



UNITED WAY OF THE MID-SOUTH

DRIVING THE DREAM

POVERTY **to** PROSPERITY NEWS

March 2020



Driving the Dream is committed to providing continued support to our community and partners during the COVID-19 pandemic. We are accessible via phone, email, mail and online. We will continue to provide weekly updates on partner agencies affected by the changes, how to access available resources and continued support for human service

workers and their participants. Please see the information below, stay safe and we look forward to hearing from you soon!

Tennessee Department of Health Update

The Tennessee Department of Health recommends that all Tennesseans should first call their usual source of care if experiencing any symptoms of COVID-19. If an assessment cannot be done in that location, individuals should call the assessment sites prior to going onsite. Text "TEST2020" to 91999 to register for an appointment.

See below a list of COVID-19 assessment sites in the Greater Memphis area:

Shelby County Christ Community Center
3362 S. 3rd St
901-842-3166

Christ Community Health Services Woman's Center
2400 Poplar Ave #502
901-842-3168
Text 2020 to 91999

Christ Community Health Services (Broad Avenue)
2861 Broad Ave
901-842-3161
Text 2020 to 91999

Christ Community Health Services (Frayser)
969 Frayser Blvd
901-842-3162
Text2020 to 91999

Christ Community Center (Orange Mound)
2569 Douglas Ave
901-842-3164
Text2020 to 91999

Christ Community Center (Raleigh)
3481 Austin Peay Hwy
901-842-3165
Test 2020 to 91999

Christ Community Center (Hickory Hill)
5366 Mendenhall Mall
901-842-3163
Text 2020 to 91999

COVID-19 Drive Thru Assessment Center
3360 S. Third St
901-842-3160
Text 2020 to 91999
Call or text to schedule appointment

Baptist Operation Outreach Homeless Health Center
1325 Jefferson Ave
901-842-3167
Memphis Fairgrounds Tiger Lane

Essential Services from our Partners

Family Social Support
YMCA of Memphis & the Mid-South
Meals for SCS students, partnering with Mid-South Food Bank

Food & Nutrition
Mid-South Food Bank
We are still distributing food through our partner food pantries in the area. We are also increasing our Mobile Pantry distributions. We continue to need donations of food and funds.

Income/Financial Management
Shelby County CSA
Utility assistance is provided by Shelby County CSA (apply by email or mail) 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. Apply for MIFA assistance online at mifa.org/applyonline or call them at 901-529-4545. Walk-ins are temporarily closed.

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

Housing
MIFA
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 [Cafh.org](https://cafh.org).

Safety
Family Safety Center
Domestic violence services available through Family Safety Center at 901-222-4400 and YWCA at 901-382-2294.

Transportation

Memphis Area Transit Authority (MATA)

The Memphis City Council approved temporary free fares for all customers who ride any mode of public transportation operated by MATA. This effort is part of an overall strategy to combat the spread of the COVID-19 virus. The free fares will begin on Wednesday, March 25th and continue until Thursday, April 30th. At this time, MATA is continuing to operate its normal service.

Personal Care

Neighborhood Christian Centers

Clothes, furniture, food available through Neighborhood Christian Centers at 901-881-6013.

ParentPlus901

Families with young children may be eligible for guidance through ParentPlus901.com.

Food

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

Mid-South Food Bank has suspended volunteers at our warehouse until further notice, but is distributing food to pantries near you.

MEALS for seniors through MIFA. Current Customers receive meal drop-offs each week (Monday - Wednesdays) with extra stable and frozen items. Apply for MIFA assistance online at mifa.org/applyonline.

Financial Assistance

UTILITY ASSISTANCE is provided by Shelby County CSA (apply by email or mail) and MIFA (apply online or by phone at 901-529-4545.)

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.

JOBS for those looking for opportunities can call the American Job Center at 901-707-8426 or visit jobs4tn.gov to help with unemployment claims. Click [here](#).

The Greater Memphis Financial Empowerment Center (GMFEC) is providing financial counseling to individuals experiencing financial difficulties.

The Tennessee Department of Human Services (TDHS) is making essential financial resources available to families that have been significantly impacted by the COVID-19 emergency.

Beginning 10:00 a.m. CST Thursday, March 26th, families can apply online for up to two months of emergency cash assistance if they were employed as of March 11, 2020 and they have lost employment or at least 50 percent of their earned income as a result of the pandemic. All TDHS offices are currently operating on appointment only as a precaution for COVID-19.

Apply online at https://tdhs.service-now.com/relief?id=relief_registration.

Applicants DO NOT need to call the DHS office for an interview. Applicants will receive a notification of denial or approval via email within 5 days. If approved, applicants can expect an electronic benefit transfer (EBT) card to be sent via mail within 5-7 days of approval.

