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Battered Women & Children Contacts

1. Family Services of the Mid-South - Strong Women, Strong Children

Program: Provides a variety of counseling services to battered women and children. These include:

- Comprehensive assessment;
- Women's support groups; and

Address: 2430 Poplar Ave., Memphis, TN 38112

Phone: 324-3637

Fax: 324-9114

Contact: Brian O'Malley, Ex. Director or David Franklin, Program Director

- Child care and Services

Address: 2400 Poplar Ave., Memphis, TN 38112

Phone: 324-3637

Fax: 324-9114

Contact: Linda Burns, La Bonheur Services Intake Coordinator

2. Catholic Charities - Sophia's House, Genesis House, Dozier House

Sophia's House is a full service facility designed to provide shelter and/or a wide variety of services to women and children.

Genesis House serves homeless men and women who are chronically mentally ill and addicted. Also included is an assistance program to assist homeless veterans.

Dozier House serves homeless men and women who are chemically dependent and in need of a structured, 24-hour alcohol and drug treatment program.

Service may include some or all of the following:

- Counseling;
- Housing;
- Alcohol/drug counseling;
- Child care;
- Employment;
- Follow-up;
- 24 hour supervision;
- Congregate meals;

- Case management;
- Recreation;
- Training;
- Independent living skills; and
- 24-hour crisis hotline.

Address: Catholic Charities Diocese
1325 Jefferson Avenue
Memphis, TN 38104

Phone: 722-4700

Fax: 722-4791

Contacts: Mary Jordan, Genesis House
Tony Z. Brown, Dozier House
Chassity Taylor, Sophia's House

Related URL: www.ccwtn.org

On-line Contact Form: <http://ccwtn.org/index.php?page=contact>

3. YWCA of Greater Memphis - Abused Women's Services: Provides abused women with the following assistance:

- Crisis shelter for women and children;
- Legal referrals and advocacy;
- Pre-divorce counseling;
- Information and referral;
- Telephone crisis intervention;
- Victim's compensation assistance;
- Applications for personal alarm pendants;
- Advocacy at the local, state, and national levels;
- Speakers bureau and public forums;
- Job counseling and placement;
- Local and emergency out-of-town transportation;
- Case management;
- Domestic violence counseling;
- Support groups;
- Speakers;
- Resident advisor program, a transitional housing program in exchange for work; and
- A court advocacy program.

Address: 766 S. Highland St. Memphis, TN 38111

Phone: 323-2211

Fax: 458-3784

Crisis Hotline: 725-4277;

Contacts: Jacquelyn Williams, Ex. Director
Dawn Meadow, Shelter Director

4. AGAPE Child and Family Services: AGAPE provides families with a broad range of services to create healthy home environments. Services include:

- Family Foster Care
- Family Preservation Services
- Adoption Services
- Pregnant and Parenting Services
- Marriage and Family Counseling
- Marriage and Family Enrichment & Educational Services

Address: 111 Racine, Memphis, TN 38111 (Main Office)
3251 Poplar Ave., Suite 230, Memphis, TN 38111 (Adoption Center)

Phone: 323-3600
Contact: David Jordan, Executive Director
Related URL: www.agapemeanslove.org

5. Tennessee Coalition Against Domestic Violence :

The Tennessee Coalition to End Domestic & Sexual Violence is a private nonprofit organization composed of diverse leaders and program members who share a common vision of ending violence in the lives of Tennesseans through public policy, advocacy, education and activities that increase the capacity of programs and communities to address violence.

Address: 2 International Plaza Dr. Suite 425
Nashville, TN 37217
Contact: Kathy Walsh
Phone: 615-386-9406 Ext. 316
Hotline: 1-800-787-3224
Related URL: www.tncoalition.org

6. Shelby County Child Support Services

Address : 3915 S. Mendenhall
Memphis, TN 38115
Phone: 432-6700

Disabled & Handicapped Services

1. **Shelby County Department of Housing:** As part of its rehabilitation program, the following services are available to low and moderate-income persons who are handicapped and/or disabled outside city limits of Memphis.

- Handicapped ramps;
- Widening of doors;
- Grab bars;
- Lowering of light switches; and
- Other accessibility repairs.

