



SCS Community Resource Guide

English as a Second Language (ESL) Department
“English Instruction for Academic Excellence”



Table of Contents

Section	Page
Welcome	2-7
About ESL.....	8-11
SCS Demographics	12-13
Department Contacts.....	14
Daily Life	15
Health Information	16-19
Legal Services	20
Other Services	22
Adult ESL.....	23-26
Family Resources	27-30
Job and Career	31
Housing, Shelters, and Food	32-34
Utilities	35
Recreation, Social & Leisure	36-40
SCS Board Members.....	41

**Special thanks to Altagracia Moreno, Bilingual Counselor, for her commitment and dedication to the completion of this compilation of valuable resources for our community.*



ENGLISH AS A SECOND LANGUAGE

920 N. Highland • Memphis, TN 38122 • (901) 416-5411 • Fax (901) 416-7628 • www.scsk12.org

Debra Frantz

Director

frantzdl@scsk12.org

January 15, 2019

Dear Parents & Students,

Welcome to Shelby County Schools! We are a family of 158 schools, serving over 7,500 English Learners and over 2,200 immigrant families. Our overarching goal is to provide an excellent education to all students. We realize you may have a few questions as your children begin their education here in SCS. We are here to help!

Should you need assistance in your home language, please call the ESL Office at 901-416-5411. We work with school based personnel and local community members who represent the many languages our students and families speak. A bilingual representative can meet you at your school to assist in communicating any school related questions and concerns you may have.

This **SCS Community Resource Guide** includes a list of Shelby County community resources we hope will assist you with your daily life in Memphis and with navigating Shelby County Schools.

We are also including a brief description of the English as a Second Language (ESL) department to provide you with a general overview of the ESL program, its processes and procedures.

Thank you for choosing Shelby County Schools! We look forward to providing your child with *English Instruction for Academic Excellence* and empowering them in order to achieve Destination 2025 goals.

Respectfully,

Debra Frantz

Debra Frantz, Director

English as a Second Language



الإنجليزية كلغة ثانية

920 N. Highland • Memphis, TN 38122 • (901) 416-5411 • Fax (901) 416-7628 • www.scsk12.org

ديبرا فرانتز

المديرة

frantzdl@scsk12.org

كانون الثاني يناير 15, 2019

أعزائي أولياء الأمور والطلاب ،

مرحباً بكم في مدارس مقاطعة شيلبي! نحن عائلة مكونة من 158 مدرسة ، تخدم أكثر من 7500 من متعلمي اللغة الإنجليزية وأكثر من 2200 عائلة مهاجرة. هدفنا الأسمى هو توفير تعليم ممتاز لجميع الطلاب. نحن ندرك أنه قد يكون لديك بعض الأسئلة بينما يبدأ أطفالك دراستهم هنا في SCS . نحن هنا للمساعدة!

إذا كنت بحاجة إلى المساعدة بلغتك الأم ، فيرجى الاتصال بمكتب ESL على الرقم 901-416-5411 نحن نعمل مع الأفراد العاملين في المدارس وأعضاء المجتمع المحلي الذين يمثلون العديد من اللغات التي يتحدث بها الطلاب والأسر. يمكن لممثلنا ثنائي اللغة أن يقابلك في مدرستك للمساعدة في توصيل أي أسئلة أو مخاوف تتعلق بالمدرسة قد تكون لديك .

يتضمن دليل SCS هذا قائمة من موارد مجتمع مقاطعة شيلبي و التي نأمل أن تساعدك في كل من حياتك اليومية في ممفيس ومع التنقل في مدارس مقاطعة شيلبي. كما أننا نقدم أيضاً وصفاً موجزاً لقسم اللغة الإنجليزية كلغة ثانية (ESL) لتزويدك بنظرة عامة حول برنامج ESL وعملياته وإجراءاته.

شكراً لك لاختيارك مدارس مقاطعة شيلبي! نتطلع إلى تزويد طفلك بتعليم اللغة الإنجليزية للتميز الأكاديمي وتمكينه من أجل تحقيق أهداف الوجة 2025.

باحترام،

Debra Frantz

ديبرا فرانتز ، المديرة

الإنجليزية كلغة ثانية



L'ANGLAIS COMME LANGUE SECONDE

920 N. Highland • Memphis, TN 38122 • (901) 416-5411 • Fax (901) 416-7628 • www.scsk12.org

Debra Frantz

Directrice

frantzdl@scsk12.org

15 janvier 2019

Chers parents et élèves,

Bienvenue aux écoles du district scolaire de Shelby County. Nous sommes une famille de 158 écoles desservant plus de 7500 élèves apprenant l'anglais et plus de 2 200 familles immigrantes. Notre objectif primordial est de fournir une éducation excellente à tous nos élèves. En commençant leur éducation chez SCS, nous réalisons que vous pourriez avoir quelques questions concernant le cheminement de vos enfants. Nous sommes ici, à votre écoute pour vous aider !

Si vous avez besoin d'aide dans votre propre langue, veuillez appeler le Bureau d'Anglais Comme Langue Seconde au 901-416-5411. Nous travaillons avec le personnel scolaire et nous collaborons avec les membres de la communauté locale représentant les nombreuses langues parlées par nos familles. Un représentant bilingue pourra vous rencontrer à votre école pour vous aider à communiquer les questions et les préoccupations que vous pourriez avoir.

Nous espérons que ce **Guide de Ressources Communautaires SCS** avec sa liste des ressources de la communauté de Shelby County vous aidera dans votre vie quotidienne à Memphis ainsi qu'avec votre navigation dans les écoles de Shelby County.

Nous avons mis également une brève description du Département d'Anglais Comme Langue Seconde (ESL) afin de vous donner un aperçu général du programme ESL, de ses processus et de ses procédures.

Nous vous remercions d'avoir choisi les écoles de Shelby County! Nous vous remercions de nous donner l'opportunité de fournir à votre enfant *l'Enseignement d'Anglais envers l'Excellence Académique* et de lui donner les moyens d'atteindre les objectifs de Destination 2025.

