

**The Memphis Survival Guide
is sponsored by**



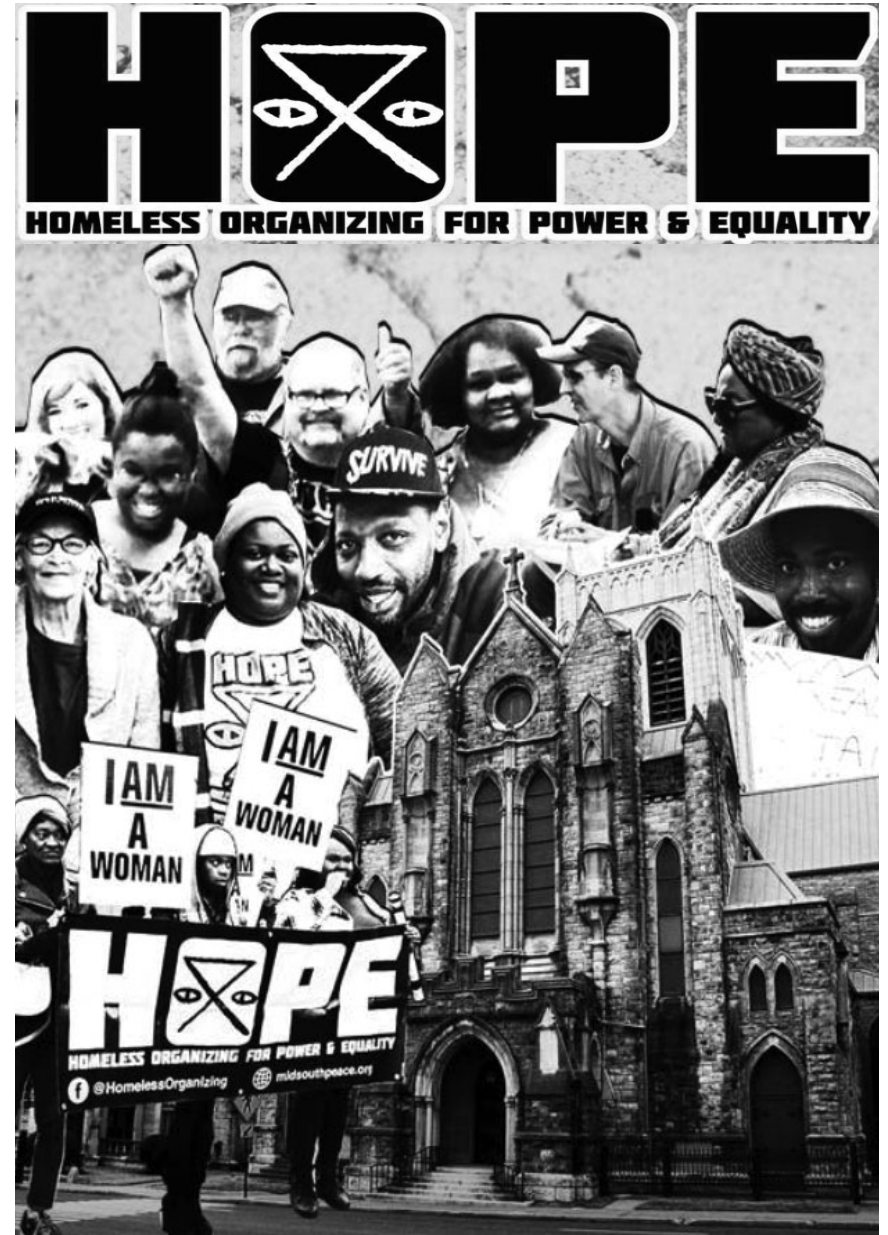
HOMELESS ORGANIZING
FOR POWER AND EQUALITY
A program of



"We can change the face of homelessness, but we can't do it alone. We are all one body, one team, one voice. No one is better than the other, no effort is too small. Together we can make a difference, one person at a time."

**Tamara Hendrix,
Organizing Coordinator
Homeless Organizing for Power & Equality**

Mid-South Peace & Justice Center
3573 Southern Ave. Memphis, TN 38111
Phone: (901)725-4990 Fax: (901)725-7858
www.midsouthpeace.org
center@midsouthpeace.org



2019 SURVIVAL GUIDE

**City of Memphis & Shelby Co.
Emergency Housing Partnership
Family Hotline (901)529-4545**



If your family is currently homeless or facing imminent homelessness, the Memphis & Shelby County Emergency Housing Partnership can help you find immediate assistance, as well as connect you with an EarnBenefits Counselor that will help pursue benefits for which you may be eligible. Only those with children who are either currently homeless or facing immediate and imminent homelessness qualify for the program. Qualifying callers will be assessed for eligibility for the Homelessness Prevention and Rapid Rehousing Program, or referred to Metropolitan Inter-Faith Association's (MIFA) Emergency Services Program. Those who do not qualify will be referred to programs more adequately suited to their situation.

Dial 211 for Help!

If you are looking for help or want to provide someone with help, just dial 211 to reach the community information and referral resources of LINC, the **Library Information Center at the Memphis Public Library**. LINC, in conjunction with **United Way of the Mid-South**, maintains a large, **comprehensive database of human services organizations, government agencies, and volunteer groups**. They offer free and immediate information for help when:

- You are homeless and do not qualify for rapid rehousing programs
- You need affordable, reliable childcare
- You need help with clothing or meals
- You have questions about your eligibility for food stamps or other state and federal benefits
- You need information about available transportation for the disabled
- You are seeking help with substance abuse or mental health problems
- You are a runaway teen who is seeking help

211 Hours:

Monday-Thursday 10AM-8PM
Friday & Saturday 10AM-5PM
Sunday 1PM-5PM

Alternate Numbers:

(901)415-2790
(901)354-4211

Maps

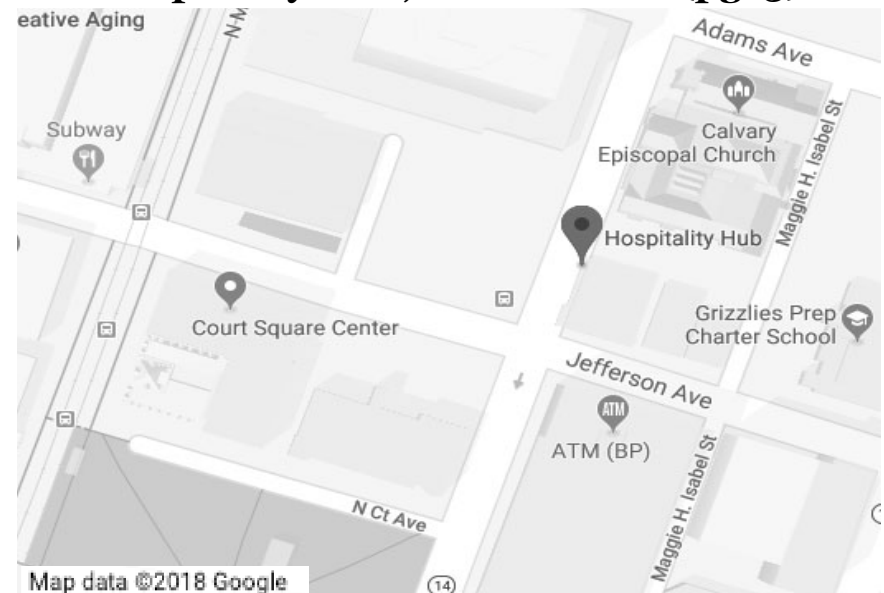
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**First Presbyterian Church
166 Poplar Ave. (pg. 9)**



Hospitality Hub, 82 N. 2nd St. (pg. 3)

