The Memphis Survival Guide is sponsored by:

City of Memphis
TENNESSEE

Mid-South Peace and Justice Center

"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

3573 Southern Ave
Memphis, TN 38111
901.725.4990
Fax: 901.725.7858
center@midsouthpeace.org
www.midsouthpeace.org
www.twitter.com/midsouthpeace
Memphis/Shelby County
Emergency Housing Partnership

Hotline for families
901.529.4545
(operated 24 hours a day, 7 days a week)

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.

Those callers with families will be assessed for eligibility for the Homelessness Prevention and Rapid Rehousing Program, or referred to Metropolitan Inter-Faith Association’s Emergency Services program.

Only those with children who are either currently homeless, or are facing immediate and imminent homelessness qualify for the program. Others will be referred to programs more adequately suited to

HOPE is a grass-roots organization made up exclusively of individuals who are currently or have formerly experienced homelessness.

For meeting times & locations, call:
901.300.0006

For more information, please call 901-725-4990 or tamara@midsouthpeace.org
facebook.com/homelessorganizing
Dial 2-1-1 to Find Help

If you are looking for help, or want to provide someone with help, just dial 2-1-1 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, is the local source for community resources. LINC maintains a large, comprehensive database of human services organizations, government agencies and volunteer groups, which can now be accessed by dialing 2-1-1, (901) 415-2790, or (885) 354-4211. The most frequent requests for help are food, protective services, legal assistance, child care, social support, housing, and mental health.

Free and Immediate Information for help when:
- You are homeless and do not qualify for Rapid Rehousing programs.
- You need affordable, reliable child care.
- You need help with clothing or meals.
- You have questions about 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 and are seeking help.

2-1-1 HOURS:
Mon-Thu 10 a.m. to 8 p.m.
Fri-Sat 10 a.m. to 5 p.m.
Sunday 1 p.m. to 5 p.m.

Church Health Center Wellness Facility
1115 Union Ave. Contact: (901) 259-4673
Services: Open to the entire community, helping people stay healthy in body and spirit. It offers an affordable facility and the resources to improve lives physically and spiritually. Locations at 1196 Peabody Ave. & 1200 Peabody Ave (walk-in clinic). Walk-in clinic is $35, full clinic requires orientation and 8 to 9 month waiting period.

Memphis Health Center
Services: Immunizations, screenings, family practice, OB-GYN, internal medicine, dental, medical laboratory, pharmacy, and radiology.

Locations:
Memphis Health Center, Inc.
360 E.H. Crump Blvd.
Contact: (901) 261-2000
wljackson@mphshc.org

Rossville Health Center
(urology and podiatry services available)
4940 Highway 57, Rossville, TN
Contact: (901) 261-7303

LeMoyne-Owens College Student Health Services
The Towne Center, at 915 East McLemore Ave.
Contact: (901) 435-1460

HIV/AIDS Care Hotline
(800) 525-AIDS (2437)

Memphis Crisis Center
(901) 274-7477

Shelby County Health Dept
(901) 222-9000

Mobile Ministry of Dentistry
Dr. Davida Hollerman
(901) 337-3285
Drdavida007@aol.com
The Agency Listing and Reference sections of this Guide provide information about public and private agencies and organization offering services to people experiencing homelessness.

PLEASE NOTE THE FOLLOWING:

1. All the information in this Guide was collected from the agencies themselves and every effort possible was made to ensure accuracy. If there has been an error, please contact The Mid-South Peace and Justice Center and we will update them on our next list.

2. Inclusion of a particular program or service in this directory does not constitute endorsement, nor omission disapproval of a program or service.

3. Please be aware that many of the agencies and organizations listed in this 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.

**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.

**Where?** Benjamin L. Hooks Central Library 3030 Poplar Ave  (901)415-2700

**When?** The second Saturday of every month from 10AM-12PM, (we recommend you get there 20-30 min early)

Individuals with a legal question can talk face to face with an attorney in order to get quick advice.

Make sure & bring any documents you have pertaining to your legal situation

Questions? call Memphis Area Legal Services: (901) 523-8822

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**Community Alliance For The Homeless**

Eligibility for housing is determined based on a two-step process:
1) An initial screening known as the VI.
2) A second assessment, known as the VAT for those found vulnerable through the VI.

**Vulnerability Index screenings are completed on Tuesdays from 9:30-11:30 @ the Hospitality Hub (82 N Second St)**

Status can be checked at the Hub on Tuesdays; individuals in need of a VAT can also come to the Hub on Tuesdays 9:30-11:30
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: memphistn.gov

Mayor’s Office: Mayor Jim Strickland
125 N. Main St. Room 700, Memphis, TN 38103 (901) 576-6000
mayor@memphistn.gov

Districts:

Memphis City Council:
125 North Main Street, Room 514, Memphis, TN 38103
901-636-6786

Shelby County: shelbycountyn.gov

Mayor’s Office: Mayor Mark H. Luttrell, Jr.
160 N. Main Street, Suite 850, Memphis, TN 38103 901-222-2000
mark.luttrell@shelbycountyn.gov

Shelby County Board of Commissioners
160 N. Main Street Suite 450, Memphis, TN 38103
901-222-1000

Sheriff’s Office: Bill Oldham
201 Poplar Ave. Suite 902 Memphis, TN 38103
901-222-5500

Special Thanks to our interns and volunteers who helped compile and cross-reference the data for this publication.
A Place of Hospitality for Homeless and Poor Persons
1268 Jefferson, Memphis, TN 38104
Monday, Tuesday, Thursday, 8 am to 11:30 am

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
Mid-South Peace & Justice Center
3573 Southern Ave, Memphis, TN 38111
www.midsouthpeace.org

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 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 in improving the living conditions of Memphis's homeless include facilitating Homeless Organizing for Power and Equality (HOPE) and the Memphis Bus Riders Union. In addition, we are in the process of surveying people experiencing homelessness to assess their needs and their experiences with existing service providers.