Respectueusement,

Debra Frantz

Debra Frantz, Directrice

Département d'Anglais Comme Seconde Langue



CHƯƠNG TRÌNH SÔNG NGŨ

920 N. Highland • Memphis, TN 38122 • (901) 416-5411 • Fax (901) 416-7628 • www.scsk12.org

Debra Frantz

Giám đốc

frantzd@scsk12.org

Ngày 15, tháng một, 2019

Kính chào phụ huynh và học sinh,

Chào mừng các bạn đến với các trường học của Shelby County! Chúng tôi là một gia đình của 158 trường học, phục vụ hơn 7.500 học sinh đang học Anh ngữ và hơn 2.200 gia đình nhập cư. Mục tiêu bao quát của chúng tôi là cung cấp một nền giáo dục tuyệt vời cho tất cả học sinh. Chúng tôi nhận thấy bạn có thể có một số câu hỏi khi con bạn bắt đầu học tại SCS. Chúng tôi ở đây để giúp đỡ!

Nếu bạn cần hỗ trợ bằng ngôn ngữ của bạn, vui lòng gọi Văn phòng ESL tại số 901-416-5411. Chúng tôi làm việc với nhân viên của trường và các thành viên cộng đồng địa phương, đại diện cho nhiều ngôn ngữ mà học sinh và gia đình chúng tôi nói. Một người đại diện song ngữ có thể gặp quý vị tại trường của quý vị để hỗ trợ trong việc giao tiếp bất kỳ câu hỏi liên quan đến trường nào và quý vị có thể có.

Sách **Hướng Dẫn Tài Nguyên Cộng Đồng SCS** này bao gồm một danh sách các tài nguyên cộng đồng của Quận Shelby mà chúng tôi hy vọng sẽ hỗ trợ quý vị trong cuộc sống hàng ngày ở Memphis và điều hướng các Trường Công Lập Quận Shelby.

Chúng tôi cũng bao gồm một mô tả ngắn gọn về bộ môn Anh ngữ là Ngôn ngữ Thứ hai (ESL) để cung cấp cho bạn một cái nhìn tổng quan chung về chương trình ESL, các quy trình và thủ tục của nó.

Cảm ơn bạn đã chọn trường Shelby County! Chúng tôi mong muốn cung cấp cho con em quý vị Hướng dẫn về Học thuật xuất sắc và trao quyền cho các em để đạt được các mục tiêu Điểm đến 2025.

Trân trọng,

Debra Frantz

Debra Frantz,

Giám đốc

Chương Trình Sông Ngũ



INGLES COMO SEGUNDO IDIOMA

920 N. Highland • Memphis, TN 38122 • (901) 416-5411 • Fax (901) 416-7628 • www.scsk12.org

Debra Frantz

Directora

frantzdl@scsk12.org

19 de enero del 2019

Queridos padres y estudiantes,

¡Bienvenidos a las Escuelas del Condado Shelby! Somos una familia de 158 escuelas, sirviendo a cerca de 7,500 Aprendices del Inglés y aproximadamente 2,200 familias inmigrantes. Nuestra meta general es la de proveer una excelente educación a todos los estudiantes. Entendemos que usted podría tener algunas preguntas mientras su hijo(a) comienza su educación aquí en SCS. ¡Estamos aquí para ayudar!

Si necesita asistencia en su propio idioma, favor de llamar a la oficina de ESL al 901-416-5411. Trabajamos con personal de las escuelas y miembros de la comunidad local los cuales representan los muchos idiomas que nuestros estudiantes y familias hablan. Un representante bilingüe puede reunirse con usted en su escuela para asistirle en comunicar cualquier pregunta o preocupación que usted pueda tener relacionada con la escuela.

Esta **Guía de Recursos Comunitarios SCS** incluye una lista de recursos comunitarios en las Escuelas del Condado Shelby que esperamos le ayudará con su diario vivir en Memphis y a moverse dentro de las Escuelas del Condado Shelby.

También incluimos una breve descripción del departamento de Inglés como Segundo Idioma (ESL por sus siglas en inglés) para darle un vistazo general del programa de ESL, sus procesos y procedimientos.

¡Gracias por escoger las Escuelas del Condado Shelby! Esperamos poder darle a su hijo(a) una *Educación en Inglés para la Excelencia Académica* y fortalecerlos para alcanzar las metas de Destino 2025.

Respetuosamente,

Debra Frantz

Debra Frantz, Directora

Inglés como Segundo Idioma

ESL Program/English Language Learners (ELL)

Debra Frantz, ESL Director

(901) 416-5411

The English as a Second Language Department seeks to provide educational opportunities specific to the needs of English Learners such that students may succeed academically in the following content areas: Social & Instructional, Language, Math, Science, and Social Studies, while meeting Title III & OCR compliance measures.

State & Title III Compliance

Responsibilities

- Identify, assess, and place students who are from non-English language backgrounds.
- Identify immigrant students and assist in their assimilation to the United States
- Provide a rigorous language instruction program that increases English language proficiency and student achievement.
- Provide instructional support and professional growth opportunities to ESL teachers in order to facilitate effective teaching and curriculum implementation.
- Provide instructional equipment, classroom supplies, and materials for effective language acquisition programs and academic development.
- Provide communication support for new immigrant parents and coordinate community outreach activities and translation services for the district.
- Manage the program budget, teacher assignments, and state and federal compliance obligations.
- Coordinate with SCS departments and schools to provide a high-quality language program that exceeds State and federal education department standards.
- Advise SCS departments and schools of state and federal education department compliance requirements.
- Collect and maintain district ELL data as required by State and Federal regulations.