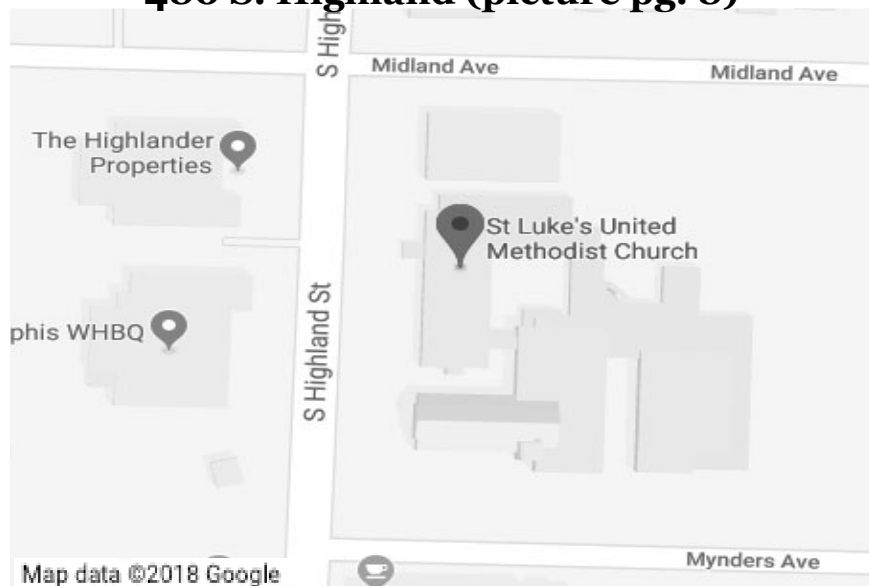




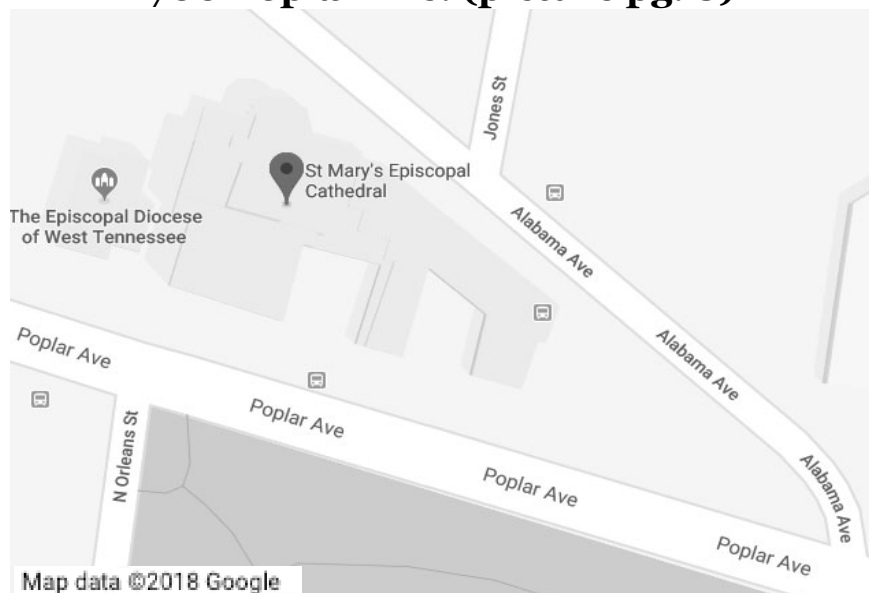
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Maps

St. Luke's UME Church
480 S. Highland (picture pg. 8)



St. Mary's Episcopal Cathedral
700 Poplar Ave. (picture pg. 8)



Foreword

This guide contains information about public and private agencies and organizations offering services to people who struggle with homelessness, addiction, abuse, and others in need of help.

Please note the following:

1. The information in the HOPE Survival Guide was collected from the agencies themselves, and every effort was made to ensure accuracy. If there has been an error, please contact the Mid-South Peace and Justice Center (MSPJC), so that it can be corrected for the next edition.
2. Inclusion of a particular program or service in the Survival Guide does not constitute endorsement of the program by the MSPJC. Likewise, omission of a particular program does not constitute the disapproval of the MSPJC.
3. Please be aware that many of the agencies listed in the Survival Guide have limited resources. The fact that they are included does not guarantee that they are able to help everyone who is referred to them.

YOU SHOULD ALWAYS CONTACT AN ORGANIZATION BY PHONE BEFORE SHOWING UP TO ENSURE THEY WILL BE ABLE TO ASSIST YOU!

For a freely printable version of this booklet, visit our website below. If you know of a service that should be included in the guide, or if you would like to make a donation to our cause, please contact:

Mid-South Peace & Justice Center
 3573 Southern Ave. Memphis, TN 38111
 Phone: (901)725-4990
 Fax: (901)725-7858
center@midsouthpeace.org
midsouthpeace.org





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This guide is dedicated to those who have passed away on the street due to lack of help.

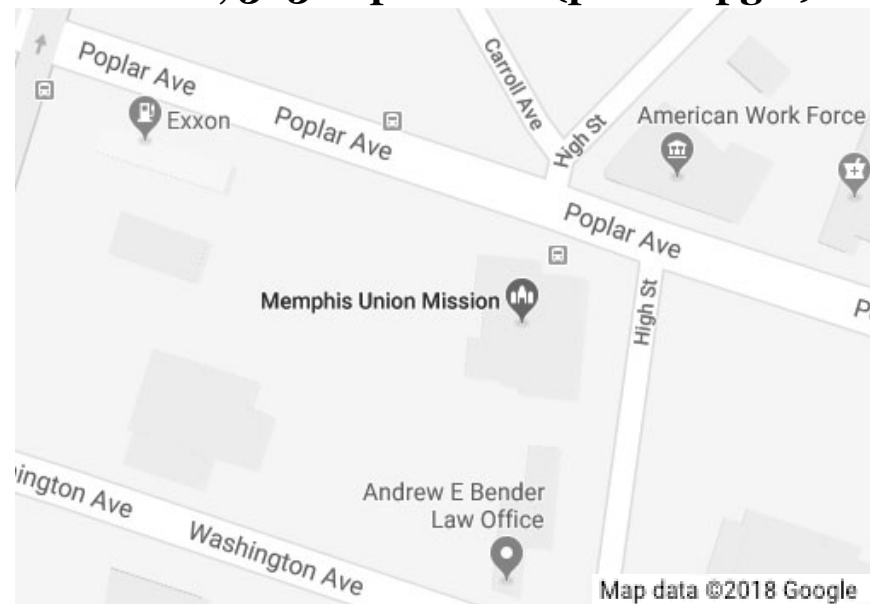
We hope it will connect others at risk to people who wish to give food to the hungry, drink to the thirsty, clothes to the naked, and shelter to the homeless.

Maps

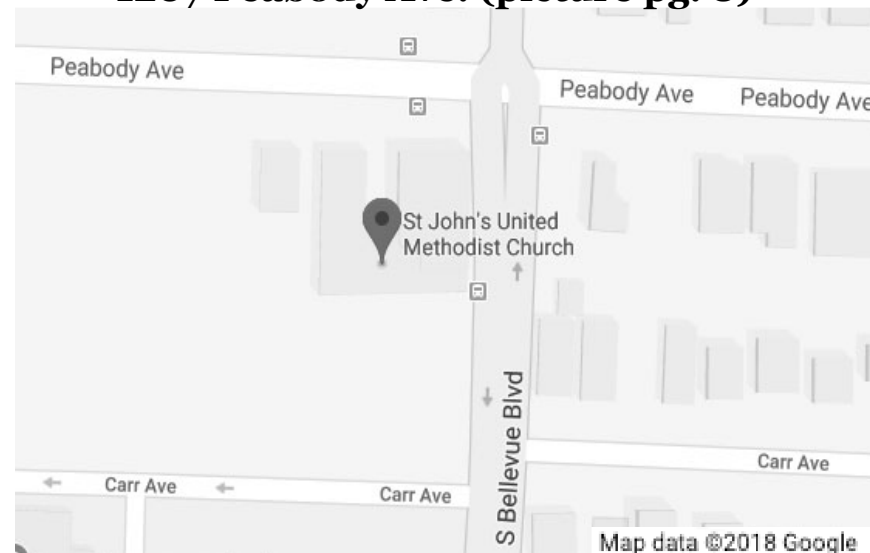
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Memphis Union Mission: Men's Emergency Shelter, 383 Poplar Ave. (picture pg.8)