Address: 1075 Mullins Station Rd. Memphis, TN 38134
Phone: 222-7602
Fax: 222-7621
Contact: Mary Ann Chandler, Client Services
MaryAnn.Wood@shelbycountyttn.gov
Contact: Jim Vazquez, Administrator
Related URL: <http://www.shelbycountyttn.gov>

2. **MIFA - Hands on Homes:** The program has a dual purpose which is to provide elderly citizens who are 60 years of age or older and/or persons who are handicapped with minor home maintenance services and to develop meaningful service opportunities through which volunteers can contribute to their community. Repairs are designed to serve a critical need and include:

- Minor electrical repairs;
- Yard work
- Weatherization;
- Minor plumbing; and
- Handicap ramps.

Address: 910 Vance Ave. Memphis, TN 38126
Phone: 527-0208 Extension 425
TDD/TTY: 525-2651
Fax: 527-3202
Contact: Jack Clark, Coordinator
Direct Email: jclark@mifa.org
Related URL: <http://www.mifa.org>
E-mail address: mifa@mifa.org

3. Rise Foundation: The RISE Foundation (Restructuring for Inclusive School Environments) is funded by the State of Tennessee and helps children with special needs get the help that they need in the schools. Parents can go to the RISE Foundation for help in getting government services in school for a special needs child.

- Assistance for special needs children in the school system.

Address: 121 Browning Hall, University of Memphis
Memphis, TN 38152

Address: The West Tennessee Rise Project
4111 South MSU-B Street
Memphis, TN 38152

Phone: 678-4932

Fax: 678-1656

Direct Email: jhylton@memphis.edu

Related URL: www.riseprojectmemphis.org

Elderly/Aging Contacts

1. **Aging Commission of the Mid South:** The Aging Commission oversees federal and state funding associated with services target to seniors.

Local Address: 2670 Union Ave. Ext., Suite 1000
Memphis, TN 38112-4428
Phone: Senior Information Line 222-4111 or (866) 836-6678;
Office: 222-4100
Commission on Aging (TN): (615) 741-2056
Fax: 222-4199
Related URL: <http://www.agingcommission.org>

- **Alzheimer’s Service** **372-4585**

Alzheimer’s Day Services of Memphis contracts with the Aging Commission to provide adult day care services to persons with Alzheimer’s disease and related disorders. Services include social/recreational activities, meals, medication assistance and personal care services as a relief/respite service for family caregivers.

- **Homecare** **766-0600**

Senior Services, Inc. coordinates with the Aging Commission to provide homemaker and respite services to frail persons age 60 or older that live in Shelby County. Homemaker services include housekeeping chores, laundry, limited personal care, shopping, and respite services as relief for family caregivers

- **Legal Assistance**

Memphis Area Legal Services 523-8822
Community Legal Center 543-3395

Memphis Area Legal Services, Inc. and the Community Legal Center work with the Aging Commission to provide legal advice, counseling and/or representation for seniors age 60 and over for non-fee generating cases.

- **Long Term Care Ombudsman** **527-0208**

Metropolitan Inter-Faith Association (MIFA) contracts with the Aging Commission to provide Long Term Care Ombudsman Services (advocacy and complaint resolution) for persons age 60 and older who reside in nursing homes or residential homes for the aged.

- **Nutrition Services/MIFA Meals** **527-0208**

MIFA contracts with the Aging Commission to provide congregate and home-delivered meals to persons age 60 and older. There are 35 congregate meal sites located throughout the four-county area, which provide socialization opportunities along with nutritious meals. Also, volunteers assist with the delivery of meals to homebound recipients. For the meal site nearest you or to request a home-delivered meal, please contact MIFA at the telephone number listed.
- **Public Guardianship/Conservatorship** **222-4100**

The Aging Commission provides direct conservatorship services for disabled persons, generally age 60 and older, with no family member or other responsible party who is willing or able to handle their financial, medical and / or social affairs. A court order or power of attorney is required for the program's conservatorship services.
- **Retired Senior Volunteer Program** **527-0208**

MIFA contracts with the Aging Commission for state funding assistance in support of RSVP volunteer activities. RSVP is a Corporation for National and Community Service Program which links older volunteers with community service opportunities.
- **Transportation** **527-0061**

MIFA contracts with the Aging Commission to provide transportation for persons age 60 and older to essential services in all four counties. The program provides Senior Escort Services, Senior Center Transportation, Transportation to Nutrition Sites and Rural Transportation.