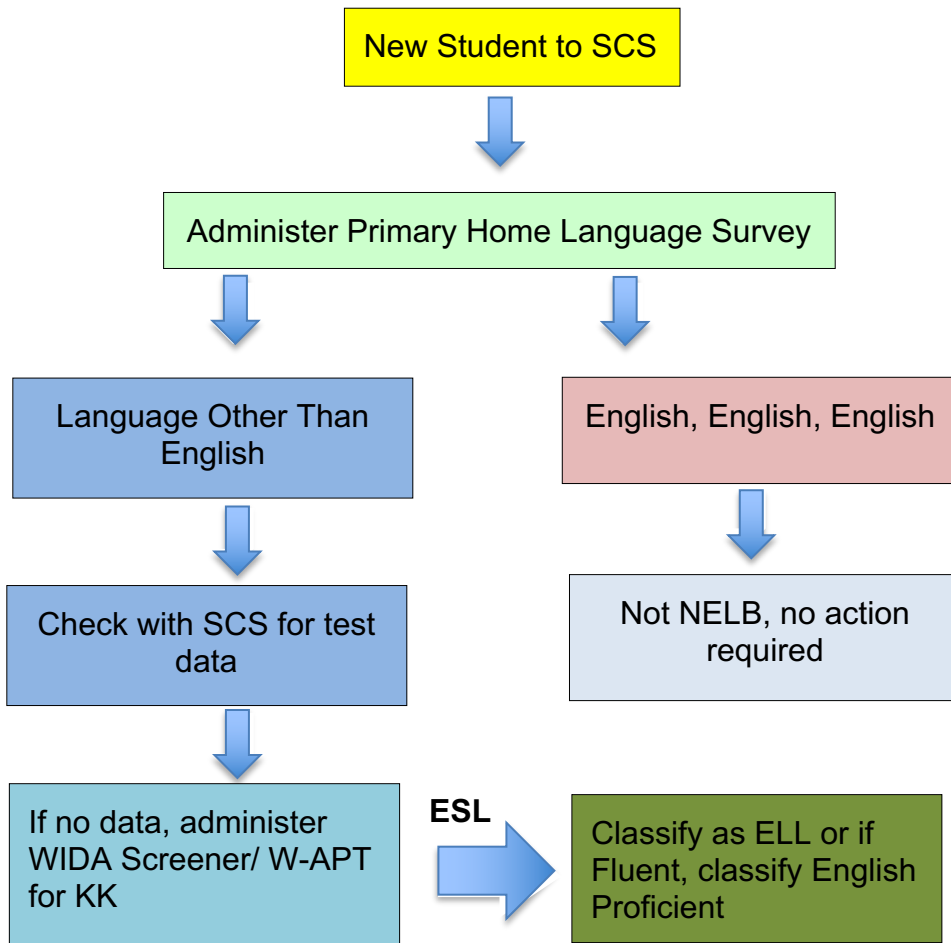
Policy Citations

This program is mandated by Title VI of the Civil Rights Act of 1964, SCS Board Policy 5016, Rules, Regulations, and Minimum Standards for the Governance of Tennessee Public Schools [Rule 0520-1-3-.056.a.1 and 2 ii], and Title III of the Elementary and Secondary Education Act of 2001 and amendments made in 2015 via the Every Student Succeeds Act (ESSA).

Procedures for the Identification and Placement of English Language Learners

- **Primary Home Language Survey-** The parents of all students new to Shelby County Schools should complete a primary home language survey at registration. There are 3 questions about the student's home language. If one or more responses are other than English, the student is classified as NELB *and assessed* for English language proficiency.
- **WIDA Screener (formerly W-APT, WIDA-ACCESS Placement Test) -** The results of this assessment determine if an NELB student is proficient or limited English proficient and classified as an English Learner (EL) or fluent at entry (FEP).
- **Parent Notification Letter-** Parents are to be notified within the first 30 days of enrollment of the status of their NELB student: EL, Exited, Transitional, or Consultation. This letter also informs parents of the instructional model and what assessment was used to designate students as ELL or FEP.
- **Parent Response Letter-**This letter asks the parents to acknowledge receipt of the notification by agreeing or disagreeing with the ESL teacher's recommendation for placement of the student.
- **Transitional Monitoring Form-**The academic progress of students who have exited the ESL program is followed for 2 years. This form is completed after quarters 1, 2, & 3 to document monitoring and assure the continued success of students in the mainstream classroom.

