

Hello Partner Agencies

Helping Mamas Knoxville hopes your week is going great. We want to let you know we finally have the new ordering process in place. As HMK is growing, we are needing to streamline a few of the processes within our organization. The new ordering process is meant to be helpful for both the case managers and HMK. The new system is effective June 1, 2023. We have a link on the partners page where you will click to place your order. You will also see on the partners page written instructions and a video to help you navigate through this new form. We understand this will be a change and may require some guidance from HMK staff. If you have any questions please reach out to us at

knoxorders@helpingmamas.org

-A few highlights from the instructions

- We now ask for appointments.
- Orders need to be placed at least two days from pick-up appointment
- If you are unsure where to put anything. Type it in the "Other items or details" box
- If you have an emergency order, send an email with EMERGENCY ORDER in the title of the email to knoxorders@helpingmamas.org with a complete list of all the items you need with sizes. HMK staff will reach out to you for order pickup arrangements.

-If you would like Helping Mamas to attend an event please complete the Distribution events form on the partner page.

<https://tennessee.helpingmamas.org/partner-resources/>

-Helping Mamas will be closed on Monday June 19 for Juneteenth.

Thank you each one for the amazing changes you are making in a child's life.

Helping Mamas Knoxville Staff