2. Council on Aging, Memphis and Shelby County: The Council on Aging provides the following services to Seniors:

- Monthly meetings with informative speakers.
- Published a membership directory.
- Sponsors special events for seniors, including Senior Expo and Senior Day at the zoo.
- Provides opportunities for networking with professionals that specialize in aging issues.

Address: 2670 Union Ext., Suite 1000 Memphis, TN 38112
Phone: 222-4100

Information/Assistance: 222-4111
Contact: Dora Ivey, Executive Director
Email: divey@agingcommission.org
Related URL: <http://www.agingcommission.org>

3. Senior Services : The program provides the following services for Seniors

- Case management;
- Personal care services given by certified nursing assistants;
- Home delivered meals (nutritious hot noon meals);
- Minor home modifications to ensure a safe living environment;
- Coordination of essential services such as nursing services, therapy, and transportation of medical equipment, and other medically concerned services.

Address: 4700 Poplar Ave. Suite 100 Memphis, TN 38117
Phone: 766-0600 or 1-800-487-5207
Fax: 766-0699
Contact: Dorothy Bogard
Related URL: www.seniorservicememphistn.com

4. Senior Services Homemaker Program: Provides trained professionals to enable individuals to remain in their own homes and/or keep the family unit intact when problems are such that they are unable to handle the responsibilities of maintaining a home.

Address: 4700 Poplar Ave. Suite 100, Memphis, TN 38117
Phone: 766-0600 or 1-800-487-5207
Fax: 766-0699
Contact: Dorothy Bogard
Related URL: <http://www.memphisseniors.com/>

5. Comprehensive Counseling Network - Older Adult Network: The "Network," located in the Frayser Family Counseling Center, provides the following services:

- Alcohol/Drug Therapy
- Case Management
- Geriatric Services
- Group Therapy
- Intake And Assessment
- Outpatient Therapy
- Psychiatric Services

- Symptom Management
- Counseling;
- Support groups for older adults and for older adults raising their grandchildren; and
- Community education and staff training about aging and emotional issues.

Address: 2150 Whitney Ave. Memphis, TN 38127
Phone: 353-5440
Fax: 353-5464
Contact: Janet Whaley, Ex. Director or Dr. Pitt Bean
Eligibility: Individuals who are 55 years of age or older.
Hours: 8:30 AM - 8:00 PM, Monday & Wednesday
8:30 AM - 6:00 PM, Tuesday & Thursday
8:30 AM - 2:30 PM, Friday
Fees: None for therapy or educational services. Some ancillary services may require fees.
Admission procedures: Screening information is taken via telephone.
Related URL: <http://www.ccnmemphis.org/>

Health Care Services

1. Church Health Center: Provides a variety of health care services to the working poor and income eligible individuals:

- Primary health care for the working poor and for the homeless;
- General dentistry (x-rays, cleanings, fillings, extractions, oral surgery);
- Optometry and ophthalmology;
- Pastoral counseling (child, adolescent, and adult; individual, couple, family, and group counseling);
- Low-cost or free prescription medication (collects donated medications from area physicians, pharmaceutical companies, and hospitals to give to patients; does not fill outside prescriptions); and
- The Memphis plan, a health care program for lower-wage employers.

Address: 1210 Peabody Ave. Memphis, TN 38104
Public Affairs Phone: 272-7170
Patient Services: 272-0003
Fax: 722-8078
Contact(s): Scott Morris, Ex. Director or Ann Langston, Director
Mike Sturdivant, Mike, Clinic Director
Teresa Bolton, Hope and Healing Director
Email: info@churchhealthcenter.org
Related URL: <http://www.churchhealthcenter.org>

2. Christ Community Health Services: Provides a variety of health care services to individuals who qualify for assistance and operate the following:

- Health Centers
- Dental Centers
- Outreach Programs

Address: 2595 Central Ave.
Memphis, TN 38109
Phone: 260-8500

3. CSBG Medical Prescription Program: Provides Shelby County residents whose monthly income falls below 125% of the Federal Poverty Income Guidelines with up to \$300 in assistance per household once a year.

- No crisis necessary

- Prescription must be new or refillable and non-narcotics

Address: 2670 Union Extended, Suite 500
 Memphis, TN 38122
 Phone: 222-4216
 Contact: Carol Deas, Counselor
 Yulonda Rhodes, Supervisor
 Related URL: www.shelbycountyttn.gov

4. MIFA's Emergency Services Program: The program assists the working poor and seniors on fixed incomes who have experienced temporary crises with rent, mortgage payments, utilities, food and other necessities.