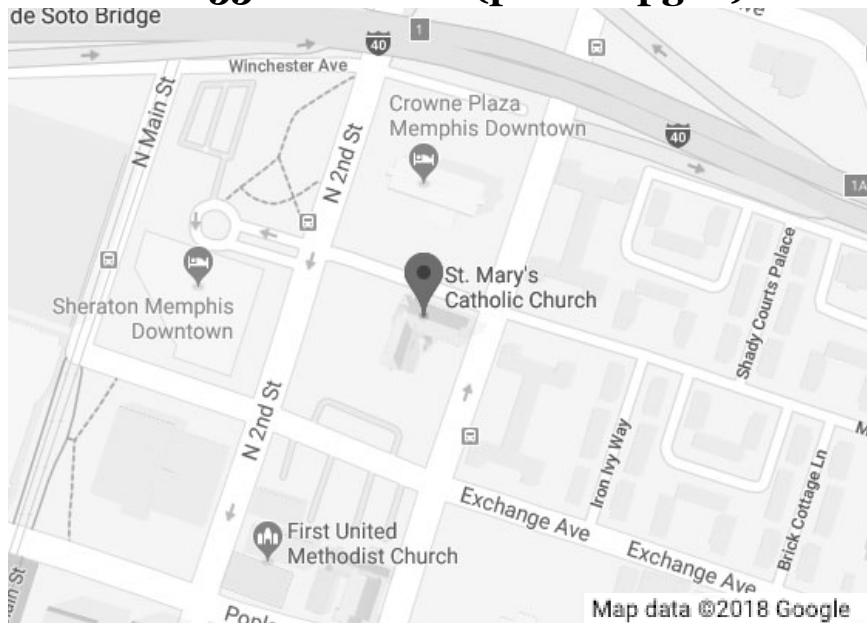


St. John's UME Church 1207 Peabody Ave. (picture pg. 8)





St. Mary's Catholic Church 155 Market St. (picture pg. 8)



St. Vincent de Paul Food Mission 1306 Monroe Ave. (picture pg. 8)



Mid South Peace and Justice Center

We are a multi-issue, cross-constituency, and membership-based organization working to fulfill our mission to **engage, organize, and mobilize** communities to realize social justice through nonviolent action.

The homeless community has faced many injustices, and we are dedicated to improving services and empowering the homeless. Instead of taking a top-down approach to confronting homelessness, we want to see that their voices are added to the conversation and ensure they have a seat at the table. Collaboration between service organizations and people who are homeless will allow us to have a better understanding of the problem, leading us to a better solution.

Our current efforts to improving the living conditions of Memphis's homeless include facilitation of **Homeless Organizing for Power and Equality** (below) and the **Memphis Bus Rider's Union** (pg. 30.)

Homelessness is nothing less than a human rights issue. In addressing this challenge, we intend to do everything we can to ensure a higher quality of life for all Memphians.

Homeless Organizing for Power and Equality (HOPE)

HOPE is a voice for the homeless community in Memphis, redefining and challenging people's ideas about homelessness and bridging the gap between the unsheltered and sheltered communities through grassroots activism, organizing, education, networking, and skills-training.

HOPE Meetings are held on Wednesdays from 2:30-4:30PM at St. Mary's Episcopal Cathedral (pg. 8, map 34.)

If you would like immediate assistance from HOPE, call and leave a voicemail for Tamara Hendrix at (901)300-0006. Please note that this phone does not receive texts or keep a log of phone calls received, unless a voicemail is left.



2 / A Letter from Manna House

A Place of Hospitality for Homeless and Poor Persons
1268 Jefferson, Memphis, TN 38104
Monday, Tuesday, Thursday, 8AM-11:30AM

In the spirit of hospitality in each of the world's great religions, Manna House provides a place of welcome where persons are treated with respect and dignity.

Each day that we are open we offer coffee, water, use of a restroom, a place to relax, read or play board games. On Mondays and Thursdays there are showers for men (limited to 20, with signup the previous day that Manna House is open), and on Tuesdays there are showers for women (limited to 15, with signup on Monday).

Also on Mondays and Thursdays "Socks and Hygiene" are offered to 51 persons. On Tuesdays "Socks and Soap" are offered to 51 persons. There is no requirements for ID or social security number to access any of the services. To ensure that a person gets on the "Socks and Hygiene List" it is necessary to arrive before 8:30am. The list fills up fast, especially toward the end of the month. We begin to sign persons up for both "Socks and Hygiene" and the shower list at 7:45am. Manna House does not have a phone.

Manna House is funded completely by donations and neither seeks nor accepts any government funding. There is no paid staff at Manna House; all are volunteers.

Sincerely,
Kathleen Kruczek, Co-Director
Peter R. Gathje, Co-Director



City/County Contacts / 31



Want to let your elected officials know your feelings about an issue in Memphis or Shelby County? You can always contact elected representatives--this is your right!

City of Memphis
City of Memphis Website
memphistn.gov

Office of Mayor of Memphis, Jim Strickland
125 N. Main St. Room 700
(901) 636-6000
mayor@memphistn.gov

Memphis City Council
125 North Main Street, Room 514
(901) 636-6786
website: https://memphistn.gov/government/city_council

Memphis Police Director, Michael Rallings

Shelby County
Shelby County Website
shelbycountyttn.gov

Office of Mayor of Shelby County, Mark H. Luttrell, Jr.
160 N. Main Street, Suite 850
(901) 222-2000
mark.luttrell@shelbycountyttn.gov

Shelby County Board of Commissioners
160 N. Main Street, Suite 450
(901) 222-1000

Sheriff of Shelby County, Bill Oldham
201 Poplar Ave. Suite 902
(901) 222-5500



Free Monthly Legal Clinic

Felony disenfranchisement is a serious issue with far reaching consequences for our communities. This is why Mid-South Peace & Justice Center partnered with Memphis Area Legal Services, the Memphis Bar Association, and the Shelby County Public Defender's Office to help felons restore their rights.

A free legal clinic occurs the second Saturday of every month from 10AM-12PM. Those with a legal question can talk face to face with an attorney in order to get quick advice. You should get there 20-30 min early, and bring any documents you have pertaining to your legal situation. The location of the clinic is:

Benjamin L. Hooks Central Library

3030 Poplar Ave (901)415-2700

Questions? Call Memphis Area Legal Services:

(901) 523-8822

Mid-South Peace and Justice Center: Memphis Bus Riders Union

3573 Southern Ave (901)205-9737 mbru.org

A grassroots organization founded upon the principle that public transit is a civil right, MBRU pushes for a more accessible, affordable, safe, and just transit system in our city.

Community Alliance For The Homeless (CAFTH)

Provides housing opportunities in the Memphis area. Eligibility for this housing is based on a two-step process: An initial screening, known as the Vulnerability Index (VI) A second assessment, known as the VAT, for those found vulnerable through the VI.

Both parts of this assessment can be completed at the Hospitality Hub (pg. 3, map 35) on Tuesdays between 9:30AM-11:30AM. Status can be checked at the Hub.



Hospitality Hub

82 N Second St. (map pg. 35)

hospitalityhub.org

(901)522-1808

A centralized hub of information and services for homeless persons in Memphis and Shelby County. Provides services including but not limited to:

- A telephone for local and long-distance calls
- Resource identification and referrals
- A temporary mailing address
- Access to computers
- Lockers for storage
- Counseling
- Traveler's aid
- Shelter vouchers
- Access to clergy



Getting Identification (ID)

You can get help obtaining an ID by going to the the Hospitality Hub (above, map 35) to fill out paperwork. First Presbyterian Church (pg. 9, map 35) provides a ride to get the ID once paperwork is completed.

Getting a Phone

You can order a government-sponsored phone online from a location such as the Hospitality Hub (above) or a public library (pg. 27.) You will need to submit proof of government assistance such as foodstamps or Medicaid. You will also need an address to mail the phone to (see Hosp. Hub.)

