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Battered Women & Children Contacts

1. Catholic Charities – Sophia’s House, Genesis House, Dozier House

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

Service may include some of 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>

2. YWCA of Greater Memphis/ Memphis Family Shelter: 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;
- A court advocacy program.

Address: 766 S. Highland St. Memphis, TN 38111
Phone: 323-2211
Fax: 458-3784
Crisis Hotline 725-4277

3. 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
Related URL: www.agapemeanslove.org

4. 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
Phone: 615-386-9406 Ext. 316
Hotline: 1-800-787-3224
Related URL: www.tncoalition.org

5. **Shelby County Child Support Services**

Address: 3915 S. Mendenhall
Memphis, TN 38115

Phone: 432-6700

Disabled & Handicapped Services

I. **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: 222-7605
Fax: 222-7621
Contact: Antoinette Knowlton
Email: antoinette.knowlton@shelbycountyttn.gov
Related URL: <http://www.shelbycountyttn.gov>

4. **Rise Foundation:** The RISE Foundation (Realizing. Income. Stability. Empowerment.) is a 501(c)(3) organization that seeks to improve the community by providing financial literacy tools and incentives to help families build assets and make better financial choices.

Address: 1355 Lynnfield Rd.
Memphis, TN 38119
Phone: 507-6644

Elderly/Aging Contacts

- I. **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

I. 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: 1350 Concourse Avenue, Suite 142, 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 Sturdinant, 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 38104

(Raleigh Center) 3481 Austin Peay Highway
Memphis, TN 38128

Phone: 842-3160

Phone: 842-3165 (Raleigh)

Related URL: <https://www.christcommunityhealth.org/>

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: 527-0208
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

- 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: 527-0208
Emergency Housing Hotline: 529-4545
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
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

6. **Room in the Inn:** Room in the Inn-Memphis is an ecumenical ministry that serves people experiencing homelessness. In addition, they have a Recuperative Care Center that has 21 beds to offer recovery services for homeless people who are released from hospitals across the Mid-South. The Room In The Inn Collins Chapel Campus includes a new 14-room shelter for families called the Family Inn as well as a Day Center for people experiencing homelessness. All Room In The Inn programs offer supportive services to create a pathway to housing and self-sufficiency for guests.

Address: 212 N 2nd St, Memphis, TN 38105
Phone: 395-3329
Fax:

Office Hours: 8:00 AM - 5:00 PM (daily);
E-mail address: innkeeper@roomintheinn-memphis.org
Related URL: www.roomintheinn-memphis.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: 222-7603
Fax: 222-7621
Contact(s): Sarah Johnson

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>

3. 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. Down load 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. 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

5. United Housing Incorporated: United Housing Inc. (UHI) is a non-profit housing service agency that provides a variety of services related topurchasing 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

6. 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

7. 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: 222-4200

Phone: 222-4220

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: 527-0208
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
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.

Phone: 901-543-8586
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**

Related URL: www.midsouthfoodbank.org

Personal Counseling/Self-Sufficiency

- I. **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>

2. **Christian Counseling Center of Bartlett:** The Center provides low-cost professional counseling for individuals, children, and families.

Address: 6385 Stage Rd., Suite I
Bartlett, TN 38134

Phone: 382-8888

Contact: Keith Fussell, Licensed Marital and Family Therapist
Jen Farmer, Counselor

Email: Keith@bartlettchristiancentercounseling.com
Jalgren@harding.edu

3. 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

4. State of Tennessee Job Counseling Services

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

Phone: 543-7842

5. 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

Phone: 222-4200

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: 527-0208

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

I. 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](http://www.mlgw.com)

3. **Shelby County Community Services Agency (CSA):**

The Low Income Home Energy Assistance Program (LIHEAP) provides utility assistance. To apply use the link below or call 222-4200!