Address: 910 Vance Ave. Memphis, TN 38126
Phone: 527-0226
TDD/TTY: 525-2651
Fax: 527-3202
Contact: Phyllis Phillips, Program Manager
Direct Email: pPhillips@mifa.org
Related URL: <http://www.mifa.org>
E-mail address: mifa@mifa.org

5. Memphis/Shelby County Health Department: The Health Department provides numerous health care services to residents of Memphis and

Shelby County. These services are wide-ranging and include:

- Immunizations;
- Child Health service;
- Administration of the Women, Infants, and Children Program;
- Environmental services; and
- Personal health services, etc.

Address: Shelby Crossing Clinic
 6170 Macon Road
 Memphis, TN 38134
Phone: 222-9800
Fax: 222-9821

Address: Millington Clinic
 8225 Hwy. 51 N.
 Millington, TN 38053
Phone: 222-9940
Fax: 222-9950

Main Address: Memphis/Shelby County Health Dept.
814 Jefferson Ave.
Memphis, TN 38105
Phone: 222-9331
Fax: 222-9320

- 6. NLC Prescription Discount Card:** Available to all Bartlett residents. Card saves citizen up to 20 percent on prescription drugs that are not covered by health insurance. No age or income limit.

Card can be obtained in Citizen Services or via City's website.

7. Partnership for Prescription Assistance

Phone: 1-888-477-2669
Website: www.pparx.org

- 8. Needy Meds :** Provides a source of information on programs available to people in need. Also, you can download a free drug discount card from the site which may be of assistance.

Address: NeedyMeds, Inc.
P.O. Box 219
Gloucester, MA 01931

Phone: 1-800-503-6897
Fax: 1-206-260-8850

Website: www.needymeds.org

Prescription drug assistance can also be found on individual drug manufacturer websites. A list of prescription drugs and the corresponding manufacturer can be found at www.drugs.com.

Homelessness

1. **MIFA - Transitional Housing** : MIFA operates facilities that provide transitional housing for homeless families.

- Transitional housing for up to 12 months;
- Other resident services include child care;
- After school programs;
- Case management; and
- Job development.

Address: 910 Vance Ave.
Memphis, TN 38126
Phone: 529-4577
Fax: 579-9313
Emergency Housing Hotline: 260-4663
Contact: Caprice Snyder, Program Manager
Direct Email: csnyder@mifa.org
Related URL: <http://www.mifa.org>

2. **Shelby County Community Services Agency (CSA):** Assistance is limited to availability of funds. CSA provides assistance to individuals facing homelessness in the forms of:

- Counseling;
- Referral; and
- Other individualized assistance.

Homeless Phone: 416-7275
Contact: George Rutherford
Address: MLK Jr. Transitional Student Academy
620 S. Lauderdale
Memphis, TN 38126

Related URL: <http://www.shelbycountyttn.gov>

3. Union Mission, Inc. -MEN'S Programs : The Downtown Mission of the Union Mission, Inc. provides services to homeless indigent men 18 years old and older. Typical services available include:

- Temporary lodging that includes meals, religious services, and personal counseling.
- Length of stay may vary based on individual situations, but is usually limited to 2 weeks.

Address: 383 Poplar, P.O. Box 330, Memphis, TN 38101
Phone: 526-8403
Fax: 526-5430
Contacts: Jody Johnson 526-8434 Ext. 1004
Kenneth Ewalt 746-8902 Ext. 1202
Office Hours: 8:00 AM - 5:00 PM (daily);
E-mail address: info@memphisunionmission.org
Related URL: www.memphisunionmission.org

4. Union Mission, Inc. - Intact Homelessness Family Program: This branch of the Union Mission, Inc. provides transitional shelter for homeless families for up to 90 days. Admission procedures are as follows:

- Must go through a personal interview.
- Must show proof of legal marriage.
- Must provide a valid state photo identification or driver license.
- Must undergo a background check.
- Must undergo a drug test.

Address: 4535 Benjestown Rd.
P.O. Box 330
Memphis, TN 38127
Phone: 357-9641 Ext. 3002
Fax: 357-8939
Contacts Glen Gaboury, Intact Homeless Family Program
Office Hours: 8:00 AM - 5:00 PM (daily)
E-mail address: info@memphisunionmission.org

5. **Union Mission, Inc. -Women's Programs:** A long term recovery Recovery program for women and their children. The program accepts up to 15 women and their children and accommodates them in individual suites with private baths. The program receives clients by referral.