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.
IT IS IMPORTANT TO KNOW YOUR RIGHTS:

- You have the right to remain silent. If you wish to exercise that right, say so out loud.
- You have the right to refuse to consent to a search of yourself, your car or your home.
- If you are not under arrest, you have the right to calmly leave.
- You have the right to a lawyer if you are arrested. Ask for one immediately.
- Regardless of your immigration or citizenship status, you have constitutional rights.

YOUR RESPONSIBILITIES

- Do stay calm and be polite.
- Do not interfere with or obstruct the police.
- Do not lie or give false documents.
- Do prepare yourself and your family in case you are arrested.
- Do remember the details of the encounter.
- Do file a written complaint or call your local ACLU if you feel your rights have been violated.

IF YOU ARE STOPPED FOR QUESTIONING

Stay calm. Don't run. Don't argue, resist or obstruct the police, even if you are innocent or police are violating your rights. Keep your hands where police can see them.

Ask if you are free to leave. If the officer says yes, calmly and silently walk away. If you are under arrest, you have a right to know why.

You have the right to remain silent and cannot be punished for refusing to answer questions. If you wish to remain silent, tell the officer out loud. In some states, you must give your name if asked to identify yourself.

You do not have to consent to a search of yourself or your belongings, but police may "pat down" your clothing if they suspect a weapon. You should not physically resist, but you have the right to refuse consent for any further search. If you do consent, it can affect you later in court.
Know Your Rights!

IF YOU ARE ARRESTED....

Do not resist arrest, even if you believe the arrest is unfair. Say you wish to remain silent and ask for a lawyer immediately. Don't give any explanations or excuses. If you can’t pay for a lawyer, you have the right to a free one. Don’t say anything, sign anything or make any decisions without a lawyer. You have the right to make a local phone call. The police cannot listen if you call a lawyer.

Prepare yourself and your family in case you are arrested. Memorize the phone numbers of your family and your lawyer. Make emergency plans if you have children or take medication.

IF YOU FEEL YOUR RIGHTS HAVE BEEN VIOLATED
Remember: police misconduct cannot be challenged on the street. Don’t physically resist officers or threaten to file a complaint. Write down everything you remember, including officers' badge and patrol car numbers, which agency the officers were from, and any other details. Get contact information for witnesses. If you are injured, take photographs of your injuries (but seek medical attention first). File a written complaint with the agency's internal affairs division or civilian complaint board. In most cases, you can file a complaint anonymously if you wish.

Internal Affairs Department
2714 Union Avenue Extended, Suite 600
Memphis, Tennessee 38112-4437
CONFIDENTIAL HOTLINE
901-576-4979
regular office number
901-636-4955

The Civilian Law Review Board
(901) 576-6840
<table>
<thead>
<tr>
<th>Meal Schedule</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
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<tbody>
<tr>
<td><strong>Calvary Episcopal Church</strong></td>
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<tr>
<td>102 N. Second St.</td>
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<tr>
<td><strong>First Presbyterian Church</strong></td>
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<tr>
<td>166 Poplar Ave.</td>
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<tr>
<td><strong>Idlewild Presbyterian Church</strong></td>
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<tr>
<td>More than a Meal</td>
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<tr>
<td>1750 Union Ave.</td>
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<tr>
<td><strong>Memphis Union Mission</strong></td>
<td>10:45 am</td>
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<tr>
<td>282 Poplar Ave.</td>
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<tr>
<td><strong>St. John's Methodist Church</strong></td>
<td>4:30-5:30 PM</td>
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<tr>
<td>1207 Peabody</td>
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<tr>
<td><strong>St. Joseph Catholic Church</strong></td>
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<td>3825 Neely</td>
<td>1:00 pm</td>
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<tr>
<td><strong>St. Luke's United Methodist Church</strong></td>
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<td>480 St. Highland</td>
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<tr>
<td><strong>Manna House</strong></td>
<td>4:00 PM</td>
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<tr>
<td>(1268 Jefferson) More on Mondays</td>
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<tr>
<td><strong>St. Mary's Catholic Church</strong></td>
<td>7:00 am -</td>
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<tr>
<td>155 Market St.</td>
<td>10:00 am</td>
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<tr>
<td><strong>St. Mary's Episc. Cathedral</strong></td>
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<td>8:00 am</td>
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<tr>
<td>700 Poplar Ave.</td>
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<tr>
<td><strong>St. Vincent de Paul Church</strong></td>
<td>9:30 am -</td>
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<tr>
<td>1306 Monroe</td>
<td>11:00 am</td>
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<tr>
<td><strong>United Methodist Neighborhood Center</strong></td>
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<td>602 Looney Ave.</td>
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<tr>
<td><strong>Collins Chapel C.M.E. Church</strong></td>
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<td>678 Washington Street</td>
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<tr>
<td><strong>First Congo-Loaves &amp; Fish</strong></td>
<td>11:30-1PM</td>
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</tr>
</tbody>
</table>
| 1000 S. Cooper                      |              |              | 2PM (food pantry)
### Men

**Barron Heights (Veterans)**  
1385 Lamar Ave  (901) 728-5873

**Opportunity Center**  
600 Poplar Ave.  (901) 526-8403

**Calvary Rescue**  
960 S. Third St.  (901) 775-2570  calvaryrescue.com

**Harbor House**  
Deborah Brooks, intake coordinator  
1979 Alcy Road  (901) 743-1836

**Lighthouse Mission Ministries**  
3630 Jackson Ave  (901) 382-0966

**Memphis Union Mission—Men Only**  
383 Poplar Ave  (901) 526-8434  $6 a night, 4 free nights a month  
Only opens for free when temperatures go below 32 degrees.

