



# SHELBY COUNTY GOVERNMENT DIVISION OF COMMUNITY SERVICES™

Addressing underlying conditions for wellbeing and justice, for all to reach their full potential.

## Resource Sheet

### Aging Commission of the Mid-South

901-222-4111

Assists older adults and adults with disabilities in leading independent, meaningful, and dignified lives in their own homes and communities as long as possible. Services include:

- Adult Day Care
- Congregate Meals
- Caregiver Counseling
- Home-Delivered Meals
- Homemaker
- Home Modification/Repair
- In-Home Adult Care
- Institutional Respite
- Legal Assistance
- Long-Term Care Ombudsman
- Medical Equipment & Supplies
- Public Guardianship
- Prevention of Elder Abuse
- Senior Centers
- State Health Insurance Programs
- Transportation

### Community Services Agency

901-222-4200 *main* 222-4270 *utility appt. questions* 222-4299 *appointment hotline*

Assists customers with breaking the cycle of poverty by enabling them to provide for themselves and their families through the following services:

#### **Utility Assistance** (Monday appointments)

Provides utility assistance to individuals/families if:

- Household income does not exceed 150% Federal Poverty Level.
- Experienced uncontrollable circumstances & provide documented proof of a cut-off notice or disconnected services.
- Shelby County resident
- Household includes a senior (60+ years or older), someone with a disability, and/or a child under the age of 6

#### **Medical Prescription Assistance Program**

Assists individuals who are uninsured and underinsured with medical prescription costs

#### **Rent/Mortgage Assistance** (Wednesday appointments)

Assists individuals and families in threat of eviction or foreclosure once if:

- Shelby County resident
- Documented financial crisis in last 120 days
- Household income does not exceed 125% of Federal Poverty Level

#### **Family Support Self-Sufficiency Program**

Offers, to income eligible individuals and families, support that promotes, empowers and nurtures families or individuals. Services include, but are not limited to, case management, appropriate information and referrals, advocacy, family and/or individual counseling and voucher assistance.

### Crime Victims & Rape Crisis Center

901-222-3950 *office* 901-222-4350 *24-hour sexual assault hotline*

Serves as the hub of victim services for the City of Memphis and Shelby County:

- 24/7 Sexual Assault Forensic Exams & Advocacy
- Advocacy and Crisis Counseling for Victims of All Crimes, including Bilingual Services
- Counseling and Support Groups for Victims of Sexual Assault and other Violent Crimes
- Assistance in filing for Victims' Compensation and Orders of Protection (non-intimate partner)
- Court Accompaniment
- Specialized Services for Seniors and Vulnerable Adults, Homicide Survivors, and Gunshot Victims



Coordinates criminal justice initiatives including behavioral health, specialty court, & pretrial services

**Behavioral Health Unit, 901-222-2043**

Coordinates Shelby County’s response to persons with severe and persistent mental illness who are involved in various stages of the criminal justice system, pre adjudication and post adjudication.

**Pretrial Services, 901-222-4000**

Provides comprehensive criminal justice services to individuals as alternatives to incarceration and includes the following services:

- Day Reporting Center
- Community Services
- Jail release
- Probation
- Programs
- GPS Unit
- Court Operations and Court Reports

**Community Engagement & Outreach**

Creates awareness of the various services offered by the Division of Community Services through service fairs, community group presentations, speakers, and improves experiences of those seeking services.

Focuses on the needs of special populations:

**Veterans Affairs, 901-222-4237**

**Latinx and Multicultural Affairs, 901-222-3993**

Develops strategic partnerships with internal and external partners:

**Strategic Partnerships, 901-222-2092**

**American Job Centers – Greater Memphis Region**

The AJC, proud partner of the Workforce Investment Network, is dedicated to improving employment opportunities in Shelby, Fayette, Tipton, and Lauderdale Counties. Go to [Jobs4TN.gov](http://Jobs4TN.gov). Services include:

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| <p><b>Adults</b></p> <ul style="list-style-type: none"> <li>• Supportive Services</li> <li>• Job search assistance/preparation</li> <li>• Financial empowerment</li> <li>• Employer-driven career exploration</li> <li>• Grant-funded occupational skills training &amp; certifications</li> <li>• National Career Readiness Certification (NCRC)</li> <li>• Targeted services for Veterans, ESL, Re-entry</li> </ul> | <p><b>Businesses</b></p> <ul style="list-style-type: none"> <li>• Employee recruitment &amp; pre-screening</li> <li>• Grants/Incentives to defray training costs or avoid layoffs</li> <li>• Rapid Response Team</li> <li>• Space for interviewing/training/hiring events</li> <li>• Statewide candidate database</li> </ul> | <p><b>Youth (16-24)</b></p> <ul style="list-style-type: none"> <li>• Funded occupational skills training</li> <li>• GED/HiSET preparation</li> <li>• Tutoring, study skills &amp; instruction</li> <li>• Job search assistance and preparation</li> <li>• Work experience (paid &amp; unpaid)</li> <li>• Financial literacy &amp; entrepreneurial skills training</li> </ul> |
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**Emergency Services Quick Reference Guide**

<b>Domestic Violence Services</b>	<b>Family Safety Center</b>	<b>901-222-4400</b>
<b>Energy Efficiency</b>	<b>Weatherization Assistance Program</b>	<b>901-636-7366</b>
<b>Food &amp; Child Care</b>	<b>TN Department of Human Services</b>	<b>901-320-7200</b>
<b>Food, Clothes, &amp; Furniture</b>	<b>Neighborhood Christian Center</b>	<b>901-881-6013</b>
<b>Health Services</b>	<b>Shelby County Health Department</b>	<b>901-222-9910</b>
<b>Housing &amp; Addiction</b>	<b>Salvation Army</b>	<b>901-543-8586</b>
<b>Housing, Rent, Utilities &amp; Food</b>	<b>Metropolitan Inter-Faith Association (MIFA)</b>	<b>901-527-0226</b>
<b>Suicide &amp; Crisis Hotline</b>	<b>Memphis Crisis Center</b>	<b>901-274-7477</b>
<b>To report child abuse</b>	<b>TN Department of Children’s Services</b>	<b>1-877-237-0004</b>
<b>To report elder abuse</b>	<b>TN Adult Protective Services</b>	<b>1-888-277-8366</b>
<b>Utility Assistance</b>	<b>Memphis, Light, Gas &amp; Water</b>	<b>901-544-6549</b>