Address: 383 Poplar, P.O. Box 330, Memphis, TN 38101

Phone: 526-8403

Fax: 526-5430

Office Hours: 8:00 AM - 5:00 PM (daily);

E-mail address: info@memphisunionmission.org

Related URL: www.memphisunionmission.org

Housing Assistance

- 1. Shelby County Department of Housing:** Provides a variety of housing assistance to residents of the community related to housing and homeownership. Assistance is based on income and includes the following:

- Rehabilitation for owner-occupied homes;
- Down payment assistance for homeownership;
- Handicapped/Disabled repairs and modifications;
- Homebuyer assistance, and
- Lead based paint hazard control.

Address: 1075 Mullins Station Rd Memphis, TN 38134
Phone: 222-7623
Fax: 222-7621
Contact(s): Cheryl Lewis, Rehabilitation/Client Services
Cheryl.Lewis@shelbycountyttn.gov
Israel Henry, Down Payment Assistance
Israel.Henry@shelbycountyttn.gov
Sharon Hyde, Lead Based Paint
Sharon.Hyde@shelbycountyttn.gov
Jim Vazquez, Administrator
Jim.Vazquez@shelbycountyttn.gov

Related URL: <http://www.shelbycountyttn.gov>

- 2. Shelby County Community Services (CSA) Weatherization Program:** Provides income eligible homeowners with minor repairs related to weatherization of their home. Services include:

- Weatherproofing
- Window/door repair
- Minor electrical repairs, and
- Other minor home repair.

Address: 3772 South Hickory Ridge Mall Road, Suite 516
Memphis, TN 38115
Phone: 222-4281
Phone: 222-4310
Contact: Brenda Murphy, Intake
Related URL: <http://www.shelbycountyttn.gov>

Memphis Light, Gas and Water Division - MaxImpact: Provides home weatherization and rehabilitation loans up to \$2,500.00 which is repaid on your utility bill. Download an application at the URL below.

Mailing Address: Memphis Light Gas and Water
Residential Services Area
P.O Box 430
Memphis, TN 38101-0430
Phone: **528-4188**
TDD/TTY: 528-HEAR (4327)
Fax: 327-7755
Contact: Memphis Light, Gas and Water Division
Related URL: <http://www.mlgw.com/home/maximpact>

4. **MIFA - Hands on Homes:** The program has a dual purpose which is to provide elderly citizens who are 60 years of age or older and/or persons who are handicapped with minor home maintenance services and to develop meaningful service opportunities through which volunteers can contribute to their community. Repairs are designed to serve a critical need and include:

- Minor electrical repairs;
- Yard work
- Weatherization;
- Minor plumbing; and
- Handicap ramps.

Address: 910 Vance Ave. Memphis, TN 38126
Phone: 527-0208 Extension 425
TDD/TTY: 525-2651
Fax: 527-3202
Contact: Jack Clark, Coordinator
Direct Email: jclark@mifa.org
Related URL: <http://www.mifa.org>
E-mail address: mifa@mifa.org

5. **Service Over Self:** Provides home repairs using volunteer labor (primarily in Binghampton and Orange Mound).

Address: 2505 Poplar Ave. Memphis, TN 38112
Phone: 681-9044
Fax: 683-5725
Contact: - Phillip Walkley, Executive Director
Related URL: <http://www.sosmemphis.org/>
Email address: laurap@sosmemphis.org

6. United Housing Incorporated: United Housing Inc. (UHI) is a non-profit housing service agency that provides a variety of services related to purchasing and/or maintaining your home. Services include:

- Credit Counseling,
- Housing Counseling,
- Homebuyer Training and Workshops,
- Mortgage Lending, and
- Minor repair loans.

Address: 2750 Colony Park
Memphis, TN 38118
Phone: 272-1122
Fax: 272-1181
Contact: Tim Bolding, Executive Director

Related URL: www.uhinc.org
E-mail address : tbolding@uhinc.org

7. Mortgage Assistance Hotline : Provides reliable information and referrals to free foreclosure prevention counseling. The program is a partnership between the Tennessee Housing Development Agency and the Homeownership Preservation Foundation.