### Families

**House of Prayer Outreach Mission**  
1750 Union Ave  
(901) 726-4681

**Memphis Union Mission:**

**Intact Homeless Family Program**  
4535 Benjestown Rd.  
(901) 357-9641 Ext 30002. This program is for couples who are legally married and have their own vehicle with liability insurance

**Families in Transition FIT**  
111 Racine Street, 901-323-3600  
901-260-HOME (4663)

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<thead>
<tr>
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<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
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<tbody>
<tr>
<td><strong>Memphis Union Mission—Men Only</strong></td>
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<td><strong>Memphis Union Mission:</strong></td>
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<td>2:30 pm-</td>
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<td><strong>Intact Homeless Family Program</strong></td>
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<td>3:30 pm-</td>
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<td><strong>Families in Transition FIT</strong></td>
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<td>5:00 pm-</td>
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<td><strong>House of Prayer Outreach Mission</strong></td>
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<td>6:30 pm</td>
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<tr>
<td><strong>Harbor House</strong></td>
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<td></td>
<td>5:00-5:30 Church Service</td>
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<td><strong>Lighthouse Mission Ministries</strong></td>
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<td>10:45 am</td>
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<td><strong>Families</strong></td>
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<td>7:00 am</td>
<td>9:00 am</td>
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<tr>
<td><strong>Memphis Union Mission—Men Only</strong></td>
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<td>9:30 am-</td>
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<td><strong>Memphis Union Mission:</strong></td>
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<td>11:00 am</td>
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<tr>
<td><strong>Intact Homeless Family Program</strong></td>
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<tr>
<td><strong>Families in Transition FIT</strong></td>
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<td>1st Sat, Monthly</td>
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<tr>
<td><strong>House of Prayer Outreach Mission</strong></td>
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<td>11:30-1PM</td>
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<td>12 - 2:00pm</td>
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<tr>
<td><strong>Harbor House</strong></td>
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<td>11:30-1PM</td>
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<tr>
<td><strong>Lighthouse Mission Ministries</strong></td>
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<td>11:30-1PM</td>
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</tbody>
</table>
Women (with or without children):

Agape Child and Family Services
1111 Racine St. Memphis, TN 38111
(901) 323-3600

Karat Place (No Children)
558 Boyd, Memphis TN 38126.
Not emergency shelter, only for ex-offenders.
(901) 525-4055

Memphis Family Shelter
P.O. BOX 22891 Memphis, TN 38122
(901) 278-2728 Intake line is 260-4663

Memphis Union Mission: Moriah House
6252 Gillespie Rd, Memphis, TN 38134.
long-term recovery
(901) 522-8819

Purdue Center of Hope
(901) 543-8586 (call first) 696 Jackson Ave
for homeless women with up to 3 children under 12. This program
provides long-term (up to 2 years) transitional housing and goes from
stabilization all the way to living independently.

Salvation Army Purdue Center of Hope
696 Jackson Ave Memphis, TN 38107
(901) 543-8586

Seek For the Old Path
1169 Linden Ave Memphis, TN 38104

YWCA Abused Women's Services
Address not listed
Hotline (901) 725-4277
VA Homeless Program Staff
Homeless Program Coordinator, Homeless Program Liaison
Ovul Ince, MSSW Ext. 7085

Homeless Program Liaison
Louise Beck, MSSW Ext. 6216

Homeless Program Social Worker
Chase Spiegel, MSW Ext. 5606

Homeless Program Social Worker
India Johnson, MSSW Ext. 6215

Homeless Program Addiction Therapist
Al Kern, MS Ext. 6802

Homeless Program Support
Sheilagh Meadows Ext. 5661

Homeless Program Outreach
Pat Hines, MSSW Ext. 6711

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

Services: 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. HUD’s Section 8 Vouchers designated only to eligible homeless veterans.

Other services provide:
• HUD’s Section eight vouchers for permanent housing
• Outreach and case management to ensure integration of services and continuity of care

HUD-VASH Program Staff
Contact: 901-523-8990

Jackie Taylor-Mays, MSSW Ext. 6217
Ella Jones, MSSW Ext. 6218
Pamela Carroll, MSSW Ext. 5256

Below is a list of Libraries and their locations in which you can use the computers to access the internet.

<table>
<thead>
<tr>
<th>Library</th>
<th>Address</th>
<th>Ext. Phone</th>
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<tbody>
<tr>
<td>Bartlett</td>
<td>5884 Stage Rd. (901) 386-8968</td>
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<tr>
<td>Central</td>
<td>3030 Poplar Ave (901) 415-2700</td>
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<tr>
<td>Cherokee</td>
<td>3300 Sharpe Ave (901) 415-2762</td>
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<tr>
<td>Cordova</td>
<td>8457 Trinity Rd. (901) 415-2764</td>
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<tr>
<td>Cornelia Crenshaw</td>
<td>531 Vance St. (901) 415-2765</td>
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<tr>
<td>Whitehaven</td>
<td>4120 Mill Branch Rd. (901) 415-2781</td>
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<tr>
<td>East Shelby</td>
<td>7200 E. Shelby Dr. (901) 415-2767</td>
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<tr>
<td>Frayser</td>
<td>3712 Argonne St. (901) 415-2768</td>
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<tr>
<td>Gaston Park</td>
<td>1040 S. 3rd St (901) 415-2769</td>
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<tr>
<td>Highland</td>
<td>CLOSED</td>
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<tr>
<td>Hollywood</td>
<td>1530 N. Hollywood (901) 415-2772</td>
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<tr>
<td>Levi</td>
<td>3676 US Hwy 61 (S. 3rd St) (901) 415-2773</td>
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<tr>
<td>Parkay Village</td>
<td>4655 Knight Arnold (901) 415-2776</td>
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<tr>
<td>Poplar-White Station</td>
<td>5094 Poplar Ave (901) 415-2777</td>
<td></td>
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<tr>
<td>North</td>
<td>1192 Vollantine Ave (901) 415-2775</td>
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<tr>
<td>Raleigh</td>
<td>3157 Powers Rd. (901) 415-2778</td>
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<tr>
<td>Randolph</td>
<td>3752 Powers Rd. (901) 415-2779</td>
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<tr>
<td>South</td>
<td>1929 Smith Third St. (901) 415-2780</td>
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<tr>
<td>Cossitt</td>
<td>33 S. Front St. (901) 526-1712</td>
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</table>
(NEW) Memphis Homeless Options:
memphishomelessoptions.org
Online database of potential resources that might help you, or someone you are assisting, leave homelessness.