<https://shelbycountycsa.org/services/energy-assistance>

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: 527-0208
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

Agency: 901 Legal Connect of the Memphis Bar Foundation
Contact: www.901legalconnect.org
Address: 145 Court Ave. STE 301
Memphis, TN 38103
Phone: (901) 527-3573

Agency: Greater Memphis Financial Empowerment Center
Contact: <http://www.gmfec.org/contact.html>
Address: 1355 Lynnfield Rd, Bldg B, Ste 101
Memphis, TN 38119
Phone: 901-390-4200

APPENDIX A: BARTLETT AREA CHURCHES PROVIDING ASSISTANCE

The following churches provide various types of assistance to congregation members and residents of the Bartlett community. **Because of limited resources, these services should be accessed only after all other forms of assistance have been attempted.** In all instances, either a Bartlett official/employee or a member of the Family Assistance Commission should make initial contact.

1. Bartlett Baptist Church: Bartlett Baptist Church is able to provide assistance to the Family Assistance Commission through the following forms of assistance:

- Counseling through the Christian Counseling Ministries. For non-members the counseling fee is \$1 per \$1,000 of annual household income (for example a \$50,000 income household would pay \$50),
- Classes on English as a Second Language,
- Temporary Shelter in case of emergency (Bartlett Baptist has been certified by the Red Cross as an emergency shelter).

Address: 3465 Kirby Whitten Pkwy.
Bartlett, TN 38135
Phone: 333-3350
Contact: Mary Lou Brewington, Receptionist
Dr. Michael Priest, Senior Pastor
E-mail address: info@bartlettbaptist.org
Website: www.bartlettbaptist.org

2. Bartlett Hills Baptist Church: Bartlett Hills Baptist Church provides services through volunteer labor in the Bartlett community. These services primarily involve:

- Home Repair/Assistance (through Baptist men volunteers), and
- Minor Repair Work (using youth volunteers).
- Food/Meals

Address: 4641 Ellendale Road
Bartlett, TN 38135
Phone: 386-9763
Contact: Mark Wojcheckl
E-mail address: admin@bartletthills.org
Website: www.bartletthills.org

3. Bartlett United Methodist: Bartlett United Methodist Church can provide assistance in the following areas to residents of the City of Bartlett. In the case of Scout troops, the organizations are always looking for service projects. The Church is also a member of the Bartlett Church Council. Available services include:

- Weekly Food Pantry with proof of residency for zip codes, 38128, 38133, 38134, 38135 and 38002 every Thursday from 10 a.m. – 12 p.m.
- Minor Home Repair Assistance (carried out by volunteers),
- Boy Scout Troop,
- Girl Scout Troop, and
- The church has served as a drop-in center in times of crisis (wind storm of July 2003).

Address: 5676 Stage Road Bartlett, TN 38134
Phone: 386-4563
Cell Phone: 378-0646
Contact: Perry Martini, Director of Outreach
E-mail address:
Website: www.bartlettumc.org

4. Christ Church Bartlett: Christ Church Bartlett, formerly known as Central North Church, is able to provide assistance to the Family Assistance Commission through the following form of assistance.

- Food Pantry and Clothes Closet, 3rd Saturday of every month from 9 a.m. – 12 p.m. Local id of residency required.
- Volunteer Labor.

Address: 5955 Yale Road Bartlett, TN 38134
Phone: 377-3097
Contact: Tommy McAll, Pastor
Chris Ellison, Missions Coordinator
Email address: cellison@ccbartlett.org
tmcall@ccbartlett.org
Website: www.ccbartlett.org/bartlett

5. The Church of Jesus Christ of Latter-Day Saints: The Church of Jesus Christ of Latter-Day Saints has several groups that are able to serve the community. These services include:

- Adult and Youth Groups Available for Service Projects
- Family History Center to search for ancestors
(Free and Open to the Public: 388-9974)

Address: 4199 Kirby-Whitten PKWY.
Bartlett, TN 38135
Phone: 379-0202
Contact: Bishop Daniel Putnam
Website: www.lds.org/church/temples/memphis-tennessee

6. Ellendale Baptist Church: Ellendale Baptist provides a variety of services related to counseling and direct services in the Bartlett community. These services include:

- Ministerial Counseling,
- Food/Meals via gift cards (limit of \$25),
- Home Repair Assistance (via Deacon volunteers)
- Child Care, Tutoring Services

Address: 3861 Broadway Rd. Bartlett, TN 38135
Phone: 386-4676
Contact: Ashley McCollough
E-mail address: admin@ebcbartlett.org
Website: www.ebcbartlett.org

7. Faith Baptist Church: Faith Baptist provides a variety of services to members of the Faith Baptist and residents of the City of Bartlett. These services include:

- Gift cards, limited availability
- Minor Home Repair Assistance (painting, roofing, handicap access)
- Temporary housing/emergency shelter (one house if available).

