SERVICES • REFERRALS • COMMUNITY

SUPPORT

Find help. Make help possible.

01 LEARN

02 PRACTICE

03 ACT

04 REVIEW

A practical guide to turning ideas into measurable action.

SUPPORT

Find help and offer help

Leave with a verified referral plan and one safe, practical way to support others.

WORKED EXAMPLE

Example: A family needing utility assistance calls 211, describes its ZIP code and urgent need, asks about eligibility and documentation, and records the agency name and next appointment.

YOUR FOUR-STEP METHOD

1 | Name the need precisely

Distinguish urgent needs from longer-term goals; for emergencies use appropriate emergency services.

2 | Start with trusted referral channels

Use Tennessee 211 and official agency websites rather than social-media posts asking for sensitive information.

3 | Verify the provider

Confirm geographic coverage, eligibility, hours, application method, and whether any fees apply.

4 | Follow through safely

Track appointments and outcomes. Do not share Social Security numbers, banking information, or identification with unverified contacts.

Official starting point

https://www.uwtn.org/tn-211

SUPPORT | Your action worksheet

Write your plan

The assistance or community need:

_____

Official resource contacted and date:

_____

Eligibility, documents, and appointment requirements:

_____

Follow-up owner and deadline:

_____

One practical way I can support someone else:

_____

SUPPORT | 30-day progress tracker

■ Week 1: identify the exact need

Evidence / notes: _____

■ Week 2: contact two trusted sources

Evidence / notes: _____

■ Week 3: complete an application or referral

Evidence / notes: _____

■ Week 4: confirm outcome and next step

Evidence / notes: _____

Decision at day 30

Continue / revise / change direction (circle one). Why?

_____

Next action and date: _____

This guide is educational, not individualized legal, tax, financial, or professional advice. Confirm program requirements with the provider.

SUPPORT | Deeper learning

Use this companion section after the core action worksheet. It turns your initial goal into an informed decision.

Decision tool: triage needs

Immediate danger: emergency services. Time-sensitive basic need: contact a verified local provider promptly. Longer-term support: schedule an intake, ask about eligibility and create a follow-up plan.

Practice: referral call script

I live in [county/ZIP]. I need help with [specific need]. Do you serve my area? What are the eligibility rules, documents, costs and next available steps? If you cannot help, who should I contact next?

Avoid a common mistake

Do not promise approval or share sensitive documents with an unverified intermediary. Keep information private and obtain permission before making referrals for someone else.

Evidence to keep

Agency name, official link, contact date, eligibility notes, appointment and outcome.

SUPPORT | Apply what you learned

Use complete sentences and actual dates. Keep this page as your record of progress.

What are two realistic options and the tradeoffs of each?

_____

_____

What information do I still need to verify?

_____

_____

What could prevent success and what is my backup plan?

_____

_____

Who can help, and what exactly will I ask?

_____

_____

What evidence will show progress in 30 days?

_____

_____

Decision and next action

I will _____ by _____. I will review it on _____.

YOUR ACTION PLAN

Complete one row at a time. Use real dates and specific evidence.

ACTION / DECISION	NEXT STEP + OWNER	DEADLINE / EVIDENCE
01		
02		
03		
04		

30-DAY OUTCOME

REVIEW DATE: _____ **NEXT ACTION:** _____