You can often obtain a government-sponsored phone at Shelby County TDHS (food stamp) office, located at 2003 Corporate Ave off Nonconnah Blvd. Check with the Hospitality Hub for other ideas on obtaining a phone.



4 / Know Your Rights!

If you are stopped by police for questioning:

- DO stay calm and be polite.
- DO move slowly and deliberately during the encounter.
- DO keep your hands visible at all times.
- DO NOT resist arrest, even if you think the arrest is unfair. Resisting arrest is a punishable offense.
- DO NOT run from or argue with the police, even if you are innocent.
- DO NOT interfere with, obstruct, or resist, the police, even if you think they are violating your rights.
- DO NOT make sudden movements or put your hands into a pocket or waist band.
- DO NOT threaten to file a formal complaint.
- DO NOT lie to or give false documents to police.



It is important to know and understand your rights! Regardless of your citizenship status, you are entitled to these rights:

- You have the **right to remain silent**. If you wish to exercise that right, make it clear by saying so out loud. In some states, you may have to give your name if asked to identify yourself, but you cannot be punished for refusing to answer any further questions.
- You have the **right to refuse to consent for a search** of yourself, your car, or your home. Police may "pat down" your clothing if they suspect a weapon. Do not resist being patted down. You have the right to refuse any search beyond this, unless an officer has a warrant.
- You have the **right to know if you are under arrest**. Ask the officer politely if you are free to leave.

Refugee & Disabled Services / 29



Mission Possible missionpossiblecosm.org

2400 Poplar Ave, # 428 (901)458-4357

MWF by appointment only. Tu & Th 10:30AM-3PM.

Provider of clothing and non-perishable food items.

Aisha's Refuge

5645 Spring Lake Rd. (901)500-9200

Tu-F 9:30AM-2PM aishasrefuge.com

Support and defense for the rights of refugees from other countries through community and client education, including assistance learning English.

Latino Memphis latinomemphis.org

6041 Mount Moriah Rd. Extd., Suite 16

(901)366-5882 M-F 9AM-4PM

Education, justice, health services, and advocacy for the betterment of the Memphis Hispanic Community.

Catholic Charities: Immigration Services

(see pg. 9)

United Cerebral Palsy of the Mid-South/ LivItUp, Inc.

3239 Players Club Pkwy.

(901)761-4277 M-F 8AM-4PM

Personal assistance for adults with disabilities, including day program, in-home services, and community-based services.

Memphis Center for Independent Living

5100 Poplar Ave. (901)726-6404

M-F 9AM-5PM

Provides for people with disabilities by giving information, referrals, advocacy, peer mentoring, nursing home transition, and help with independent living skills.

MCIL is a non-profit community-based organization. They utilize donations of individuals wanting to volunteer their time and financial support that is very critical to their success.



28 / Other Churches/Programs

Manna House (pg. 2)

Neighborhood Christian Centers, Inc.

785 Jackson Ave, 223 Scott St. ncclife.org
(901)881-6013 Tu-Th 9AM-5PM
Food pantry and clothes closet, emergency assistance,
Christmas outreach (food and toys) and referrals to other
services. 8 locations. Call for details.

Greater Harvest COGIC greaterharvestcogic.org

3509 Boxdale (901)794-5683 M-F 8AM-4PM
Provides canned goods, food, community, and rent
assistance.

Bellevue Baptist Church, Frayser

3759 N. Watkins (901)358-3391 9AM-4PM
Income-based food pantry for residents of 38127 and 38107.

Highland Heights United Methodist Church

3476 Summer Ave. (901)458-5966
Monday meals at noon, and pantry outreach for those who
live in 38122, 38112, and 38108.

Brinkley Heights Ministries: Emergency Services

3277 Rosamond (901) 458-0617 (901)324-3022
Provides a clothes closet, food pantry, and spiritual coun-
seling to those who live in 38134, as well as referrals.

Family Safety Center

1750 Madison Ave. # 600 (901)222-4400
Provides one location that combines civil, criminal, health
and social services for victims of family violence.

Refuge Memphis refuge-memphis.com

3683 Austin Peay Hwy (901)410-8724
Food, clothing, and counseling every 4th Saturday of each
month at the Raleigh location. Must bring ID and proof of
income or food stamp/letter card. Pantry open for emergen-
cies on most Wednesdays from 6-7PM.

Know Your Rights! / 5



If you are not under arrest, you have the right to calmly leave.

If you are under arrest:

- You have the **right to know why**. Clearly ask the officer.
- You have the **right to remain silent**. Anything you say can be used against you in a court of law.
- You have the **right to a lawyer**, and should ask for one immediately. You do not need give an explanation.
- You should not say anything, sign anything, or make any decisions without your lawyer. It is a good idea to memorize the phone number of your lawyer.
- If you cannot afford a lawyer, you have the **right to a free lawyer** known as a public defender.
- You have the **right to a local phone call**. Police cannot listen to the phone call if you are calling your lawyer.

Prepare yourself and your family in case you are arrested by memorizing the phone numbers of key family members and your lawyer.

If you feel your rights have been violated:

- Remember that police misconduct **cannot be handled on the street**.
- Do not resist arrest or threaten to file a complaint.
- Pay attention to details of the encounter, including the officer's name, agency, badge number, and car number.
- Write down everything you remember, and get the contact information of witnesses of the encounter.
- If you are injured, seek medical help and take pictures of any injuries.
- **You can file a formal complaint over the phone or in writing with one of the agencies below:**

Memphis Police Department

Internal Affairs Bureau
2714 Union Ave Ext. Ste 600
Confidential Hotline: (901)576-4979
Office Number : (901)636-4955

Civilian Law Enforcement Review Board

(901)576-6840
ACLU of Tennessee
(615)320-7142

*This information is not intended as legal advice.

	Sunday	Monday	Tuesday
St. Mary's Catholic Church (pg. 8, map 32)		7:15-10AM	7:15-10AM
St. Vincent DePaul Mission (pg. 8, map 32)	9:30-11AM	9:30-11AM	9:30-11AM
Memphis Union Mission (pg. 8, 14)	10:45AM	10:45AM	10:45AM
First Congregational Church (pg. 8, 9)	11:30AM-1PM	Food Pantry 11:30AM-1PM	11:30AM-1PM
St. John UME (pg. 8, map 33)		MIFA Basket* 8:30AM-11AM	Soup Kitchen 4:30-5:30 PM
St. Luke's UME (pg. 8)	Breakfast 7:45 AM		
Good Samaritan 550 Poplar Ave. (901)859-1689		11AM-12PM	MIFA Basket* 9:30AM-1PM
St. Mary's Episc. Cathedral (pg. 8, map 34)			
First Presbyterian Church (pg. 9, map 35)	Pantry 9AM Soup Kitchen 2-3 PM		
Groups listed in this section of the table serve the community on one day per week. *All MIFA food baskets require prior MIFA referral	Grace St. Luke's 1720 Peabody (901)272-7425 4PM	Highland Heights UME 3476 Summer Lunch 12PM Pantry (pg. 28)	Iona Community of Faith Burrito Ministry 212 N. 2nd (901)213-6252 5PM
	Calvary Episc. 102 N. 2nd St. (901)525-6602 7:30-8:30AM 2:30-3:30PM		