Procedures for the Identification and Placement of English Language Learners



Compliance Requirements

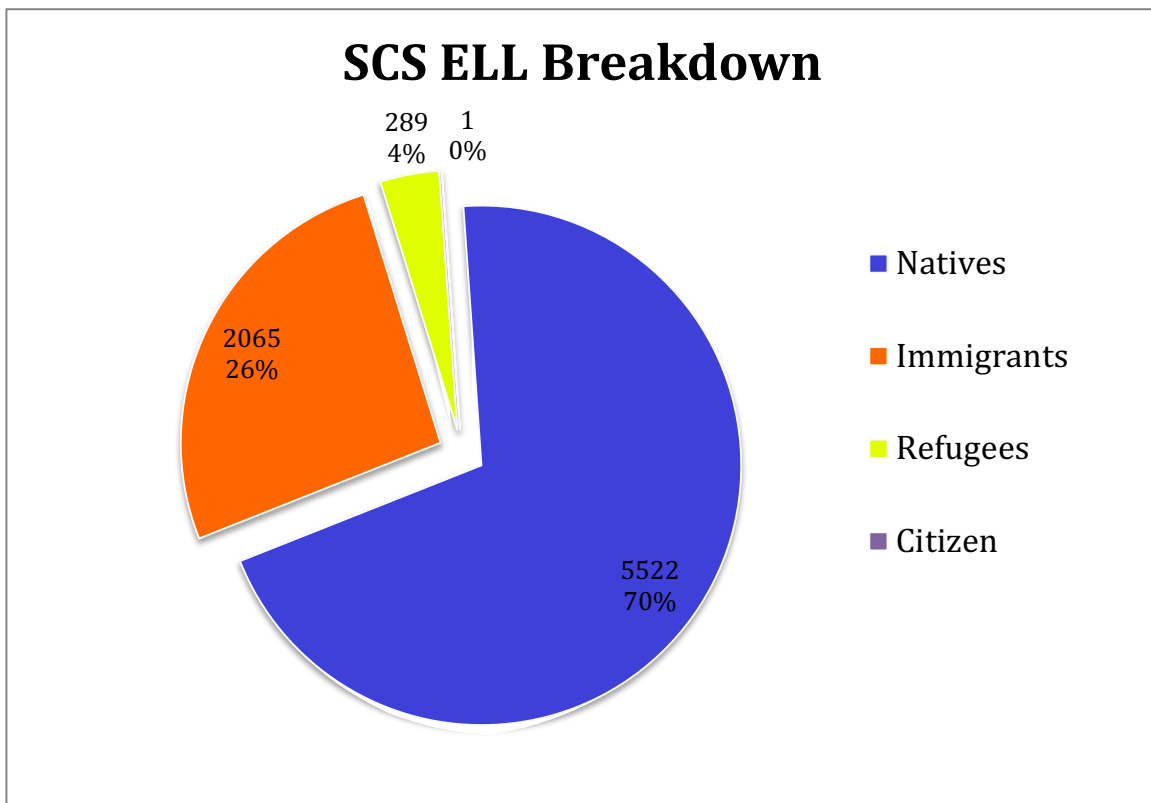
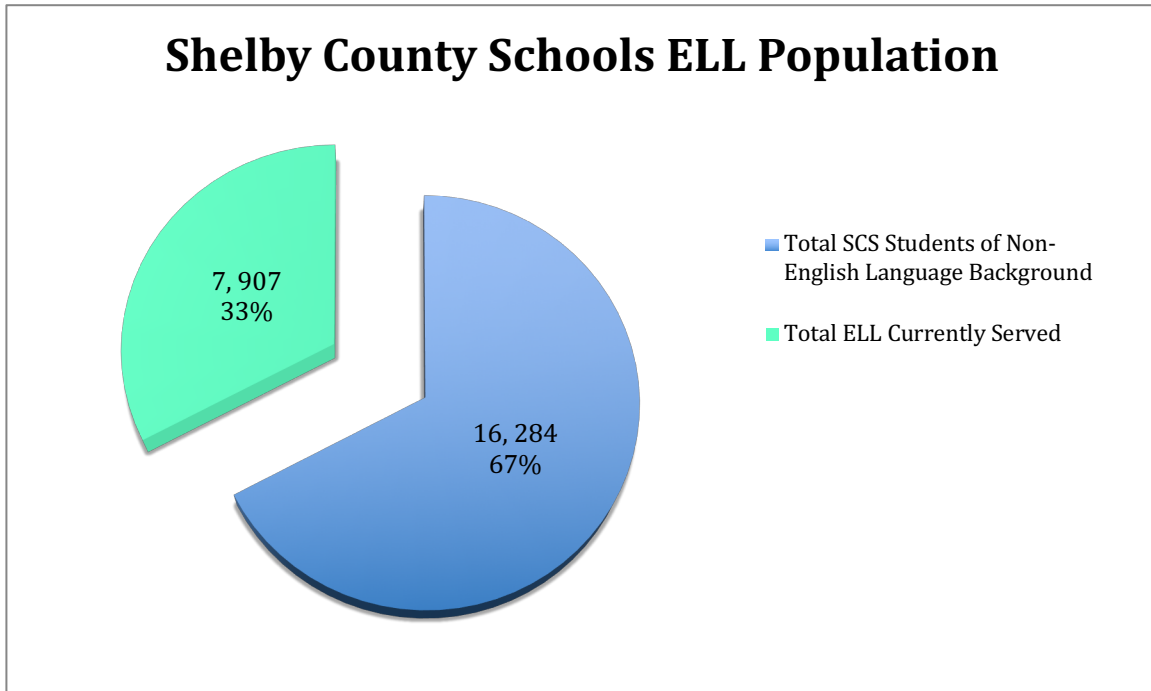
- TN State Board of Education Policy 3.207 establishes minimum required compliance requirements for LEAs serving students who are identified as English Learners (EL). Approved **service delivery models** are listed within this policy.
- Each year, the district is required to **document contact time** with ELLs at beginning English and intermediate proficiency levels, and then report this to the TN State Department of Education. Teacher schedules are to reflect that each EL whose score is below a 3.5 is scheduled for one hour of *daily* ESL service.

ESL Scheduling

- ELL students at beginning and intermediate levels of English proficiency must have a minimum of **one** hour per day of **direct services** provided by a highly qualified ESL teacher. For beginning-level elementary students (WIDA 1.0-3.4 in Overall), the pull-out model is often used as it provides a learning environment without distractions. This approach also allows for children from several classrooms to be served during a given instructional hour, thereby providing services that best support language acquisition. Should students at beginning WIDA levels be served in a co-teaching environment, it is advised that should these be RAELs, they are also served with an additional hour of English Language Development (ELD) within the RTI timeframe. Certainly, parallel literacy blocks (tier 1 instruction) conducted by certified ESL teachers is another option.
- Students at higher levels of English proficiency (WIDA 3.5 & above) may have more flexible scheduling that is tailored to meet their English language development needs. Inclusion/Collaborative teaching approaches (only) are more effective with ELs at high intermediate and advanced levels of proficiency and should include joint planning time for the collaborating teachers.
- ESL course codes are available for middle and high school ESL classes and provide English instruction especially designed for speakers of other languages as outlined in Minimum Requirements for the Approval of Public Schools 0520-01-03-.05, (6) (a). Some of the course codes can be used for grade level groupings while others are for proficiency level groupings. Secondary EL students at beginning and intermediate levels of proficiency must have a minimum of one ESL class period per day.
- **Note:** Scheduling of English as a Second Language classes during RTI or during exploratory time (library, art, music, P.E.) has the unintended effect of denying EL students access to exploratory subjects that are available to all other students.
- ELL students in high school may use up to 2 ESL courses toward fulfillment of the English graduation requirement of 4 units. Recommended progression includes 2 ESL courses, then enrollment in English I, followed by English II. More advanced students may elect to enroll in English III & IV, after completion of English I. ESL courses beyond those used toward the English graduation requirements can be used as part of an elective focus in the Humanities area.