Dealing with Alcohol and Drug Related issues:
- Alcoholics Anonymous http://www.aa.org/
- Narcotics Anonymous http://www.na.org/
- Drug Addictions-Moving Forward Leaving Your Drug Addiction Behind
  www.drug-addiction.com/moving_on.htm
- Getting Help for Alcohol Abuse
- Dealing With Addiction (Teens)
  http://kidshealth.org/teen/your_mind/problems/addictions.html

Dealing with Mental Illness:
- National Resources Center on Homelessness and Mental Illness
  http://nrchmi.samhsa.gov/
- Coping with Mental Illness: Here is Help
  www.capemaycountyherald.com/article/ 6367-coping-mental-illness-help-here
- National Center for Post Traumatic Stress Disorder www.ptsd.va.gov
- Anxiety Disorders Association and America www.adaa.org

Dealing with Domestic Violence:
- Tennessee Coalition against Domestic Violence
  www.tcadvs.org
- Life After Domestic Violence: Tips for Survivors
  http://www.essortment.com/all/violencedomesti_rdpo.htm

Other:
- Tennessee Justice Center tnjustice.org
- Center for Disease Control and Prevention cdc.gov
- The Memphis Medical Center

Veteran Services provided by VA Medical Center
Memphis TN, VA Medical Center, The Health Care for Homeless Veteran (HCHV) program. 600 Poplar Ave. 901-746-8902

Services
- Healthcare enrollment referrals.
- Clinical assessment.
- Referral to needed medical, mental health and substance abuse 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 and transitional home program assistance.
- Referral to permanent housing.
- Referral to food, clothing and hygiene services.

The program serves veterans who are homeless or at risk. Intake hours are Monday - Friday between 10:00am - 12:00pm at the VA Medical Center, Bed Tower, 4th floor and Tuesday's between 9:00 - 12:00pm at the Drop-In Center, 600 Poplar Ave. Upon arrival at the VA Medical Center please check in with Shelagh Meadows for assistance. Health Care for Homeless Veterans program (HCHV) is composed of the Grant and Per Diem program (GPD), the Transitional Supported Housing and the Housing and Urban Development-Veterans Affairs Permanent Supportive Housing program (HUD-VASH).

The Grant and Per Diem (G&PD)
Services: Transitional Home Program provides alternative time-limited housing (up to 24 months) programs for homeless veterans through partnership with community transitional home agencies. The goal is to help homeless veterans to increase their skill levels and/or income, exhibit greater self-sufficiency and achieve residential stability.

Other services include
- Transitional housing for eligible veterans.
- Comprehensive individualized treatment plans.
- Case management services.
- Dental care services for eligible veterans upon completion of 60 days in the program.
Shelters/other Services (Te-Y)

United Methodist Neighborhood Centers
3000 Walnut Grove uunc.org (901)-322-4993
602 Looney St., Memphis, TN (901)-523-1036
Scott Center food pantry open Tues & Thurs from 9am-Noon, visit website for other locations' hours. Food pantries located at Scott Center, Smith Center, Grace UMC, Asbury UMC, Jackson UMC Help Center, Faith UMC, Warren UMC; different centers serve different purposes. Zip codes and availability may vary; Scott Center may also provide Clothing Closet, counseling, or networking to available resources.

United Cerebral Palsy of the Mid-South/LivItUp, Inc.
3239 Players Club Parkway ucpmemphis.org (901)-761-4277
8am-4pm M-F: Day program, Personal Assistance for adults with disabilities, Respite, Home or Community Based Services

Urban Bicycle Food Ministry
ubfm.org Jared Herring (901) 486-0176
This is a mission group that meets weekly for fellowship, then goes out into the community (on bicycles) for outreach, supplying food and basic needs to people who have been affected by homelessness. We then reconvene for debrief. Any & everybody is welcome to be part of this ministry! Wednesdays: 8-10PM with groups traveling poplar & Madison from Downtown to Cleveland and a group traveling Main & Beale Street.

Urban Family Ministries CDC
2174 Lamar 9am-5pm M-F (901)-552-3754
Alcohol and Drug Recovery & Support: Outpatient treatment facility, case management, spiritual counseling; HOPWA: Housing referrals and support for persons living with AIDS; Emergency Shelter: Housing for men, women and children and referrals for other services through the Shelby County homeless continuum of care.

VA Medical Center
1030 Jefferson Avenue memphis.va.gov/services (901)-523-8990
M-F 8 a.m. - 4:30 pm: VA enrollment for eligible veterans, obtain coordinator with court system, housing, mental health services, case management.

Victims to Victory, Inc.
1548 Poplar (901)-274-6828 M-F 9am-5pm: Social services, support services, spiritual and comprehensive services for victims and families of victims of crime.