Address: Tennessee Housing Development Agency
404 James Robertson Parkway, Suite 1200
Nashville, TN 37243-0900

Phone: 1-855-876-7283
Related URL: www.THDA.org

9. Comprehensive Emergency Assistance Program (CEAP):

Provides low-income residents of Shelby County whose monthly income falls below 125% of the Federal Poverty Income Guidelines with services to prevent eviction, foreclosure, and/or alleviated current homelessness.

- Assistance is offered periodically throughout the year until funds are exhausted.
- No walk-ins are accepted. Each customer must have an appointment.

Address: 2670 Union Extended, Suite 500
Memphis, TN 38112

Appointment Line: 535-2200
Phone: 222-4220
Contact: Yulonda Rhodes, Supervisor

Meals and Food

- 1. MIFA's Emergency Services Program:** The program assists the working poor and seniors on fixed incomes who have experienced temporary crises with rent, mortgage payments, utilities, food and other necessities.

Address: 910 Vance Ave. Memphis, TN 38126
Phone: 527-0226
TDD/TTY: 525-2651
Fax: 527-3202
Contact: Phyllis Phillips, Program Manager
Direct Email: pPhillips@mifa.org
Related URL: <http://www.mifa.org>
E-mail address: mifa@mifa.org

- 2. MIFA Meals:** The program provides meals through:

- Hot congregate meals at 39 nutrition sites throughout Shelby, Lauderdale, Fayette, and Tipton Counties;
- Delivery of one hot meal five days a week to qualified persons throughout the same four counties; and
- Special delivered meals to anyone 60 years of age or older.

Address: 910 Vance Ave. Memphis, TN 38126
Phone: 527-0208
TDD/TTY: 525-2651
Fax: 527-3202
Contact: Trent Cobb, Program Director
Phone: 529-4549
Direct Email: tcobb@mifa.org
Related URL: <http://www.mifa.org>
E-mail address: mifa@mifa.org

- 3. Salvation Army:** The Salvation Army provides several forms of assistance to eligible individuals living within Shelby County. These programs include:

- Utility Assistance Payments -Up to \$100 to avoid cut-off for those experiencing a loss of income within the past 60 days through no fault of their own,
- Food Pantry - for those experiencing a loss of income within the past 60 days through no fault of their own,
- Shelter for those who qualify.

Contact: Barbara Tillery, Social Services
Captain Jonathan Rich, Memphis Area Commander
Captain Barbara Rick, Memphis Area Commander
Phone: 901-543-8586
Email: Barbara_tillery@uss.salvationarmy.org
Jon_rich@uss.salvationarmy.org
Barbara_rich@uss.salvationarmy.org
Related URL: www.salvationarmymemphis.org

4. Shelby County Community Services Agency (CSA) Commodities

Program: The Program provides supplemental food assistance to eligible households. Commodities are distributed monthly at a variety of sites throughout Memphis and Shelby County.

Address: Mid-South Food Bank
239 S. Dudley St.
Memphis, TN 38104

Phone: **527-0841**

Contact: **Tonya Bradley, VP, Programs**
tbradley@midsouthfoodbank.org

Related URL: www.midsouthfoodbank.org

Personal Counseling/Self-Sufficiency

1. **Consumer Credit Counseling Services:** Consumer Credit Counseling Services (CCCS) is a confidential credit counseling agency that is free and available to anyone regardless of income level or location. CCCS provides the following services:

- Budget Counseling,
- Debt Management Program,
- Credit Report Review,
- Mortgage Default and Rent Delinquency Counseling, and
- Consumer Education.

Address: Bartlett Office - 2855 Stage Village Cove, Suite 5,
Bartlett, TN 38134

Phone: 383-2193

Fax: 377-9282

Relate URL: www.helpingfamilies.org

E-mail: cccs@helpingfamilies.org

2. **Community Services Agency Self Sufficiency Program:** This program provides assistance to income eligible clients seeking to achieve self-sufficiency. Services provided include:

- Counseling;
- Case management; and
- Referral to other assistance organizations

Address: Lipscomb-Pitts Building
2670 Union Extended, Suite 500
Memphis, TN 38112

Phone: 222-4200

Fax: 222-4240

Contact: Louise Smith, Administrator

Email: louise.smith@shelbycountyttn.gov

Related URL: <http://www.shelbycountyttn.gov>

3. **Christian Counseling Center of Bartlett** : Sponsored by the Sycamore View Church of Christ, the Center provides low-cost professional counseling for individuals, children, and families at the Christian Counseling Center at 2855 Summer Oaks Drive in Bartlett.