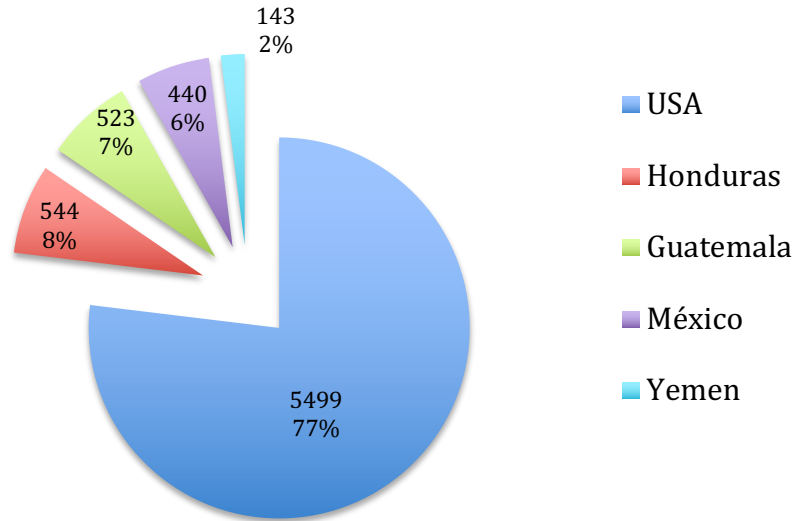
SCS DEMOGRAPHICS

2018 -19 School Year

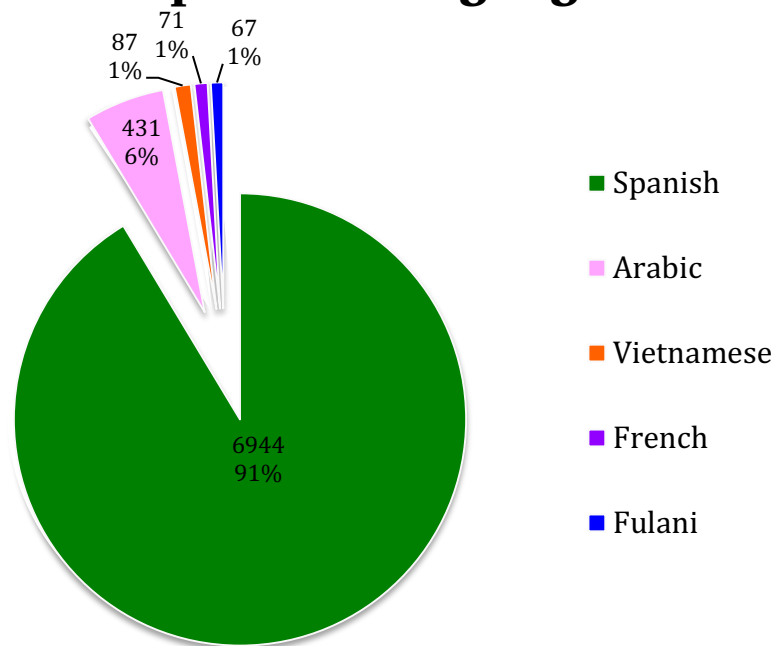


SCS ELL Demographics (cont.)

SCS Top 5 ELL Countries of Origin



SCS Top 5 ELL Languages



**WHO CAN YOU CALL FOR ASSISTANCE?
A GUIDE TO THE ESL CENTRAL OFFICE STAFF**

<p>Dr. Abasi H. McKinzie K-3 Instructional Advisor mckinzieah@scsk12.org</p> <p>901-416-2045</p>	<p>Lisa Hoelmer 4-8 Instructional Advisor hoelmerll@scsk12.org</p> <p>901-416-5503</p>	<p>James Lancaster 9-12 Instructional Advisor lancasterjk@scsk12.org</p> <p>901-416-5737</p>	<p>Cyndi Purnell Data Specialist purnellmc@scsk12.org</p> <p>901-416-6488</p>
<p>Orlando Bolaños Bilingual Counselor bolanoso@scsk12.org</p> <p>901-416-6619</p> <p>Spanish translations for assigned schools</p> <p>District Translation Lead</p>	<p>Chris Byrd Bilingual Counselor byrdcn@scsk12.org</p> <p>901-416-5638</p> <p>Vietnamese & French</p> <p>Bilingual Assistance Coordinator</p>	<p>Altagracia Moreno Bilingual Counselor morenoa@scsk12.org</p> <p>901-416-5479</p> <p>Spanish & French translations classes for assigned schools</p> <p>Immigrant Welcome Lead</p>	<p>Micah Towns Bilingual Counselor townsm@scsk12.org</p> <p>901-416-6767</p> <p>Spanish translations for assigned schools</p> <p>ESL Transfers Lead</p>
<p>Cristina Villalpando Bilingual Counselor villalpandoc@scsk12.org</p> <p>901-416-6617</p> <p>Spanish translations for assigned schools Families Connect Liaison</p>	<p>Mai Mohammed Bilingual Counselor mohammedmm@scsk12.org</p> <p>901-416-4675</p> <p>Arabic translations for assigned schools District Translations Lead</p>	<p>Claudia Cruz Bilingual Receptionist cruzcc@scsk12.org</p> <p>Main Line: 901-416-5411</p>	<p>Richelle Jones ESL Professional Counselor jonesrd1@scsk12.org</p> <p>901-416-0734</p> <p>High School Transcripts Review</p>

Debra Frantz, ESL Director
frantzDL@scsk12.org 901-827-2674

JoAnn Armstrong, ESL Administrative Assistant
armstrongje@scsk12.org 901-416-2317

Community Resources for Immigrant Students & Families

Welcome to Shelby County School District!

Our district strives to provide a supportive environment that encourages a culture of teaching and learning so that each one of our students attains academic excellence. The Department of English as a Second Language is happy to provide you with this list of resources and basic information to assist you and your family to establish yourselves in our community.

Daily Life

School

Daily attendance is essential for learning. All children living in the state of Tennessee between the ages of 6 and 17 **are required by state law to attend school**. They are eligible for free public schooling regardless of their immigration status or the immigration status of their parents. We encourage you to participate in your children's school and let their teachers know that you are interested in their education.

All new students to Shelby County Schools, **entering grades K-12** must contact his/her zoned school to begin the registration process. You can find your assigned school online at: <http://scstransquery.scsk12.org/eduweb/webquery>

You will also need to create a Parent PowerSchool account once your child has been put into the system to complete registration. You will need an active email address to do so. You can get an email address on free sites like Gmail, Yahoo or Hotmail.

If you need help in the registration process you can contact your child's zoned school. You can also reach our Student Services team at 901-416-6007 or by emailing them at services@scsk12.org. More information can be found on the Shelby County Schools website under the Registration tab at <http://www.scsk12.org/registration/>

For further assistance you can contact the:

Parent Welcome Center – Shelby County Schools

2687 Avery Avenue, 38112
901-416-5300

<http://www.scsk12.org/welcome/>

Interpreter services in Spanish, Arabic, French and Vietnamese are available at the:

Northeast Regional Office - ESL Office

920 N. Highland, 38122

901- 416-5411 <http://www.scsk12.org/esl/>

Health

Well Child Clinics – <https://www.wellchild.com/>

Clinics for children established in the Shelby County School district. Open from Monday to Friday from 8am to 3pm by appointment by calling: (901) 531- 6321.

