

# 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**

**901-222-4200**

### For Help with your bills

Utility Assistance, Rent/Mortgage Assistance, Prescription Medicine Assistance. Apply by email or mail.

[www.shelbycountycsa.org](http://www.shelbycountycsa.org)

Email utility applications to [LIHEAP@shelbycountyttn.gov](mailto:LIHEAP@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](http://shelbycountyttn.gov/community-services)

901-222-3990

[CommunityServicesInfo@shelbycountyttn.gov](mailto:CommunityServicesInfo@shelbycountyttn.gov)



**SHELBY COUNTY DIVISION  
OF COMMUNITY SERVICES**

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### 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](http://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](http://www.midsouthfoodbank.org).

MEALS for seniors through MIFA. Apply for MIFA assistance online at [mifa.org/applyonline](http://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. [MLGW.com](http://MLGW.com). Apply for MIFA assistance online at [mifa.org/applyonline](http://mifa.org/applyonline) or call them at 901-529-4545. 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](http://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](http://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](http://ParentPlus901.com)

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

[shelbycountyttn.gov/community-services](http://shelbycountyttn.gov/community-services)  
901-222-3990

[CommunityServicesInfo@shelbycountyttn.gov](mailto:CommunityServicesInfo@shelbycountyttn.gov)



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