Phyllis Brunson Workforce Investment Network
460 Beale, Memphis, TN 38103 (901)-636-7940

YWCA Abused Women's Services
766 S. Highland Ave. memphisywca.org (901)-725-5861

Hotlines

Dealing with Alcohol and Drug Related Issues:
- Substance Abuse & Mental Health Services Administration 1-800-662-HELP (4357)
- AA Hotline (901)454-1414 or (901) 726-6750
- Cocaine Anonymous 1-800-347-8998
- Marijuana Anonymous 1-800-766-6779
- Holistic Addiction Treatment Center 1-800-559-9503

Dealing with Mental Illness:
- American Psychological Association 1-800-374-2721
- Mental Health America 1-800-969-6642
- National Alliance on Mental Illness 1-800-950-6264
- National Suicide Prevention Lifeline 1-800-273-TALK (8255)
- Post-Traumatic Stress Disorder Hotline 802-296-6300

Dealing with Domestic Violence:
- Domestic Violence Hotline in the US 1-800-799-7233
- National Domestic Violence Hotline 1-800-799-SAFE (7322)
- 1-800-787-3224 (TTY)
- Woman's Resource and Rape Assistance Program Hotline 1-800-273-8712
- CAAP Inc. Domestic Violence Hotline (901)-272-2221

Other:
- National AIDS Hotline 1-800-232-4636
- National Runaway Switchboard 1-800-RUNAWAY (786-2929)
- Memphis Crisis Center (901) 274-7477
- Young Adult Crisis Hotline 1-877-702-2463
- Housing Crisis Hotline (901)-260-4663

Available 24 hrs a day, screen callers to determine if meeting federal guidelines for homelessness, will then refer to MIFA for an assessment and intake to connect families to the most appropriate housing resource.
Tips for Teens.
We Care About You and We Can Help...

- Don't be afraid to ask for help.
- You can ask for help for a friend.
- Look for a trusted adult to talk to: teacher, guidance counselor, family member, neighbor, family friend, minister/clergy, etc.
- You can call a local youth shelter or the National Runaway Switch board at 1-800-RUNAWAY for help without using your name.
- The staff at any local Safe Place program are willing to listen.
- Your concern is not too big or too little for a Safe Place agency to help.
- Be honest about your needs.
- The first time we experience most events, we react strongly.
- As we think it through or the event occurs again, our reactions change. Writing out your feelings can help.
- Admit your own mistakes. Attack the problem and not the person. Calm down before you react. Think before you speak. And, look for understanding without being defensive.
- If you do not have a safe place to be, you have a right to a Safe Place.
- Using tobacco, alcohol and other drugs can have a negative effect on your life; the majority of youth have chosen not to get involved with drugs or alcohol.

Remember, a crisis is temporary and will pass with time. Dealing with it in the right way is most important.

(Tips For Teens provided by Project Safe Place: http://nationalsafe-place.org/documents/pdf/2005_talk-dont-run_brochure.pdf)
Serenity Recovery Centers
1094 Poplar Ave, M-F 8-5 (901)-521-1131
Substance abuse counseling & rehabilitation

SHEILD, Inc.
2552 Poplar Ave. Suite 215 (901)-454-9755 M-F 9am-5pm
temporary emergency shelter in individual apartment for 30 days; case
management; food vouchers; linkage and referral to housing &
employment, when available.

STAY (Supporting The Authentic You)-RHD
2400 Poplar Ave., Memphis, TN 38112 (901)-308-2035
S.T.A.Y. provides permanent supportive housing for individuals who have
experienced chronic homelessness with severe disabilities and uses the
“Housing First” approach, focusing on maintaining housing, connecting
participants to community services, and emphasizing harm reduction
strategy, see page 41 for info on referrals from 100K Homes Memphis.

St. Andrew’s AME Church
1369 Mississippi, Memphis, TN 38106 M-F 9am-5pm (901)-948-3441
This agency provides a food and clothes pantry that’s open every
Wednesday night from 5-7pm at 1369 Mississippi Blvd

St. Augustine Church
1169 Kerr Memphis, TN 38106 (901)-774-2297

St. John’s United Methodist Church
1207 Peabody Ave. (901)-726-4104 stjohnsmidtown.org/foodpantry
Food pantry distributes in Midtown/downtown on M.W, and F from
9:30am to 1:00pm, Soup Kitchen open for 4:30pm-5:30pm on
Tues and Sat. MIFA-certified Food Pantry distributes pre-sacked non-
perishable food to those referred by MIFA

St. Luke’s United Methodist Church
480 S. Highland stlukesmc.org (901) 452-6262
Th pantry 9am-12pm, Saturday Supper at 4:30pm, Sunday Breakfast at
8:00am. Food Pantry, Saturday Supper, Sunday Breakfast and Sunshine
Service community breakfast and worship

St. Mary’s Catholic Church
155 Market St. stmary-memphis.com/soup-kitchen (901)-522-9420
(soup kitchen by parking lot at 2nd and Exchange)
M-Sat 7:00am-10:00am
Serve coffee, water other beverages, sandwiches, soup and other food,
“feed bodies and nourish spirits”
six days a week other provisions when available

St. Mary’s Episcopal Cathedral
700 Poplar Ave (901)-527-3361 Mon-Fri 8:30am-4:30 PM, Sat 10AM-
1PM, Breakfast is Wednesday 8:30 – 1, and sack lunches are provided
on Saturdays starting at 9
(first come first serve, the line usually starts earlier than 9).

Runaway Help

Shelters For Runaways:

Family Link / Youth Villages
Poplar Group Home / Project Safe Place
1582 Poplar Ave. Memphis, TN 38014
Phone: (901) 276-SAFE (7233)
Project Safe Place: (901) 762-3758
http://www.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.

Hotlines For Runaways:

- National Runaway Switchboard 1-800-RUNAWAY (786-2929)
- Youth Villages Teen Crisis Hotline (24 hrs.) (901) 276-7233

Websites For Runaways:

- Dealing With Addiction (Teens)
  http://kidshealth.org/teen/your_mind/problems/addictions.html

Other Resources

Children’s Bureau dba Porter-Leath
Phone: (901) 577-2500 porterleath@porterleath.org
www.porterleath.org
Agape Child and Family Services
111 Racine St., Memphis, TN 38111  www.agapemeanslove.org
(901) 323-3600 (901) 324-5436 (901) 345-6403
Families in Touch (FIT) is a collaborative effort to serve
homeless, pregnant, mother and up to 3 children in transitional
housing and support services.