Northeast Region

East High School
3206 Poplar Avenue
Memphis, TN 38111

Southwest Region

Westwood High School
4480 Westmont
Memphis, TN 38109

Southeast Region

Sheffield Career & Technology Center
4350 Chuck Avenue
Memphis, TN 38118

**Shelby County Health Department
Immunization Clinics
Call Center: 901-222-9980**

**Shelby County Health Department
Community Health Bureau – Clinical Services**

814 Jefferson
Memphis, TN 38105
<http://www.shelbytnhealth.com>

Cawthon Public Health Clinic

1000 Haynes Street
Memphis, TN 38114

Collierville Public Health Clinic

167 Washington St.
Collierville, TN 38017

Hickory Hill Public Health Clinic

6590 Kirby Center Cove
Memphis, TN 38115

Shelby Crossing Public Health Clinic

6170 Macon Road
Memphis, TN 38134

Southland Mall Public Health Clinic

1278 Southland Mall
Memphis, TN 66502

Millington Public Health Clinic

8225 US-51
Millington, TN 38053

Memphis Children's Clinics

Monday through Friday: 8 am to 5 pm; Saturday: 8 am to 12 pm, all locations.
Appointment recommended. Acute care visits on every Sunday starting at 12
Noon as well as Holidays (call early for appointment and location).
www.memphischildrens.org

3155 Kirby Whitten
Bartlett, TN 38134
901-379-0092

6385 Stage Rd.
Bartlett, TN 38134
901-386-1683

7705 Poplar Ave Suite # 230
Physician's Office Bldg. B
Germantown, TN 38138
901-755-2400

6615 Kirby Center Cove
Memphis, TN 38115
901-795-9193

9860 East Goodman Road
Olive Branch, MS 38654
662-890-0158

7672 Airways Blvd.
Southaven, MS 38671
662-349-2555

1129 Hale Road
Memphis, TN 38116
901-396-0390

Hospitals & Clinics

Baptist Memorial Hospital – East

6019 Walnut Grove Rd.

Memphis, TN 38120

901-226-5000

www.baptistonline.org

Cherokee Health System

2574 Frayser Boulevard

Memphis, TN 38127

901-302-4361

Christ Community Health Services

2595 Central Ave

Memphis, TN 38104

901-260-8500

Several locations across the city

Church Health Center

1350 Concourse Ave., Suite 142

Memphis, TN 38104

901-272-0003

901-272-7576

<https://churchhealth.org>

Several locations across the city

Compassion Clinic

531 S. McLean Boulevard – Temporary Site

Central Christian Church

Memphis, TN 38104

901-219-1332

Le Bonheur Children’s Hospital

848 Adams Ave.

Memphis, TN 38103

901-287-5437

www.lebonheur.org

Memphis Health Center

360 EH Crump

Memphis, TN 38126

901-261-2000

Methodist University Hospital

1265 Union Ave.
Memphis, TN 38104
901-516-7000
www.methodisthealth.org

Muslim Health Clinic
1055 Stratford Road
Memphis, TN 38122
901-685-3901
www.muslimclinic.org

St. Francis Hospital – Bartlett
2986 Kate Bond Rd.
Bartlett, TN 38133
901-820-7000
www.saintfrancisbartlett.com

St. Jude’s Children’s Research Hospital
262 Danny Thomas Place
Memphis, TN 38105
866-278-5833
www.stjude.org

Vital Records

To obtain a copy of a Tennessee Birth Certificate contact:

Shelby County Health Department
Office of Vital Records
814 Jefferson, Room 101-103
Memphis, TN 38105
901-222-9000
www.shelbytnhealth.com/285/Office-of-Vital-Records

Tennessee Office of Vital Records
1st. Floor, Andrew Johnson Tower
710 James Robertson Parkway
Nashville, TN 37243
615- 741-1763
1-855-809-0072
<https://www.tn.gov/health/health-program-areas/vital-records.html>

Legal Services

The Arc Mid-South

3485 Poplar Avenue Suite 210
Memphis, TN 38111
901-327-2473 ext. 504

Community Services and Advocacy/Special Education Advocacy
Specialized Information and Referral, Disability Rights Groups, Sensitivity
Training, Disability Awareness Programs, Parent Rights Classes, Legal
Education/Information, Self- Representation Assistance / Public
Awareness/Education

Community Legal Center - Memphis

910 Vance Avenue
Memphis, TN 38126
901-543-3395

www.clcmemphis.com

Landlord/Tenant Dispute Resolution, Eviction Prevention Legal Assistance,
Immigration/Naturalization Legal Services, Uncontested Divorce Assistance,
Adoption Legal Services, Durable Power of Attorney for Health Care, Advance
Medical Directives, Legal Education/Information, Legal Representation, Legal
Counseling

Hospitality Hub - Memphis

82 North Second Street
Memphis, TN 38103
901-522-1808

Food Stamps/SNAP Applications, Legal Education/Information, Identification
Cards, Birth Certificates, Return to Point of Origin, Homeless Transportation
Programs, Temporary Mailing Address, Telephone Facilities, Baggage Check
Facilities, Cell Phones

Latino Memphis - Derechos (Legal Assistance & Advocacy)

6041 Mt Moriah Extended Suite 16
Memphis, TN 38115
901-366-5882
901-410-0195

www.latinomemphis.org

Immigration/Naturalization Legal Services, Legal Education/Information, Group
Advocacy

Memphis and Shelby County Juvenile Court

616 Adams Ave.
Memphis, TN 38105
901-405-8400

www.shelbycountyttn.gov/226/Juvenile-Court

Memphis Area Legal Services - Free Saturday Legal Clinics

3030 Poplar Avenue
Benjamin L. Hooks Central Library
Memphis, TN 38111
901-523-8822
Criminal Record Expungement Assistance, Legal Services, Legal
Education/Information

**Memphis Area Legal Services - Legal Assistance/Attorney of the Day
Project/ Memphis Fair Housing Center**

22 North Front Street 11th Floor
Falls Building, Suite 1100
Memphis, TN 38103
901-523-8822
Lawyer Referral Services, Family Law, Consumer Law, Welfare Rights
Assistance, Legal Services, Legal Education/Information, Legal Representation
/Tenant Rights Information/Counseling, Landlord/Tenant Dispute Resolution,
Eviction Prevention Legal Assistance, Landlord/Tenant Assistance, Housing
Discrimination Assistance, Legal Education/Information, Mortgage Delinquency
and Default Counseling, Predatory Lending Awareness Programs, Foreclosure
Prevention Loan Modification/Refinancing Programs

Memphis Police Department

170 N. Main Street
Memphis, TN 38103
901-636-3700
www.memphispolice.org

Mid-South Immigration Advocates (MIA)

3340 Poplar Avenue, Suite 215
Memphis, TN 38111
English: (901) 244-4367; Spanish / español: (901) 466-8819
Fax: (901) 284-0303
info@miamemphis.org www.miamephis.org
MIA provides free and low-cost legal immigration services to families and
children in the Mid-South region. Capacity is limited; please check our website or
call for information on current service availability.

