs Veteran's Administration Medical Centers (VAMC). Services include light housekeeping, shopping and errands as requested.

#### At-Risk After School Program

The At-Risk After School Program ensures that children receive nutritious meals after school. Meals and snacks that meet Federal Nutrition Guidelines are provided to sites that are approved for this service. The At-Risk Program primarily operates during the months from August to May.

#### Summer Food Service Program (SFSP)

SFSP was established to ensure that children continue to receive nutritious meals when school is not in session. Free meals, that meet Federal Nutrition guidelines, are provided to all children at approved SFSP sites. SFSP operates primarily during the months from May to August.

#### Senior Community Service Employment Program (SCSEP)

The Senior Community Service Employment Program (SCSEP) is a community service and work-based job-training program for older Americans. The program provides training for low-income, unemployed seniors 55 and over in Decatur, Haywood, Henderson, and Madison counties.

#### Social Services Block Grant (SSBG)

SSBG provides support services to adults 18 years of age or older, who are unable to protect their own interests due to mental or physical dysfunction, or advanced age, and who are abused, neglected or exploited and have been designated as protective services eligible by the Department of Human Services. Services include, but are not limited to the following: assistance with routine household chores, personal care, essential shopping and errands, and case management.

#### Senior Nutrition

The Senior Nutrition program provides nutritionally balanced congregate and home delivered meals to elderly and disabled persons. Home delivered meals are delivered by volunteers who also have the opportunity to check on the welfare of the recipients.

### FOOD SERVICE SOLUTIONS

#### Food Services Solutions

This department prepares and delivers nutritious meals for the areas served by SWHRA. Programs that benefit from this service are Head Start, Meals on Wheels, At-Risk After School Program and Summer Food Service Program. Food Services Solutions also offers catering for your upcoming events.

**For more information about these services or questions please visit our website at [www.swhra.org](http://www.swhra.org) or call 800-372-6013.**