Libraries for Internet / 27 		
Benjamin L. Hooks 3030 Poplar Ave. M-Sa 9AM-6PM Su 1PM-5PM (901)415-2700	Bartlett 5884 Stage Rd. M-Th 10AM-8PM F-Sa 10AM-6PM Su 1PM-5PM (901)386-8968	Cherokee 3300 Sharpe Ave. M-Sa 10AM-6PM Closed Su (901)415-2762
Cordova 8457 Trinity Rd. M-Sa 10AM-6PM Closed Su (901)415-2764	Cornelia Crenshaw 532 Vance Ave. M-Sa 10AM-6PM Closed Su (901)415-2765	Cossit/ Downtown 33 S. Front St. M-Sa 10AM-6PM Closed Su (901)415-2766
East Shelby 7200 S Shelby Dr. M-Sa 10AM-5PM Closed F and Su (901)415-2767	Frayser 3712 Argonne St. M-Sa 10AM-6PM Closed Su (901)415-2768	Gaston Park 1040 S. Front St. M-Sa 10AM-6PM Closed Su (901)415-2769
Hollywood 1530 Hollywood St. M-Sa 10AM-6PM Closed Su (901)415-2772	Levi 3676 Hwy 61 S. (S. 3rd) M-Sa 10AM-6PM Closed Su (901)415-2773	North 1192 Vollintine M-Sa 10AM-6PM Closed Su (901)415-2775
Whitehaven 4120 Millbranch Rd. M-Th 10AM-8PM F-Sa 10AM-6PM Su 1PM-5PM (901)415-2781	Poplar-White Station 5094 Poplar Ave M-Th 10AM-8PM F-Sa 10AM-6PM Su 1PM-5PM (901)415-2777	Raleigh 3157 Powers Rd. M-Th 10AM-8PM F-Sa 10AM-6PM Su 1PM-5PM (901)415-2778
Randolph 3752 Given Ave. M-Sa 10AM-6PM Closed Su (901)415-2779	South Library 1929 S. Third St. M-Sa 10AM-6PM Closed Su (901)415-2780	Parkway Village 4655 Knight Arnold M-Sa 10AM-6PM Closed Su (901)415-2776



26 / Rehousing Programs

City of Memphis & Shelby County Emergency Housing Partnership (see inside of front cover)

LINC (see inside of front cover)

Metropolitan Inter-Faith Association (MIFA)

910 Vance Ave. (901)527-0208
mifa.org M-F 7:30AM-5PM

Prevents homelessness by providing assessment and referrals to transitional housing, emergency shelters, rental assistance, and re-housing. Food vouchers can be obtained from 7:30AM-10:30AM, and referral applications take place from 10:30AM to 12:30PM.

Habitat for Humanity of Greater Memphis

7136 Winchester Rd. (901)761-4771 M-F 9AM-5PM
Provides homes to those who meet the needs as ascertained by Habitat.

RHD Memphis

1600 Bonnie Lane, Suite 101 (901)377-7511
Assists individuals with intellectual disabilities by supporting their physical and financial safety for maximum quality of life.

St. Peter Manor

108 Auburndale (901)278-8200
Independent living facility for low income individuals aged 62 or older.

Shelby Co. Community Services Agency FREE

3772 S. Hickory Ridge Mall (901)222-4200
M-F 8AM-4:30 PM
Short term rental assistance and housing supportive services program for households that are about to become homeless. Places families in housing with goal of self-sufficiency within three months, with support by the Salvation Army and MIFA.

Wednesday	Thursday	Friday	Saturday
7:15-10AM	7:15-10AM	7:15-10AM	7:15-10AM
9:30-11AM	9:30-11AM	9:30-11AM	9:30-11AM
10:45AM	10:45AM	10:45AM	10:45AM
Food Pantry 11:30AM-1PM	11:30AM-1PM	Food Pantry 11:30AM-1PM	11:30AM-1PM
MIFA Basket* 8:30AM-11AM		MIFA Basket* 8:30AM-11AM	Soup Kitchen 4:30-5:30 PM
	Food Pantry 10AM-12PM		Sat. Supper 4:30 PM
11AM-12PM	MIFA Basket * 9:30AM-1PM	11AM-12PM Clothes 12-1PM	
Breakfast 8:30AM-1PM			Sack Lunches 9AM
Urban Bike Burrito Minist. 204 N. 2nd on Poplar & Main (901)703-7542 8-10PM	Team Laeth 204 N. 2nd St. 6PM		
St. Andrew AME 1369 Miss. Blvd. (901)948-3441 Food/Clothes Pantry 5-7PM	Idlewild Church (pg. 9) 5:30 PM		



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Meal Locations

St. Mary's Catholic Church

155 Market St. (map pg. 32)
(901)522-9420



Image capture: Feb 2017 © 2018 Google

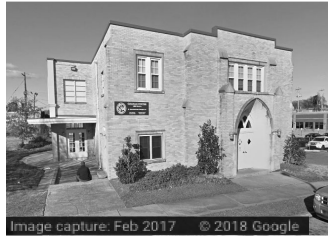


Image capture: Feb 2017 © 2018 Google

St. Vincent DePaul Society Food Mission

1306 Monroe Ave. (map pg. 32)
(901)722-4703

Memphis Union Mission

282 Poplar Ave. (map pg. 33)
(info pg. 14) (901)522-8819



Image capture: Apr 2017 © 2018 Google

First Congregational Church

(info pg. 9)
1000 S. Cooper St.
(901)278-6786



Image capture: May 2018 © 2018 Google

St. Mary's Episcopal Cathedral

(map pg. 34)
700 Poplar Ave. (901)527-3361



Image capture: May 2017 © 2018 Google

St. John's United Methodist Church

1207 Peabody Ave. (map pg. 33)
(901)726-4104



Image capture: May 2018 © 2019 Google

Education/Jobs

/25

**Literacy Mid-South**

66 Cooper St. Suite 400 (901)327-6000
Provides educational programs for adults and families.

The Collective

changeiscollective.org
(901)672-6573 apply@thememphiscollective.org
Serves young adults, ages 18-30 who have been out of work and school by providing education/workforce development, health, and life planning.

The Bridge: Memphis' Street Newspaper

(901)-800-9245 info@thememphisbridge.com.
A monthly paper spotlighting issues of homelessness. Vendors get 20 free papers & can buy more for 25 cents each, selling them for \$1. Vendors keep 100% of profit. Training sessions, every Thurs, 2PM at St. Mary's, Episcopal Cathedral (pg. 8, map 34.) No experience is necessary.

Hope Works

(901)-272-3700 whyhopeworks.org
1930 Union Ave M-F 8:30 - 4:30 pm
13 week personal and career development class from M-F. Also provides health and hygiene products every Tuesday. Also has a GED program with referral.

Labor Force

(901)-372-1004 laborforce.com
5021 Stage Rd. M-F 7am - 5pm
Assistance for people who are seeking employment.

Goodwill

(901)323-6221 M-F 8am-5pm
6899 Stage Rd. goodwillmemphis.org
Trains and employs workers at rehab center, which is located at 3830 Austin Peay

Phyllis Brunson Workforce Investment Network

workforceinvestmentnetwork.com
480 Beale St. (901)636-7971
Disability employment initiative to increase the employment opportunities and self-sufficiency of people with disabilities.
City of Memphis/Shelby Co. Second Chance
1362 Mississippi Blvd. (901)222-4550 (901)545-0343
The Office of Reentry provides service for individuals seeking a second opportunity at gainful employment after a felony conviction.



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Public Health

Memphis/Shelby County Health Department

Provides care to Shelby County Residents who have ID.

Immunization Clinic

814 Jefferson (901)222-9000 M-F 8AM-4PM

Hickory Hill Public Health

6590 Kirby Center Cv. (901)222-9980 8AM-4:30 PM

Cawthon Public Health

1000 Haynes St. (901)222-9980 M-Sa 8AM-4:30PM

Shelby Crossing Public Health

6170 Macon Rd. (901)222-9800 M-F 8AM-4:30 PM

3rd Street

1955 South 3rd St (901)515-5800 M-F 8AM-4:30 PM

Memphis Child Advocacy Center

1805 Poplar Ave. (901)525-2377 M-F 8:30AM-5PM

Counseling, medical referral through LeBonheur Children's Hospital.

American Red Cross

1399 Madison Ave. (901)726-1690 M-F 8:30AM-5PM

Services for those who have relocated to Memphis due to natural disasters.

Tennessee Justice Center

(615)255-0331 tnjustice.org

Advocates for individuals and families to help them access healthcare.

HIV/AIDS Assistance**Friends for Life Corporation**

43 N. Cleveland St. (901)272-0855

M-Th 8:30-5PM, F 8:30-4PM

Provides HIV education, testing, a food pantry for those with HIV, transportation to medical appointments, shelter, apartments and rental assistance.