Tennessee Department of Children Services (DCS)

Main Office
40 South Main Street, Suite 600
Memphis, TN 38103
901-578-4001
EI-DCS.Shelby@tn.gov

World Relief- Refugee & Immigrant Assistance

3340 Poplar Ave. Suite 222
Memphis, TN 38111
901-341-0220
www.worldreliefmemphis.org

Other Services

V.I.S.A. Inc.

Visa & Immigration Services Assistance

5119 Summer Avenue, Suite 404
Memphis, TN 38122
Tel. 901-767-2424 Fax 901-767-2425

www.visa-inc.com email: contact@visa-inc.com

Assistance with immigration forms completion for residency, resident card renewals, citizenship, naturalizations, TPS, DACA; immigration, passport & visa photographs, fingerprinting, notarization of documents, interpreters, translations; photocopies, fax.

Caritas Villages – A Love for All People –

2509 Harvard Avenue
Memphis, TN 38112
901-327-5246

info@caritasvillage.org www.caritasvillage.org

Caritas hours of operation: 9am - 8pm Monday – Saturday. Closed on Sundays and major holidays. Caritas Village uses art, music, hospitality, theatre, classes, and connections to creatively join people together in common goals from many different ethnic, racial, and socioeconomic backgrounds. You can learn more about Caritas Village by browsing our website, but the best way to get to know us is to come for a visit.

Online Resources

Memphis Public Libraries – Start Here

www.memphislibrary.org/

Immigration & Citizenship

<https://www.memphislibrary.org/immigration/>

This website provides information on becoming an American citizen in several languages including Spanish, Arabic, Chinese, Korean, Tagalog and Vietnamese.

Citizenshipworks

<https://www.citizenshipworks.org/>

Citizenship works is a free online service that helps individuals apply for citizenship, step-by-step. They inform the person if there are any potential problems with their application and connect them to the expert help they need, either online or in person. They also inform them about other documents that need to be submitted, and what to expect after applying.

**ESL Classes for Adults
(English as a Second Language)**

SCS offers free ESL Adult classes for parents of children enrolled in Shelby County Schools. The 2018 -19 locations are:

Treadwell Elementary

3538 Given Avenue
Memphis, TN 38122

Hickory Ridge Middle School

3920 Ridgeway Road
Memphis, TN 38115

Please call **901-416-5411** for more information.

There are also free or low cost ESL classes in our community. For information and classes call the following organizations:

Asha's Refuge

5645 Spring Lake Road
Memphis, TN 38135
901-500-9200
www.ashasrefuge.org

Bartlett Baptist Church

3465 Kirby Whitten Parkway
Bartlett, TN 38135
901-333-3350
www.bartlettbaptist.org
Wednesdays 6-7:15pm
Classes start in September; Childcare available

Bellevue Baptist Church

2000 Appling Road
Cordova, TN 38016
901-347-5730
www.bellevue.org/women
Tuesday 6-8:30pm /Wednesday 9:30 – 11:30am (women)
Classes start in September; Childcare available

Catholic Charities of West Tennessee Immigration Services

1325 Jefferson Avenue
Memphis, TN 38104
901-327-6000
www.ccwtn.org
Monday & Wednesday, 10-11:30am
Citizen Preparation classes

Collierville Literacy Council

167 Washington Street
Collierville, TN 38017
901-854-0288

Connect Language Center

5340 Quince Rd.
Memphis, TN 38119
901-295-8874
hello@connectlanguagecenter.com
www.connectlanguagecenter.com
Complete English language program for adults
Monday - Saturday, mornings & evenings
Registration: August 6 – September 10
Classes from September 10 – December 8

Cordova Library Branch

8457 Trinity Road
Cordova, TN 38018
901-415-2764

Deneuille Learning Center

190 S Cooper Street
Memphis, TN 38104
901-726-5902
www.deneuillecenter.org
Days vary depending on level
Women only; childcare available / Citizen Preparation classes

First Baptist Olive Branch

9155 Highland Street

Olive Branch, MS 38654
662-895-5481
<https://www.fbcob.org/missions/esl/>
Tuesday: 5:15 - 7:30pm / Wednesday: 6:15 - 7:30pm

Germantown Baptist Church

9450 Poplar Avenue
Germantown, TN 38139
901-756-9450
www.germantownbaptist.org
Wednesday: 6 - 7:30pm / Friday: 9:30 - 11:45am

Hopeworks

3337 Summer Ave.
Memphis, TN 38122
901-396-8800
nkennell@whyhopeworks.org
Tuesday & Thursday 9 - 11am
Call or email to enroll

Island Community Church – Memphis

721 North Parkway
Memphis, TN 38105
901-300-0422
islandcommunitychurch.com
Monday: 6:30 - 7:30pm; Classes start in September; children allowed

Kirby Woods Baptist Church

6325 Poplar Avenue
Memphis, TN 38119
901-682-2220
www.kwbc.org; Tarkemw99@gmail.com
Sunday: 4:30 - 6pm; Classes start in August

Leawood Baptist

3638 Macon Road
Memphis, TN 38122
901-324-7169
<http://www.leawoodbaptist.org>
Tuesday: 6 - 8pm, Classes start in August; Childcare available

Literacy Mid-South - English as a Second Language Instruction

Benjamin L. Hooks Central Library
3030 Poplar Avenue, 3rd Floor, Room 20
Memphis, TN 38111
901-327-6000
www.literacymidsouth.org

Citizen Preparation classes

Macon Road Center

Iglesia La Buena Esperanza
1082 Berclair Road
Memphis, TN 38122
901-682-5420

Multinational Ministries

815 N. McLean Street
Memphis, TN 38107
901-378-2476
www.multinationalministries.org
Monday, Wednesday & Friday 9:30 – 11:15am
Classes start in August; limited spaces

Refugee Empowerment Program Center

258 N. Merton Avenue
Memphis, TN 38112
901-725-3103
www.repmemphis.org
Childcare available; transportation provided within the Binghampton area.
Monday - Thursday: 10:00 - 11:30am / Tuesday & Wednesday: 5:30 - 7:00pm