Alcoholics Anonymous– Memphis Office
3540 Summer Ave. #104, 38112  www.memphis-aa.org
(901) 454-1414 (901) 726-6750
MWF 8am-4pm, Tues & Thurs 10am-6pm, Office Closed 1pm-2pm
Provides information on alcoholism and AA meetings to
those who are ready to achieve and maintain sobriety.

Alliance for the Mentally Ill of Memphis
2009 Lamar Ave. #200  9:00-5:00 pm M-F
(901) 725-0305  nami-memphis.org
Education and advocacy for the mentally ill

Alpha Omega Veterans Services
1183 Madison Ave.  9:00-5:00 pm M-F
Contact: (901) 726-5066  www.aovs.org
Offers various types of transitional housing for homeless
veterans. Must be referred by the VA.

American Red Cross
1399 Madison  (901)-672-6347
midsouthredcross.org  8:30-4:30 pm M-F
Provides disaster services

Arize Social Wellness and Renaissance Center
5392 Ravendale Ave.  www.arizievrc.net  (901) 340-7946
9:00-5:00 pm M-F
Provides emotional support and shelter

Baptist Operation Outreach
69 N Cleveland St.  www.baptistonline.org  (901)-283-8232
Provides primary health care
M: Memphis Union Mission 9:00-3:00 pm; T-Th;
Dozier House 9:00-3:00 pm

Operation Stand-Down Memphis, Inc.
P.O. Box 11634  osdmemphis.org
(901)-864-9516 (901)-305-6410 M-F 9am-4:30pm
Referral Agency to VA services and other veterans service organization,
disabilities benefits claims, counseling, active duty to veteran transition
workshop, career/job counseling

Outreach Housing & Community (OHC)
135 N Cleveland  (901)-725-9005 (Call first)  www.ohcinc.org/
helps people find, obtain, and maintain stable and appropriate housing,
and become integrated into the greater community.

Planned Parenthood of Great Memphis Region
2430 Poplar Ave #100 Memphis, TN 38112  1-800-230-PLAN (7526)
www.plannedparenthood.org/memphis

Raleigh Assembly of God
3683 Old Austin Peay Hwy, Memphis, TN 38128  (901)-386-5055
Office hours vary, call to inquire
Food/clothing/counseling provided once a month (every 4th Saturday of
each month) at the Raleigh location. Must bring id and proof of
income or food stamp letter/card. From 8am - 10pm
Their pantry is open for emergencies on most Wednesdays from
6-7 PM

Rape Crisis Center
1750 Madison #102, Memphis, TN 38104  (901)-222-4350
Since 1975 the Shelby County Rape Crisis Center (RCC) has been
empowering and caring for victims of sexual violence, by providing free
and confidential, comprehensive forensic nursing, advocacy and counseling
services regardless of whether or not the victim is reporting to law
enforcement.

Restore Corps
1548 Poplar  (901)-300-9302
Deal with cases for victims of human trafficking

Second Chance, City of Memphis & Shelby County
1060 Madison Ave., Memphis, TN 38104  (901)-222-4550
Office of Reentry provides service for individuals seeking a second
opportunity at gainful employment after felony convictions.
Memphis Goodwill Industries, Inc.
6899 Stage Rd  goodwillmemphis.org  (901)-384-6745.
M-F 8am-5:30pm: Trains and employs workers at rehabilitation center,
located at 3830 Austin Peay Highway, Memphis, TN 38128

Metropolitan Baptist Church
Office hours may vary; occasionally assist with utilities and rent.

MidSouth Food Bank
239 South Dudley  midsouthfoodbank.org  (901)-527-0841
M-Th 8am-5:00pm, F 8am-Noon: Partners with charitable feeding
programs at various agencies and churches to provide food and other
grocery items for distribution to qualified recipients, feeding hungry
people free of charge.

MIFA
910 Vance Ave mifa.org/emergencyservices  (901)-527-0208
M-F 7:30am-5:00pm: Program prevents homelessness by providing
assessment and referrals to transitional housing, emergency shelters,
rental assistance, and rapid re-housing assistance. Food vouchers are
7:30 - 10:30 am and referrals for housing are 7:30 – 12:30.

Mission Global Ministries
1600 S. Lauderdale 7am-5pm  (901)-948-9333 or  (901)-947-2296
Live-in shelter for women only, drug/alcohol support work programs
Address is for the Women’s Ministry. Hours are 7-3.
Main office: 948-8629.

Mission Possible
2400 Polaris Ave, Suite 428 missionpossiblecosm.org  (901)-458-4357
MWF appointment only, T&TR 10:30am-3:00pm
Clothing, non perishable foods

Missionaries of Charity Homeless Shelters
700 N. 7th St.  (901)-526-5456
Women may stay overnight from 3pm to 8am
Overnight shelter for women and children, may stay up to three weeks,
dinner and breakfast are also provided

Neighborhood Christian Centers, Inc.
785 Jackson Ave., 223 Scott St. nclife.org  (901)-881-6013
Tues-Thurs 9:00am-5:00pm: Food pantry and Clothes Closet,
Emergency assistance, Christmas outreach (food and toys), referrals
and other services

Barron Heights Transitional Center
1385 Lamar Ave  www.bhcdc.com  (901) 728-5873
Services: Medical referrals to VA hospitals, job counseling and prepa-
rations throughout stay, 40 beds for veteran males.

Behavioral Health Initiatives, Inc.
55 S. Barksdale St  8-4:30 M-F bhillic.org  (901) 722-3668
Permanent Supportive Housing, Supportive Living Facility; 4 bedroom
home for 8 men, 24 hour onsite support staff

Bellevue Baptist Church-Frayser
3759 N. Watkins St  T-Sat 9am-4pm bellevue.org  (901) 358-3391
Food pantry, thrift store, income-based assistance to residents of the
38127 and 38107 area codes.