Phone numbers for support with HIV/AIDS

National AIDS Hotline 1-800-232-4636

HIV/AIDS Care Hotline 1-800-525-AIDS

(2437)

Memphis Crisis Center (901)274-7477

Shelby Co. Health Department (901)222-9000

Other Food/Services

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**Midsouth Food Bank**

midsouthfoodbank.org

239 S. Dudley (901)527-0841

M-Th 8AM-5PM, F 8AM-12PM

Partners with various agencies and churches to provide food and other grocery items to qualified recipients for free. Note: the location on Dudley does not distribute food. Call or visit the website for info about the center that serves your area.

Catholic Charities of West Tennessee

1325 Jefferson Ave. (901)722-4702 ccwtn.org

Provides the following services:

- Fig Tree Emergency Services (clothes and food)
- St. Sebastian housing ministry for veterans
- Genesis homeless services for those with mental illness
- Driving the Dream path from poverty to self-sufficiency
- Immigration Services providing education and hope

First Presbyterian Church

firstpresmemphis.org

166 Poplar Ave. (map pg. 35) (901)525-5619

Provides the following services:

- Food pantry Su at 9AM (proof of food stamps required)
- Soup kitchen, clothing closet, and hygiene kits Su at 2PM
- Help getting birth certificate on 1st and 2nd Su at 2PM
- Assistance getting food stamps on M and W at 9AM
- Help with transportation to get an ID (see pg. 3.)

First Congregational Church

1000 South Cooper (pg. 8) (901)278-6786

Clothes Closet Tu & Th 2PM-3:15PM

Food Pantry M, W, F from 2PM-2:30PM

Food for Families every fourth Sunday, for those from 38104, 38111, 38114. Call for more info.

Idlewild Presbyterian Church

1750 Union Ave (901)726-4681

Thursday night worship service at 5PM, followed by dinner at 5:30 for all.

Caritas Village

2509 Harvard Ave. (901)327-5246 M-Sa 9AM-8PM

Soup and sandwiches and a place to relax. Medical clinic on the 2nd, 3rd, and 4th Tuesday of every month with ID. Serves Binghampton.



10 / Women's Housing/Shelters

Agape Child and Family Services **FREE**

3160 Directors Rd. agapemeanslove.org
 (901)323-3600 (901)324-5436 (901)345-6403
 Serves homeless women, pregnant women, and mothers with up to 3 children with transitional housing and support.

Families in Transition (FIT) **FREE**

111 Racine St. (901)323-3600
 An effort to serve homeless women and mothers fleeing domestic violence through transitional housing and support.

Missionaries of Charity Shelter **FREE**

700 N. 7th Street (901)526-5456
 For women and children to stay from 3PM-8AM and receive breakfast for up to three weeks.

Salvation Army Purdue Center of Hope **FREE**

696 Jackson Ave. (901)543-8586
 Provides long term (up to two year) transitional housing for women with up to three children. Please call first.

Salvation Army Single Women's Lodge

696 Jackson Ave. (901)543-8586
 Lodge for single women who suffer from mental health issues, substance abuse, job loss, or displacement.

Her Faith Ministries, Inc. **FREE**

herfaithministries.org 3396 Park Ave.
 (901)324-3705 Tu-F 9AM-4PM
 Provides transitional housing, support, food, clothing, bus passes, GED assistance.

YWCA Shelter & Abused Women's Services

766 S. Highland St. memphisywca.org
 Main: (901)278-2728 Intake: (901)260-4663
 Hotline: (901)725-4277 Job Training: (901)948-8899
 Office: (901)725-5861
 Providing transitional housing for homeless mothers and their children, as well as emergency shelter for victims of domestic abuse and their children.

Substance Abuse

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Teen Challenge Memphis

33 N. Cleveland St. (901)272-2308
 M-F 8AM-5PM teenchallengeusa.com/center/1615
 Long-term rehabilitation program for men with drug addiction and/or alcoholism. Offers spiritual, social, educational and occupational development.

The Father's House

(901)354-6246
 1835 Portland Ave. thefathershouseprogram.com
 Provides a one-year drug and alcohol free environment that provides transitional housing, spiritual development, and learning opportunities to the poor, the homeless, the addicted, the ex-prisoner, and others.

Synergy Treatment Centers (901) 332-2227

2305 Airport Interchange Ave. (844) 779-0820
 One year program to individuals who have a primary alcohol and drug and/or co-occurring problem and a desire to overcome their addiction.

Websites

Alcoholics Anonymous aa.org
 Narcotics Anonymous na.org
 Drug addictions- leaving your drug addictions behind:
drug-addiction.com/moving_on.htm
 Getting help for alcohol abuse: familyeducation.com/life/alcohol-abuse/
getting-help-alcohol-abuse

Phone Numbers for Help with Substance Addiction

Substance Abuse & Mental Health Services Admin.

1-800-662-4357

Alcoholics Anonymous Hotline (901)454-1414

(901) 726-6750

Cocaine Anonymous Hotline 1-800-347-8998

Marijuana Anonymous Hotline 1-800-766-6779

Holistic Addiction Treatment Ctr. 1-800-559-9503



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Substance Abuse

Alcoholics Anonymous of Memphis

3540 Summer Ave. #104 memphis-aa.org
 (901) 454-1414 (901) 726-6750
 MWF 8AM-4PM, Tu & Th 10AM-6PM. Closed 1PM-2PM.
 Provides information on alcoholism and AA meetings to
 those who are ready to achieve and maintain sobriety.

Lighthouse Mission Ministries at Safe Harbor

safeharbormemphis.org
 3630 Jackson Ave. (901)382-0966
 Program to help individuals make a smooth transition from
 homelessness, addiction, and crime to a life of purpose,
 faith, and love.

Mission Global Ministries

898 S Third St.
 (901)948-9333 (901)948-8629
 Intake:(901)948-8111 (901)947-2296
 Non-denominational church providing a six month program to
 assist those who have problems with alcohol or drug abuse.

Grace House of Memphis

329 N. Bellevue Blvd. (901)722-8460
 M-F 8AM-2PM
 Long-term substance abuse treatment for women. Insurance
 is required.

Serenity Recovery Centers serenityrecovery.org
 1094 Poplar Ave. (901)521-1131 M-F 8AM-5PM
 Substance abuse counseling and rehabilitation.

Harbor House harborhousememphis.org
 1979 Alcy Rd. (901)743-1836

Drug and alcohol treatment for men only, including housing/
 shelter for residential treatment, integrated risk assessment/
 screening, assistance, and referrals.

Cocaine Alcohol Awareness Program (pg. 13)

Alliance Healthcare Services (pg. 20)

**Memphis Union Mission Iron on Iron
 Program** (pg. 14)



Men's/Anyone Shelters/11

Shelters/Transitional Housing for Men

Calvary Rescue Mission \$5
 960 Third St. (901)775-2570 calvaryrescuemission.org
 Men's shelter (21+) offering 2 meals per day and clothing.
 The first three stays are free. Check in is at 4PM.

Memphis Union Mission
 Men's Emergency Shelter and Opportunity Center (pg. 14)

Shelters/Transitional Housing for Anyone

Room in the Inn-Memphis FREE
 212 N. 2nd Street (901)246-8052
 Provides emergency shelter and meals between November
 and March at congregations across Memphis. Guests are
 screened and given vouchers for overnight stays, then are
 picked up at and driven to the congregation providing the
 stay. Call for details.

SHIELD, Inc. \$10 with MIFA referral
 2552 Poplar Ave. Suite 215 (901)454-9755
shieldmidsouth.org/content/shelters.htm
 Provides shelter for families and single parents for 30 days.
 Assists in case management, food vouchers, linkage, and
 referral for housing and jobs.

Dorothy Day House FREE
 1429 Poplar Ave. (901)726-6760
 A small shelter that keeps homeless families together,
 creating a safe haven and a community for entire families.

Living for Christ Restoration House \$10/night, \$3/day
 3095 Thomas St. (901)791-4022
 Feeding, housing, and clothing homeless men and women.