- Counseling Services

Address: 2855 Summer Oaks Drive -2nd Floor
Bartlett, TN 38134
Phone: 382-3888
Contact: Keith Fussell, Licensed Marital and Family Therapist
Jen Farmer, Counselor
Email: Keith@bartlettchristiancentercounseling.com
Jalgren@harding.edu

4. **Clearpoint Financial Solutions** : Clearpoint Financial Solutions is a non-profit financial counseling organization that provides individuals with in-depth personal financial advice and guidance. Services are both free and fee-based (most fees are approximately \$60) and include the following services:

- Budget Counseling Services
- Debt Management
- Pre-filing/Discharge Bankruptcy Services
- Credit Report Review, Analysis, and Improvement Assistance
- MLGW On Track Budget Training

Address: White Station Towers
5050 Poplar Ave. Suite 1101
Memphis, TN 38157
Phone: 684-6082
Contact: Cynthia Hampton, Financial Counselor
Related URL: www.clearpointcreditcounselingsolutions.org

5. **Family Services of the Mid-South Counseling and Referral Services:**
Family Services provides a variety of service designed to help individuals and families. These include:

- Counseling services for individual, children, couple, and family problems;
- Information and referral services concerning family relationships and problems;
- Domestic violence groups for women and their children;
- Domestic violence groups for male perpetrators;
- Anger management groups for adolescents (12-18) and adults;
- Crisis intervention, advocacy, brief counseling,

- Limited home repairs for seniors, 60 and older, who are victims of crimes;
- Parenting groups;
- Educational workshops in the community on a variety of issues;
- In-home counseling and advocacy for HIV/AIDS patients; and
- Employee assistance programs for local businesses by contract.

Address: 2430 Poplar Ave., 2nd and 3rd Fl. Memphis, TN 38112
Phone: 324-3637
Fax: 324-9114
Contact: Brian O'Malley, Brian, Executive Director

6. **State of Tennessee Job Counseling Services**

Address : 2850 Old Austin Peay, Suite 132
Memphis, TN 38128

Phone : 543-7842

7. **State of Tennessee Families First:** Welfare Reform Program/Assistance for Needy Families

Address : 3230 Jackson Avenue
Memphis, TN 38122

Phone : 320-7200

Rent Assistance

1. Comprehensive Emergency Assistance Program (CEAP):
Provides low- income residents of Shelby County whose monthly income falls below 125 percent of the Federal Poverty Income Guidelines with services to prevent eviction, foreclosure, and/or alleviated current homelessness.

- Assistance is offered periodically throughout the year until funds are exhausted.
- No walk-ins are accepted. Each customer must have an appointment.

Address: 2670 Union Extended, Suite 500
Memphis, TN 38112

Appointment Line: 535-2200
Phone: 222-4220
Contact: Yulonda Rhodes, Supervisor

Related URL: www.shelbycountyttn.gov

2. MIFA's Emergency Services Program: The program assists the working poor and seniors on fixed incomes who have experienced temporary crises with rent, mortgage payments, utilities, food and other necessities.

Address: 910 Vance Ave. Memphis, TN 38126
Phone: 527-0226
TDD/TTY: 525-2651
Fax: 527-3202
Contact: Phyllis Phillips, Program Manager
Direct Email: pPhillips@mifa.org
Related URL: <http://www.mifa.org>
E-mail address: mifa@mifa.org

3. Brotherhood Home Services:

Contact: Will Brechard, Property Manager
Phone: 550-3160

4. Superior Property Management

Contact : Wanda McGuffin
Address: 5285 Airline Road
Arlington, TN 38002
Phone: 791-2650
Related URL: www.home4lease2buy.com

5. Kefauver Terrace Apartments: Public Housing located on Shadowlawn Road in Bartlett, TN.

Office Address: 7620 Robinson Cove
Arlington, TN 38002
Phone: 372-2682

Utility Assistance

1. **Memphis Light, Gas and Water Community Relations:** Provides assistance and referrals to MLGW for the following services/programs:

- Budget billing;
- Personalized payment programs;
- Home study kits;
- Weatherization;
- Minor home repairs;
- Social services;
- Free energy audits;
- Financial management classes; and
- \$125 utility deposit credit after the first successful year of bill payments.