Address: 3755 N. Germantown Road Bartlett, TN 38133
Phone: 386-4785
Contact: Warren Knabb
E-mail address: warrenk@myfaithbaptist.org
Website: www.myfaithbaptistbartlett.org

8. Faith Cumberland Presbyterian Church: Faith Cumberland Presbyterian Church is able to provide assistance to the Family Assistance Commission through the following forms of assistance:

- Clothes closet by appointment
- Room in the Inn (Sunday nights only, November – March)
- Emergency Shelter

Address: 3427 Appling Road, Bartlett, TN 38133
Phone: 377-0526
Contact: Rev. Jay Earheart-Brown
E-mail Address: info@faithcpchurch.com
Website: www.faithpcchurch.com

9. Growth Central Church: Growth Central Church is able to provide assistance to the Family Assistance Commission through the following forms of assistance:

- Food pantry

Address: 4549 Brunswick Rd. Arlington, TN 38002
Phone: 299-3478
Contact: Joretta Lockhart
E-mail Address: jlockhart@growthcentral.org
Website: www.growthcentral.org

10. Legacy Church: Legacy Church is able to provide assistance to residents of the Bartlett Community on an occasional basis. The assistance from the church is limited to the following services.

- Counseling
- Food/Meals
- Child Care
- Tutoring/Education
- Clothing
- Health/Hygiene

Address: 7981 Summer Avenue Bartlett, TN 38133
Phone: 388-7740
Contact: Johnny Byrd, Pastor
Email address: pastor@legacychurchbartlett.com
Website: www.legacychurchbartlett.com

11. New Hope Christian: Carries out community projects to assist individuals in need. Private assistance must be approved by their Missions Committee.

Address: 3300 Kirby Whitten Road Bartlett, TN
Phone: 386-0211
Contact: Roy Walters, Missions Coordinator

12. Providence Reformed Presbyterian: Providence Reformed Presbyterian provides limited services to citizens of the Bartlett community. These services primarily involve:

- Counseling and Tutoring, and
- Meals and Clothes.
- Food Pantry, and
- Children's Ministries.

Address: 5444 Stage Rd. Bartlett, TN 38134
Phone: 388-5885
Contact: Joe Donahue, Pastor
E-mail address: providencereform@bellsouth.net
Website: www.providencememphis.org

13. River City Church: Would like to be involved in community work with families.

Address: 6896 Highway 70 Bartlett, TN 38133
Church Phone: 386-4171
Contact: Rodney Dunn, 409-9381
Contact: Jonathan Dunn, Pastor
Email: info@rivercitymemphis.org
Website: www.rivercitymemphis.org

14. Sycamore View Church of Christ: Sycamore View Church of Christ offers low-cost professional Christian counseling for individuals, couples, and families at the Christian Counseling Center at 2855 Summer Oaks Drive in Bartlett.

- Food by appointment (every Thursday appointments, maximum 8 per week).
- Rental and Utility Assistance if live in 38134.
- Assistance seeking employment.
- Counseling Services.

Address: 1910 Sycamore View Rd.
Bartlett, TN 38134
Church Phone: 372-1874
Contact: Kim Chapman, Daily Food Pantry
Counseling Center: 2855 Summer Oaks Drive in Bartlett
Phone: 382-3888

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APPENDIX C: MILITARY ASSISTANCE

Navy and Marine:

Naval Support Activity Mid-South
5722 Integrity Dr
Chapel Bldg 777
Millington, TN 38054-5028
(901) 874-7350

<https://action.nmcra.org/page/s/get-assistance>