Memphis Union Mission Intact Family Ministry (pg. 14)



Veterans Affairs Homeless Services

Connects you with VA services for homeless and at-risk veterans 24/7

National Hotline: 1-877-4AID-VET (1-877-424-3838)

Website: va.gov/homeless/

VA Medical Center

1030 Jefferson Ave
(901)523-8990
Open 24/7

Memphis Vet Center

1407 Union Ave. Suite 410
(901)522-3950
Open M & F 8AM-4:30 PM
Tu 8AM-9PM, W & Th 8AM-7PM
Sa 8AM-1PM, Closed Su

VA Health Care for Homeless Veterans

(HCHV) program. (901)-523-8990 Ext. (dial 1)

Jackie Taylor Mays, Program Manager 7112

General Homeless Information 5661

Provides:

- Healthcare enrollment referrals
- Clinical assessment and referrals for needed medical, mental health and substance abuse assistance services
- Referral to employment training programs with job placement potential.
- Referral to VA and non-VA disability benefit services
- Referral to short and long-term shelter, with transitional home program
- Assistance with permanent housing
- Referral to food, clothing and hygiene services

The program serves veterans who are homeless or at risk of homelessness. Intake hours are:

- M-F 10AM-12PM at the VA Medical Center (1030 Jefferson Ave.) on the 4th floor of the Bed Tower.
- Tuesdays 9AM-2PM at the Drop-In Center (600 Poplar)

The Health Care for Homeless Veterans (HCHV) program is composed of the **Grant and Per Diem** program (G&PD), the Transitional Supported Housing and the **Housing and Urban Development-Veterans Affairs Permanent Supportive Housing** program (HUD-VASH.)



Behavioral Health Initiatives, Inc.

55 S. Barksdale (901)722-3668 bhilc.org
1816 Jackson Ave. (901)722-3558 M-F 8AM-4:30 PM
Permanent supportive housing for 8 men suffering from mental illness with 24-hour on-site staff.

Lowenstein House, Inc. lowensteinhouse.com

821 S. Barksdale St. (901)274-5486

M-F 7:30AM-4:30 PM

Support, assistance, education for individuals diagnosed with mental illnesses to help achieve independence and self-sufficiency through counseling, skills training, job placement, housing, etc. Requires insurance.

Church Health Center Behavioral Health

(pg. 17)

Catholic Charities Genesis Housing Services

(See pg. 9)

Ascent Health, Inc.

ascentlife.org
(901)206-2222

1407 Union Ave.

M-F 8:30AM-4:30PM

Services to children who are experiencing psychiatric symptoms that place them at risk for foster care, juvenile detention, or incarceration.

Phone numbers for help with behavioral health issues

National Suicide Prevention Lifeline 1-800-273-8255

American Psychological Association 1-800-374-2721

National Alliance on Mental Illness 1-800-969-6642

Post-Traumatic Stress Disorder Line (802)296-6300

Statewide Crisis Telephone Number 1-855-274-7471

AHS (pg. 20) Adult Crisis Line (901)577-9400

AHS (pg. 20) Children's Line 1-866-791-9226

Alliance for the Mentally Ill

(901)274-7477, (901)577-9400

Alliance Healthcare Services

The largest mental health system in Memphis, which provides comprehensive behavioral healthcare, including mobile crisis services at hospitals, alcohol/drug therapy including detox, children's mental health services, geriatric mental health services, peer wellness groups, cognitive behavioral therapy, and more. Also provides individual, group, trauma, and family therapy

Main line (appointments) (901)369-1410
AHS Adult Crisis Line (901)577-9400
AHS Children's Line 1-866-791-9226

Locations:

2579 Douglass Ave. (901)369-1400
3628 Summer Ave. (901)369-1400
2100 & 2150 Whitney Ave. (901)353-5440
3810 Winchester Ave. (901)369-1400
951 Court Ave. (901)259-8913

Special Services

Peer Support Center, 4088 Summer (901)458-4553
Crisis Services Continuum, 951 Court (901)577-9400

National Alliance for Mental Illness (NAMI)

namimemphis.org (901)725-0305
5830 Mt. Moriah Rd. Suite 6 M-F 9AM- 5PM
Education and advocacy for those suffering from mental illness

Case Management, Inc.

14 N. Bellevue (901)821-5600 M-F 8AM-5PM
24/7 crisis response, referral services for immediate and long-term needs.

Shelby County Victims Assistance Center

Call for location (901)545-4357
Assistance for victims of violent crimes,

Victims to Victory, Inc.

victimstovictory.org
1548 Poplar (901)274-6828 M-F 9AM-5PM
Assists victims of crime and their families in moving from crisis to comfort through Christ. Provides trauma counseling, assistance with victim compensation claims, assists with victim statements and goes with victims to court.

The Grant and Per Diem (G&PD)

The Transitional Home Program provides alternative time-limited housing (up to 24 months) for homeless veterans. The goal is to help homeless veterans to increase their skill levels and/or income, exhibit greater self-sufficiency and achieve residential stability.

The Housing and Urban Development-Veterans Affairs Permanent Supportive Housing Program (HUD-VASH)

Provides permanent housing and ongoing case management treatment services for homeless veterans, and their immediate families who would not be able to live independently without the support of case management. Their Section 8 Vouchers are designated to eligible veterans.

Other Veterans' Services in Memphis

Catholic Charities: St. Sebastian Veteran Services

(see pg. 9)

Barron Heights Transitional Center

1385 Lamar Ave. (901)728-5873 bhcdc.com
Medical referrals to VA hospitals, job counseling and preparations, and transitional housing for up to 40 veteran males.

Alpha Omega Veterans Services

aovs.org
1183 Madison Ave. (901)726-6820 M-F 9AM-5PM
Offers transitional housing for homeless veterans referred by the VA.

Cocaine Alcohol Awareness Program (CAAP)

3375 Wynbrook (901)360-0442 (901)346-1140
caapincorporated.com M-F 8:30AM-5PM
Provides transitional support for vets struggling with drug or alcohol abuse.

Operation Stand-Down Midsouth, Inc.

3290 Getwell Rd. Suite 108 (901)305-6410
M-F 9AM-5PM osdmidsouth.org
Referral agency to the VA, which also does work in disability benefit claims, counseling, veteran transition workshops, and job counseling.



14 / Memphis Union Mission

A group that attends to the physical, spiritual, and emotional needs of people who are homeless, addicted, or in crisis
Main Phone: (901)526-8403 memphisunionmission.org

Men's Programs

Men's Emergency Shelter

383 Poplar Ave. (901)526-8434

Offers free lunches every day at 11AM. Dinner and showers are reserved for overnight guests. Overnight stays are free 4 times per month, then cost \$6 per night. Stays are also free any time temperatures are below freezing.

Opportunity Center

600 Poplar Ave. (901) 526-8403, ext. 1008.

Shelter facility with smaller, quieter dorm rooms and a positive environment for those who have demonstrated responsibility at the Emergency Shelter.

Iron on Iron Program

memphisunionmission.org/iron-iron-recovery

One-year intensive residential program, where the emphasis is on healing the total person, recovery from life-controlling problems, and preparation for successful living.

Re-Entry Program (901) 746-8902, ext.1202.

90 day Christ-centered program offered to incarcerated men who are transitioning back into the community.

Women's Program- Moriah House (901) 526-8403

A long-term recovery program for women who have dealt with domestic abuse, depression, drug or alcohol abuse, or prostitution and their children. The ultimate objective is to encounter new life through a relationship with Jesus Christ and emerge as fulfilled, productive members of the community.

Intact Family Ministry (901)357-9641, ext. 3001.

Provides short-term transitional housing for homeless families, allowing Memphis Union Mission to minister to families as they reside in a fully-furnished three-bedroom home for three to six months. The program is for legally married couples (with or without kids) who must have their own transportation.

Primary Healthcare + / 19



Christ Community Health Services

Provides comprehensive medical care, including adult and pediatric primary care, behavioral health, OB/GYN, dentistry, HIV care, and pharmacy.