The Greater Memphis Chamber has launched a new job listings page for companies with immediate hiring needs in the Memphis area.

Housing

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

Safety

DOMESTIC VIOLENCE services are available through Family Safety Center at 901-222-4400 and YWCA at 901-382-2294.

Transportation

MATA Announces Free Fares On All Modes: Effective March 25 — April 30

The Memphis City Council unanimously approved temporary free fares for all customers who ride any mode of public transportation operated by the Memphis Area Transit Authority (MATA). This effort is part of an overall strategy to combat the spread of the COVID-19 virus. The free fares will begin on Wednesday, March 25th and continue until Thursday, April 30th. At this time, MATA is continuing to operate its normal service.

Personal Care

CLOTHES, FURNITURE and FOOD are available through Neighborhood Christian Centers at 901-881-6013.

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

Partner Agency Status

Agape Child & Family Service - Offices closed, but working remotely. Connectors and therapists are connecting with families via phone twice weekly.

2Unique Community Salvation Foundation - Currently closed

Raleigh Community Childcare - All services suspended with the exception of childcare

Knowledge Quest - Offices closed, but working remotely. Connecting with families weekly via telephone.

Tech 901 - Offices currently closed, working remotely. Will follow-up regarding online class options.

Harwood Center - Offices closed, staff working remotely. Hourly staff is being engaged in online

professional development opportunities.

Porter Leath - Childcare centers are closed. However, staff are working remotely and communicating with parents via telephone in an effort to assist with resources.

MIFA - Offices currently closed. Customers needing emergency assistance are encouraged to apply online. The senior meals on wheels programs are delivering meals Monday-Wednesday with additional stable and frozen meals offered at that time. Customers are directed to the website for all assistance at this time. www.mifa.org

Alpha Omega Veterans Services - Currently open for business, as they are considered essential. The only restrictions at this time: Public Drop-in Center at 1183 Madison is closed. NO outside visitors are permitted at any of their locations other than the staff from VA Medical Center. Donation deliveries are to be scheduled with the admin offices.

Urban Strategies - Working remotely with limited staff. Contacting residents weekly to determine needs and referring them to partners. Currently relying heavily on NCC for mobile pantry. Customers are in need of household items such as soap, toilet paper, Clorox, cleaning supplies, etc.

YWCA - Admin office is closed with remote work. Conducting office check-ins as needed. Training Center is currently closed to practice social distancing. Domestic Violence shelter is accepting clients and is fully operational. Awaiting response on how clients can contact for DV assistance.

Kindred Place - currently closed and working remotely. Therapists are providing assistance to families via telephone.

Memphis Jewish Community Center - Closed with staff working remotely

LeDejour Inc - Currently Closed

Families Matter - Closed with limited resources

Mid-South Veterans Help Desk - Closed to public; staff working remotely; accepting limited referrals

One by One Ministries - Closed to public; staff working remotely; accepting limited referrals

BRIDGES - Closed to public; spring programming canceled/postponed; staff working remotely; following SCS lead on reopening

Refugee Empowerment Program - Closed to public; staff working remotely; accepting limited referrals

Bethany Christian Services - Closed to public; staff working remotely; still accepting referrals and placing children on case-by-case basis; families still available to host

JIFF - Closed to public; staff working remotely; following SCS lead on reopening

YMCA - Closed to public; staff working remotely; following SCS lead on reopening

Community Legal Center - Closed to public; staff working remotely

Dress for Success - closed until further notice; not accepting referrals

Memphis Child Advocacy Center - Closed to public; staff working remotely; accepting referrals and responding to emergency cases

STS Enterprise - closed until further notice; all programming and events canceled

UCAN of Memphis - closed until further notice; all programming and events canceled; following SCS lead on when to re-engage with students

Partner Quotes

"We have continued to meet the needs of our clients by way of delivery and drive-through food pantries. Utilizing current Driving The Dream agency resources and others in the community has been helpful and a testament to the spirit of Memphians."

Other Self-Care Resources DTD Data & Updates

For the most up-to-date information on DTD partner agencies, including hours and changes to service delivery, visit <https://www.surveymonkey.com/results/SM-BZTSFBDM7/>. Referrals for programs and services should continue to be sent using CoactionNet and updated via [The Dashboard](#). If your agency has an update to share, please complete another survey entry so we can maintain accurate information. Additionally, you can contact your associate to provide, or receive, updated information.

DTD Technical Assistance

[Eric Burden](#), Associate Director, Data & Quality Improvement

[Candace Sanders](#), Data & Quality Improvement Analyst

[Chelsea Brock](#), Data & Quality Improvement Associate

Visit Driving The Dream

UWMIDSOUTH.ORG | 1005 Tillman St., Memphis, TN 38112