Hello Partner Agencies

Happy New Year!!! 2023 was an amazing year at Helping Mamas Knoxville. With your help HMK was able to serve over 10,000 mamas that is double from 2022. Please see a few updates below.

- Effective January 6, 2024 partners will no longer be able to place two orders on the same day. As mentioned, HMK serves all 32 counties of East TN with over 70 partner agencies. Many of the agencies are the umbrella organization with multiple programs and additional case managers in each program. At this time, HMK is not able to accommodate each case manager placing an order each week. When a case manager places multiple orders in a week they are then taking another appointment time from another case manager or agency. We want to always do our best to serve each of you to the best of our ability.  A case manager is able to make one additional change to an order through [knoxorders@helpingmamas.org](mailto:knoxorders@helpingmamas.org). We hope this will help with any items you forgot. To keep the order process consistent when we see multiple appointments the first appointment will be honored and all others will be canceled. As HMK continues to grow our goal is to be able to provide for all mamas in need through partner case managers.

-The end of the year survey is still open. If you have not completed yours please do so by January 17,2024. Click below to complete the survey. We ask all family support workers/ case managers fill out a survey. The data received helps HMK with grant requirements and program evaluation.

<https://www.jotform.com/build/233135154052142>

-Helping Mamas has updated our holiday dates. In the past, HMK followed Knox County school calendar for holidays. Starting in 2024, we will be closed on the following dates:

President’s Day

Memorial Day

Juneteenth

Fourth of July

Labor Day

Thanksgiving week

Christmas week thru New Year’s Day

HMK will still follow inclement weather days for Knox County Schools.