Berclair Church of Christ
4536 Summer Contact:  (901) 685-9022
Services: Provide bagged lunches on Mondays 9-11am

Bibleway House of Prayer Ministries
3261 Park Ave 10-2pm M-F, take appointments on W and F
(901) 327-3007
Services: Provides canned goods, food, clothing

Birthright of Memphis
115 Alexander birthrightofmemphis.org  (901)-327-8109
9-4:30 M, T, Th, 10-4:30 Wed, 10-12:30 F (office closed everyday
12-1pm) Counseling for pregnant women, free pregnancy tests,
support, prenatal information, shelter referrals, parenting classes,
adoptive information

Breath of Life Seventh-day Adventist Church
5665 Knight Arnold Rd  breathoflifesd.com  (901)-375-4023
T & Th 6-7 pm  Services: Food pantry

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. You
keep 100% of profit. Training sessions, every Thurs, 2PM at St. Mary’s,
across from Morris Park on Poplar. No experience is necessary.
BRIDGES GED/Life Skills Program (ages 17 and over)
477 N. 5th Street  bridgesusa.org (901) 260-3772
Services: Provides GED, Life skills, parenting, and career workshops.

Brinkley Heights Ministries: Emergency Services
3286 Rosamond brinkleyheights.com (901) 458-7031
Services: Emergency Services provides clothes closet, food pantry, and spiritual & referral counseling program.

CAAP (Cocaine Alcohol Awareness Program), Inc.
3375 Wynbrook 8:30am-5:00pm M-F caapincorporated.com (901) 346-1140, provides transitional support (FOR VETERANS ONLY)

Calvary Rescue Mission
960 S 3rd St. Contact: (901) 775-2570 calvaryrescue.com
Services: Overnight shelter, counseling, two meals Check in: 4:00 pm, $5 per night. First 3 nights free, must be 21+, Men only.

Case Management Inc.
14 N Bellevue cmiofmemphis.org (901) 821-5600
24/7 crisis response, office: 8am-5pm M-F
Referral services (TennCare and long-term help), addressing immediate needs

Catholic Charities
1325 Jefferson Avenue ccwtn.org (901) 722-4750
8:45 M, T, W, Th, 8-7pm Fri
Catholic Charities services, food pantry and clothing closet may provide clothing voucher or referral to other CC services

Memphis Child Advocacy Center
1085 Poplar Avenue memphiscac.org (901) 525-2377
8:30-5pm M-F Counseling, medical referral through Lebohneurn

Christ Missionary Baptist Church
480 S. Parkway East christmbc.org (901) 948-9786
9am-5pm M-F Food pantry, transitional prison ministry for women clothes closet for the community

Christ Community (Baptist mobile clinic)
69 N. Cleveland  christcommunityhealth.org (901) 283-8232
M-F: 8am-5pm Mobile medical services

Lowenstein House, Inc.
821 South Barksdale ST Memphis, TN 38114 (901) 274-5486
orgsites.com/tn/lowensteinhouse/ M-TH 8:00-4:30 and Friday 8:00-3:30.
Support, assistance, education for individuals with mental illnesses to help achieve independence and self-sufficiency through counseling, skills training, job placement, housing, and other support

Manna House
1268 Jefferson Ave M,T,TH 8-11:30am
Living room to rest in, beverages, use of phone and bathroom, use of shower and personal hygiene products and change of clothes. Help with providing support to friends or family in jail. Mon & Thurs are showers for men and Tues is when women can shower.

MedPlex Clinic
880 Madison Ave., (901) 545-7185 545-7399, new patients should call (901) 545-7187 before coming in. Hours are M-F 8-4:30, closed weekends M-F 10am-10pm (see eligibility for 10am-2pm), Sat & Sun 10am-5pm

Memphis Center for Independent Living
1633 Madison Ave. mcl.org (901) 726-6404
M-F 9-5: Action and advocacy for people with disabilities

Memphis Family Shelter
memphisfamilyshelter.org (901) 278-2728
M-F 8 – 4:30. Intake center number is 260-4663.Transitional housing and supportive services for homeless mothers and their children

Memphis City/Shelby County Displaced Student Services
2601 Ketchum M-F 8-4:30pm (901) 416-4250
Youth counseling, support, and treatment programs for homeless children and youth, mandated by McKinney-Vento Homeless Education Act to assist homeless youth in accessing free education & other support services

Memphis Literacy Council
902 S Cooper St (901) 327-6000 assessments Mondays 10-6 on the 3rd floor of the Ben Hooks Library (3030 Poplar). Provides programs for low literate adults and disadvantaged families.

Memphis and Shelby County Health Department
6590 Kirby Center Cove health.state.tn.us/wic/clinics.htm (901) 365-1045 M-F 8:00am-4:30pm, 2nd and 4th Saturdays 8:00am-12PM; Immunizations, healthcare resources. 7 clinic locations in Shelby County that provide WIC services. Appointments are encouraged, ID is required.
Idlewild Presbyterian Church
1750 Union Ave  idlewildchurch.org  (901)-726-4681
"More Than a Meal" Thursday nights worship at 5:00pm, dinner at 5:30pm Community worship service and free meal open to all

Jesus People Church
4400 Hickory Hill Rd thejesuspeoplechurch.com  (901)-433-8334
M-F 9am-4pm: Classes and support for those affected by domestic violence, job search assistance

Labor Force
5021 Stage Rd  laborforce.com  (901)-372-1004
M-F 7am - 5pm: Job placement

Latino Memphis
6041 Mt. Moriah Extended, Suite 16 latinomemphis.org
(901)-366-5882  MWF 8-5 and THR 9-4:
Educatio,n Justice, and Health services, advocacy for the betterment of the Hispanic Community

Lemonye-Owen College
807 Walker Ave, Counseling Center at 837 Saxon Ave  (901)-435-1733
M-F 8:00am - 5:00pm: Counseling services as well as referrals to community agencies/organizations

