

DIVISION OF COMMUNITY SERVICES

How to Access Services Remotely During COVID-19

The Division of Community Services is working hard to continue providing support and hope to residents in need during the COVID-19 pandemic. We are open but are accessible by phone, email, mail, and online options to reduce the spread of the Coronavirus. Please see below for ways to reach us. Be safe. *Last edited March 23, 2020*



**COMMUNITY
SERVICES AGENCY**

901-222-4212

For Help with your bills

Utility Assistance, Rent/Mortgage Assistance, Prescription Medicine Assistance. Apply by email or mail. www.shelbycountycsa.org
Email utility applications to LIHEAP@shelbycountyttn.gov
Email rent/mortgage to CSBG@shelbycountyttn.gov



**AGING COMMISSION
OF THE MID-SOUTH**

901-222-4111

For Seniors and Adults with Disabilities

Meals, CHOICES, Public Guardianship, SHIP, SNAP, Family Caregiver Services. Each call is handled on a case by case basis with care.



**CRIME VICTIMS
&
RAPE CRISIS
C · E · N · T · E · R**

901-222-3950

For Victims of All Crime

For trauma counseling, victim compensation, orders of protection, support groups, please call or use the online [form](#). 24/7 Sexual Assault Forensic Exams will still be provided in partnership with law enforcement. For the Sexual Assault Hotline: 901-222-4350



**OFFICE OF
JUSTICE INITIATIVES**

For Those Facing Incarceration

Pretrial Services and Behavioral Health are available

901-222-4000

For Veterans



VETERANS SERVICES

901-222-4237

For Phone and Web Outreach



**OFFICE OF COMMUNITY
ENGAGEMENT & OUTREACH**

901-222-3991

shelbycountyttn.gov/community-services
901-222-3990

CommunityServicesInfo@shelbycountyttn.gov



**SHELBY COUNTY DIVISION
OF COMMUNITY SERVICES**

DIVISION OF COMMUNITY SERVICES

How to Access Services Remotely During COVID-19

Essential Services from our Partners

MEALS for Shelby County Schools Students provided by YMCA of Memphis and the Mid-South and Mid-South Food Bank .

www.scsk12.org/coronavirusfacts for locations in English and Spanish.

MEALS for low-income and vulnerable people provided by Mid-South Food Bank. Find mobile pantries and partner food pantries by calling 901-527-0841 or visiting

www.midsouthfoodbank.org.

MEALS for seniors through MIFA. Apply for MIFA assistance online at mifa.org/applyonline. Walk-ins are temporarily closed.

UTILITY ASSISTANCE is provided by our [CSA](#) (apply by email or mail, see reverse) as well as MIFA. In addition, MLGW has suspended disconnections for 60 days but charges will continue to accrue during this time. Call MLGW's billing office at 901-544-6549 or use their drive-thru windows and drop boxes, www.MLGW.com. Apply online for MIFA assistance at www.MIFA.org or call them at 901-527-0208. Walk-ins are temporarily closed.

JOBES for those looking for opportunities can call the American Job Center at 901-707-8426 or visit jobs4tn.gov to help with unemployment claims.

HOMELESS hotline through MIFA is available 24-hours a day, 901-529-4545. Comprehensive list of services for homeless available through Community Alliance for the Homeless at cafth.org.

DOMESTIC VIOLENCE services available through [Family Safety Center](#) at 901-222-4400.

CLOTHES, FURNITURE, FOOD available through [Neighborhood Christian Centers](#) at 901-881-6013

FAMILIES WITH YOUNG CHILDREN may be eligible for guidance through ParentPlus901.com

COVID-19 UPDATES from the Shelby County Health Department shelbytnhealth.com or call 833-943-1658 for the COVID-19 Call Center. Or visit cdc.gov/coronavirus

shelbycountyttn.gov/community-services
901-222-3990

CommunityServicesInfo@shelbycountyttn.gov



SHELBY COUNTY DIVISION
OF COMMUNITY SERVICES