Main Office, 2592 Central Ave.

Medical (901)842-3160

Frayser 969 Frayser Blvd.

Medical: (901)842-3162 Dental: (901)842-3172

Hickory Hill 5366 Mendenhall Mall

Medical: (901)842-3163 Dental: (901)842-3173

Orange Mound 2569 Douglass Ave.

Medical (901)842-3164

Third Street 3362 S. Third St.

Medical: (901)842-3166 Dental: (901)842-3175

Raleigh 3481 Austin Peay

Medical: (901)842-3165 Dental: (901)842-3174

Women's Health Center See "Women's Health" (pg. 17)

Operation Outreach Mobile Clinic

(901)842-3167

8AM-4PM

Mobile clinic that provides free primary and acute healthcare, education, vision screening, and glasses to the homeless.

M & Tu Memphis Union Mission (pg. 14)

W & Th First Baptist Church, 2861 Broad Ave.

2nd W/month AM St. Mary's Episcopal (pg. 8, map 34)

2nd W/month PM Memphis/Shelby Office of Re-Entry
1362 Mississippi Blvd.

Regional One Health MedPlex Clinic

880 Madison Ave. (901)545-7185 (901)545-7399

New patients: (901)545-6969 M-F 8AM-4:30 PM

Regional one outpatient clinic, providing a wide range of specialty and subspecialty clinics, medical imaging, and diagnostic testing.

The Healing Center Baptist Church

3885 Tchulahoma Rd (901)370-4673

Offers free primary care, medication management, substance abuse and mental health counseling. Also may assist with housing, employment, stress management, and legal issues.



18 / Primary Healthcare

Church Health Center

All clinics 1350 Concourse Ave. (901)272-0003

All clinics require an appointment, except the Urgent Care Clinic.

Urgent Care Clinic First floor of Claybrook Entrance
Sees the uninsured *who are not established Church Health Center patients*. Photo ID is required.

Medical Clinic Second floor of West Atrium
Provides full spectrum of care to uninsured residents of Shelby County who work 20+ hours per week, those whose insurance (including Memphis Plan) assigns them to CHC, and to primary child caregivers. Visit the website to fill out new patient form. There is a wait period (usually months.)

Dental Clinic Second floor of West Atrium
Dental care to those meeting the same requirements as the Medical Clinic.

Physical Therapy Clinic Second floor of Claybrook Ent.
Provides care to current CHC patients, Memphis Plan members, and those referred to CHC Physical Therapy by an outside medical facility.

Eye Clinic Focal Point
Provides care to current CHC patients and Memphis Plan members.

Behavioral Health Suite 142, Fl. 3
Provides full spectrum psychological and psychiatric care to CHC patients.

Memphis Health Center

Provides full spectrum primary care, including immunizations, screenings, OB/GYN, dental, medical laboratory, and pharmacy.

Crump 360 EH Crump Blvd. (901)261-2000
M&W 7:30AM-7:30PM Tu&Th 7:30AM-5:30PM
F 7:30AM-11:30AM

Towne Center 915 E. McLemore Ave. (901)261-7370
M-Th 7:30AM-5:30PM F 7:30AM-11:30AM

Rossville 4940 Highway 57 (901)261-7303
M-Th 7:30AM-5:30PM F 7:30AM-11:30AM

Whitehaven 4593 Elvis Presley #101 (901)261-7338
M-Th 7:30AM-5:30PM F 7:30AM-11:30AM

Runaway Services / 15



Youth Villages - Project Safe Place

1582 Poplar Ave. (901)276-7233

youthvillages.org/what-we-do/project-safe-place.aspx

Youth Villages Poplar Group Home, provides community based help to young people with emotional and behavioral problems and is also a part of the Project Safe Place Network. It is the only emergency shelter for runaway and homeless teens within a 200-mile radius of Memphis.

For directions, call (901)276-7233 or text SAFE and your location to 69866

Porter-Leath

868 N. Manassas St. (901)577-2500

Resource for Memphis's at-risk children and families. Empowering children and families to achieve a healthy and optimal independent lifestyle.



Memphis City/Shelby County Displaced Student Services

3782 Jackson Ave. (901)416-4250

M-F 8AM-4:30 PM

Provides youth counseling, support, and treatment programs for homeless children and youth, mandated by the McKinney-Vento Homeless Education Act to assist youth in accessing free education and other support services.

Remember that a crisis is temporary, and will pass with time. Dealing with it the right way is very important. Please don't be afraid to ask for help!

Phone/Website Resources for Runaways

National Runaway Switchboard 1-800-786-2929

Youth Villages Teen Crisis Line (901)276-7233

Young Adult Crisis Hotline 1-877-702-2463

Teens dealing with addiction: kidshealth.org/en/teens/addictions.html



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Women's Services

Birthright of Memphis birthrightofmemphis.org

115 Alexander St. Also at Hickory Ridge Mall

Main: (901)327-8109 Hotline: 1-800-550-4900

M, Tu, Th 8:30AM-5PM, W 10AM-5PM, F 8:30AM-12PM

Free counseling for pregnant women, resources for raising children, pregnancy tests, prenatal information, shelter referrals, parenting classes, and adoption information.

Hannah's Hope hannahs-hope.org

5676 Stage Road (901)327-5560

Help with raising your child, even as a single parent. Offers family counseling, temporary care for you and your baby, and help identifying financial resources for you and your baby. Provides adoption information for your child should you choose adoption for your child into a loving, caring home.

Memphis Union Mission: Moriah House

(pg. 14)

Karat Place

558 Boyd St. (901)525-4055

Residential rehab program for women ex-offenders and their children.

Restore Corps restorecorps.org

1548 Poplar Ave. (901)410-3590

Eradicating human trafficking by empowering survivors and seeking justice through systemic community change.

Worried you may be pregnant?**Life Choices (pg. 17) 24 hour Hotline** (901)388-6262**Birthright of Memphis (above) Hotline** 1-800-550-4900**SecretSafePlaceTN pregnancy Line** 1-866-699-7233**Other Phone Resources for Women****National Domestic Violence Line** 1-800-799-7233**National Sexual Assault Hotline** 1-800-656-4673**CAAP (pg. 13) Domestic Violence Line** (901)272-2221**TN Breastfeeding Assistance Hotline** 855-423-6667**Women's Resource & Rape Assistance Program**

1-800-273-8712

TN Coalition Against Domestic/Sexual Violence

1-800-356-6767

Women's Health



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**Christ Community Health Services:****Women's Health**

2861 Broad Ave. (901)842-3168 M-F 8AM-5PM

Provides comprehensive women's health services, including gynecological exams, routine care, family planning information/methods, pregnancy testing and counseling, prenatal care, and STI testing and treatment.

Life Choices of Memphis

2400 Poplar Ave. (901)452-8991

5575 Raleigh-LaGrange (901)388-1172

24-hour hotline (901)388-6262

Offers safe, confidential, and free pregnancy help. Also provides free STI diagnosis and treatment, education on sexual health, pregnancy testing, pregnancy options counseling, adoption planning, and grief counseling for those who have had a previous abortion.

Memphis Morning Center Pregnancy Clinic

3638 Macon Rd. (901) 209-0195 M, W, Th 10AM-4PM

Provides comprehensive pregnancy, delivery, and postpartum care to moms in need, in the name of Jesus Christ, at no charge.

Planned Parenthood of Greater Memphis

2430 Poplar Ave. (866)711-1717

Provides sexual healthcare, including sex ed, women's healthcare appointments, pregnancy testing, birth control, STD testing and treatment, HIV services, and LGBT care.

CHOICES Center for Reproductive Health

1726 Poplar Ave (901)274-3550

Provider of women's routine reproductive health visits, fertility assistance, birth control, and LGBT health visits. Also provides HIV testing, referrals, and services.

Rape Crisis Center

M-F 8AM-4:30 PM

1750 Madison Ave. # 100

(901)222-3950

Empowering and caring for victims of sexual violence by providing free confidential comprehensive forensic nursing, advocacy, and counseling services regardless of whether an individual is reporting to law enforcement.