Lighthouse Mission Ministries
p.o. box 22573, Memphis, TN, 38122  lhm.org  (901)-382-0966
Administrative offices M-F 8am-5pm
Alcohol and drug abuse counseling services

Living For Christ Restoration House
3095 Thomas Street  lfcrestorationhouse.org  (901)-791-4022
24/7 services: Housing/shelter, feed house and clothe the homeless Men & Women

Living Legacy, Inc.
5100 Poplar Ave, (Clark Tower) suite 2700  theliving-legacy.com  
M-F 9:30am-5pm  (901)-672-7857
Various homeless services, mental health counseling, psychiatric evaluations, substance abuse evaluations, domestic violence abuse groups, transitional housing, clothing closet, anger mgmt classes, parenting classes

Church of the Holy Names
697 Keel Ave.  (901)-525-9870

Collins Chapel C.M.E. Church
678 Washington Street  (901) 529-8187
Feeding Ministry: 1st Saturday of Every Month, 12 - 2:00pm

Community Service Agency (CSA)
2670 Union Extnd, suite 500  shelbycountync.gov  (901)-222-4200
8:30am-4:30pm M-F Emergency rent and mortgage assistance, supple-mental and emergency assistance, family support, weatherization homeless programs, case management, out of school youth job program

Comprehensive Counseling Network (CCN)
2100 Whitney Avenue  ccnmemphis.org  (901)-353-5440
8:30am-5:00pm M-TH, 8:30-3PM F offers mental health counseling & case management services at two locations in Shelby County. Our services are offered to children, adolescents, adults, and seniors in Memphis and Shelby County.

Cross of Calvary Lutheran Church
4327 Elvis Presley Blvd  crosscalvary.com  (901)-396-5566
M-F 7:00am-3:30pm Limited food in emergency situation such as sudden illness, lay-off, fire, flood, etc. to residents of Whitehaven and South Memphis who have exhausted resources from other agencies.

Diocese of Memphis Housing Corporation
1325 Jefferson Memphis, TN 38104  M-F 9-5pm  (901)-722-4763
Services: Housing and shelter

Dorothy Day House of Hospitality
1429 Poplar Avenue  dorothidaymemphis.org  (901)-726-6760
24/7 Transitional housing and support services

Emmanuel Episcopal Center
604 St. Paul Avenue  eememphis.org  (901)-523-2617 ext. 18
Breakfast on T & Th, food distribution W 7-Noon, EEC has normal office hrs, Food distribution, clothing distribution and breakfast, also after school programs for youth 2:30-6pm
Family Link (via Youth Villages)
1582 Poplar Ave youthvillages.org (901)-752-6911
Project Safe Place: 901-276-7233
24/7, Housing, support, mental health services

First Congregational Church
1000 S. Cooper (901)-278-6786
Monday - Friday community meal 11:00 free
both male and female 18 and over

First Presbyterian Church
166 Poplar Ave firstpresseminh.org (901)-525-5619
Soup Kitchen & food pantry Sun: 2:30 - 3:30 pm, clothing closet every
Sunday at 2PM. Hot meal, hygiene kits, & food pantry
(20 hygiene kits available each Sunday) Get your ID (1st & 2nd Tues-
go to Hospitality Hub, 82 N Second Street to get on the list)

Frayser Family Counseling Center
2150 Whitney Ave ccmemphis.org (901)-353-5440
M-Th 8:30-5pm, F 8:30 - 3pm
Mental Health counseling

Friends for Life Corporation
43 N. Cleveland friendsforlifecorp.org (901)-272-0855
M-Th 8:30-5pm, F 8:30 - 4pm:
Provides HIV education, HIV testing, Food Pantry (for people infected
with the virus), transportation to medical appointments, shelter plus
apartments and tenant based rental assistance.

Genesis House
300 N. Bellevue 8 - M-F, 24 hour facility (901)-722-8460
Residential treatment/case management for adult, homeless,
mentally ill, dually diagnosed individuals

Grace House of Memphis
329 N. Bellevue gracehousememphis.org (901)-722-8460
Admission inquiries 901-722-8460, Monday-Friday, 8am-2pm
Long-term residential substance abuse treatment for women

Grace St. Luke’s Episcopal Church
1720 Peabody (901)-272-7425
Sundays 4:30pm free meal

Greater Harvest COGIC
3509 Barksdale M-F 8:30 - 4pm (901)-794-5683
Canned goods, food

Habitat for Humanity of Greater Memphis
7136 Winchester Road memphishabitat.com (901)-761-4771
M-F 8am-5pm: Homes for those who meet the need as ascertained
by Habitat

Harbor House
1979 Aly Rd harborhousememphis.org (901)-743-1836
Drug and alcohol treatment, Housing/shelter for residential treatment,
integrated risk assessment and screening, supportive assistance, appro-
priate referral during and after treatment as needed (for men only)

Her Faith Ministries, Inc.
3396 Park Avenue herfaithministries.com (901)-324-3705
M-F 8am-5pm; Transitional Housing, support, food and clothing, bus
passes, GED assistance

Highland Heights United Methodist Church
3476 Summer Ave hh-umc.org (901)-458-5966
M 9:30-11:30 Food pantry outreach

H.O.P.E. (Homeless Organizing for Power & Equality)
1633 Madison (901)-300-0006
Meets every 1st & 3rd Thursday 2:30 - 4:30PM @ MCIL
A grass roots organization made up of people formerly or currently
experiencing homelessness that advocates for the rights of people
living on the street.

Hope Works
1930 Union Ave M-F 8:30 - 4:30 pm (901)-272-3700
13 week personal and career development class from M-F. Also
provides health and hygiene products every Tues. GED program
(must be referred)

Hospitality Hub (Calvary Episcopal Church)
82 N Second St hospitalityhub.org (901)-522-1808
9:30-1:30 MWF: counseling, hospitality services, computer, phone,
and locker access, Legal Clinic on 2nd Tuesday of every month: 1:00PM