Address: 220 S. Main, Memphis, TN 38101-0430
Mailing address: P.O. Box 430, Memphis, TN 38101
Phone: 544-6549
Contact: MLGW Assistance Programs: Customer Care Center
Related URL: <http://www.mlgw.com/residentialassistanceprograms>

2. **Memphis Light Gas and Water Utility Services:** Memphis Light Gas and Water operates numerous programs designed to assist with issues related to utilities, energy efficiency and billing assistance. These include the following services:

- **Delayed Billing** - delays the net due date of a bill for qualified customers with fixed incomes who are receiving government assistance. Bills are delayed until after the first of the month.
- **Extended Payment Plan** - in certain circumstances, MLGW can provide assistance in developing a repayment plan for past due balances in addition to payment of the regular utility bill.
- **Life Support** - assists in making efforts to provide uninterrupted power supply to customers on physician-certified, non-portable life-sustaining equipment. Customers must have their name on a certified register.
- **Payment Extensions** - Customers experiencing hardship situations can request an extension of their current bill's due date, provided they meet certain MLGW criteria and payment arrangements are maintained.

- **SmartPay** - Customers are allowed to pay their bills in fixed monthly installments in order to meet the demands placed on them due to fixed budgets.
- **Third Party Notification Program** - Notification of a cut-off notice is mailed to a third party when a cut-off notice is mailed to the primary customer in order to prevent interrupted service.
- **Winter Moratorium** - Prevents disconnection of utilities during the winter months of December through February for registered seniors (age 62 years and above) and/or disabled customers.

Address: 220 South Main, Memphis, TN 38101-0430
Mailing Address: P.O. Box 430, Memphis, TN 38101
Phone: 544-MLGW (Customer Care Center)
Related URL: Home Page: <http://www.mlgw.com>

3. **Shelby County Community Services Agency (CSA) - Regular Heating & Cooling Assistance (LIHEAP):**

The Low Income Home Energy Assistance Program (LIHEAP) provides up to \$200.00 through payments to energy providers toward winter heating costs. The assistance:

- Normally starts in August and ends in February or until funds are exhausted.

The summer version of the Low Income Home Energy Assistance Program (LIHEAP), the program provides up to \$80.00 through payments to energy providers toward summer cooling costs. The assistance:

- Normally begins in July and runs through September or until funds are exhausted.

Office: Hickory Ridge Mall -
Community Services Agency
Address: Community Services Section
(Corner of Winchester and Hickory Hill)
Phone: **222-4315**
Contact: Louise Smith, Administrator
Related URL: <http://www.shelbycountyttn.gov>
Programs Link: <http://www.shelbycountyttn.gov/index.aspx?nid=843>

4. MIFA's Emergency Services Program: The program assists the working poor and seniors on fixed incomes who have experienced temporary crises with rent, mortgage payments, utilities, food and other necessities.

Address: 910 Vance Ave. Memphis, TN 38126
Phone: 527-0226
TDD/TTY: 525-2651
Fax: 527-3202
Contact: Phyllis Phillips, Program Manager
Direct Email: pPhillips@mifa.org
Related URL: <http://www.mifa.org>
E-mail address: mifa@mifa.org

Legal Assistance

The following agencies provide legal advice and/or assistance for qualified individuals. (Also see Aging Commission of the Mid-South - Legal Assistance). There are no specific contacts.

Agency: Memphis Area Legal Services (MALS)
Address: 109 North Main Street
Second Floor, Claridge House
Memphis, TN 38103
Contact: Ruth Taylor
Phone: 523-8822
Fax: 578-8566

Agency: Memphis Fair Housing Center
Address: 109 North Main Street
Second Floor, Claridge House
Memphis, TN 38103
Phone: 432-HOME (4663)
Fax: 529-8706

Agency: Community Legal Center
Address: 910 Vance Ave.
Memphis, TN 38126
Phone: 543-3395
Fax: 543-0907
Email: info@clcmemphis.com
Related URL: www.CLCMemphis.com

Agency: Philip Walker - Attorney
Address: 2820 Summer Oaks Dr.
Bartlett, TN 38134
Phone: 387-3000

- Will help on Support Petition from Juvenile Court.

Agency: Tennessee Alliance for Legal Services
Contact: Lisa Primm
Phone: 615-627-0956 Ext. 25