Su Casa Family Ministries

1302 N. Graham Street
Memphis, TN
901-320-9833
www.sucasamemphis.org
Tuesday & Thursday: 9:15 -10:45am or 6:30 - 8pm
Registration August 14 & 16; 9am/6pm
Classes start August 28; Childcare available

Trinity Baptist Church

8899 Trinity Rd.
Cordova, TN 38018
901-759-5955
www.trinitybaptistchurchcordova.com
Monday & Thursday 6:30 - 8:30pm / Classes start August 14

Whitten Baptist Church

6773 Macon Road
Memphis, TN 38134
901-386-5444
www.whittenbaptist.org

Whitehaven Baptist Church

4800 Elvis Presley Boulevard

Memphis, TN 38116

901-332-4642

Sunday: 9:15 - 10:15am

Family Resource Centers

Shelby County Schools Family Resource Centers

We know that families often face challenges. These challenges affecting a family may also interfere with a student's achievement. Families experiencing hardships may just need some extra support in order for their children to achieve success. That's where the Family Resource Centers come in! We connect families with community resources that can help with eliminating the obstacles to academic success for their students. We have three locations:

1. Verneda Cole, Mental Health Liaison

2930 Airways Blvd.

Memphis, TN 38116

901-416-7024

2. Marvin Aldridge, FRC Associate

Douglass K-8, 1650 Ash Street

Memphis, TN 38108

901-416-7077

3. Centrell Sutton, FRC Associate

Kingsbury High School

1270 North Graham St.

Memphis, TN 38122

901-416-6708

Memphis Family Connection Center

8350 Macon Rd.

Cordova, TN 38018

901-614-1902

<https://memphisfamilycc.org/>

Memphis Family Connection Center provides connection based trauma informed care to the Shelby County, TN adoptive, foster care and special needs community. Holistic attachment centered counseling, connection based play, occupational therapy, calming techniques, nutrition plans, sensory care, resources and educational support are all provided through the TBRI (Trust Based Relational Intervention) model.

Family Counseling

Kindred Place

Formerly -The Exchange Club Family Center

2180 Union Ave.

Memphis, Tennessee 38104

901-276-2200

<https://exchangeclub.net>

Help for families in crisis: individual and group therapy, education and assistance.

Mobile Crisis Assessment

427 Linden Ave.

Memphis, TN 38126

901-577-9400

www.tn.gov/behavioral-health/need-help/crisis-services/mental-health-crisis-services/mobile-crisis-services.html

Emergency care/crisis; assessments available 24-hours a day to assist in determining what level of mental health care is necessary; provided through Midtown Mental Health Center Inc.

Southeast Mental Health Center

3810 Winchester Road

Memphis, Tennessee 38118

901-369-1400

Complete mental health services

RIP Regional Intervention Program

University of Memphis – Park Avenue Campus

4111 S. MSU B Street

Bldg. 48, Suite 110

Memphis, TN 38152

901-678-5258

www.memphis.edu/rip

RIP is a parenting program that has been teaching discipline techniques to help preschoolers and their families since 1969.

Substance Abuse and Mental Health Services Administration

SAMHSA

National Helpline 1-800-662-4357

<https://www.findtreatment.samhsa.gov/>

Child Abuse Hotline

Memphis Child Advocacy Center

1085 Poplar Avenue
Memphis, TN 38105
901-525-2377
info@memphiscac.org
<https://www.memphiscac.org>

Tennessee Child Abuse Hotline 24/7

1-877-237-0004

Domestic Abuse, Sexual Abuse & Crime Victims

Abused Women Services of YWCA

766 S. Highland Street
Memphis, TN 38111
901-725-4277
www.memphisywca.org

Casa Luz

901-500-8214
Casaluzmemphis.org
Casa Luz's mission is to prevent and reduce domestic violence and violent crimes among the Spanish speaking community. They offer information on the cycle and dynamics of violence and promote equality to access justice and other services.

Family Safety Center of Memphis and Shelby County

1750 Madison Ave. Suite 600
Memphis, TN 38104
901-222-4400
familysafetycenter.org
The Family Safety Center is one location that effectively combines civil, criminal, health and social services for victims of family violence. It is part of a network of local, statewide and national organizations working to end domestic violence.

Shelby County Crime Victims Center and Rape Crisis Center

1750 Madison Ave. Ste. 100
Memphis, TN 38104
901-222-3950 Crime Victims Center
901-222-4350 Rape Crisis Center
www.shelbycountyttn.gov/737/Crime-Victims-Center-and-Rape-Crisis-Cen
The Shelby County Crime Victims Center and Rape Crisis Center serves as the hub of victim services for the City of Memphis and Shelby County. Services include: Advocacy and Crisis Counseling for Victims of All Crimes; 24/7 Forensic

Sexual Assault Exams Court Accompaniment; ongoing Counseling for Victims of Sexual Assault and other Violent Crimes, as well as Survivors of Homicide; Support Groups for Gunshot Victims and Victims of Domestic Violence; Assistance in filing for Victims' Compensation and Orders of Protection; Bilingual (Spanish) Advocacy Services; Specialized Services for Seniors and other Vulnerable Adults. All services are free of charge and confidential for Shelby County residents who are victims of a crime, or anyone who becomes a crime victim while visiting the county.

Resource Center for Sexual Assault
901-272-2020

Sexual Assault Crisis Line
901-222-435

Emergencies

Keep these numbers near the phone. Call **911** for a:

FIRE

AMBULANCE

POLICE PROTECTION because you or someone else is in danger, threatened by someone or injured in an accident.

Poison Help Hotline: 800-222-1222

You or your child have ingested a poison or inhaled vapors that are making you sick or dizzy.

Memphis Crisis Center 901-274-7477

The Memphis Crisis Center is a 24 hour, 7 day a week crisis hotline serving Memphis, Tennessee and the Western Tennessee area. They provide phone counseling and referrals for callers experiencing personal crises.

Local Police

Bartlett, TN: **901-385-5555**

Collierville, TN: **901-583-3207**

Germantown, TN: **901-754 -7222**

Memphis, TN: **901-528-2222**

Millington, TN: **901-872-3333**

Shelby County, TN: **901-379-7620**

Job Search Resources

TN American Job Center (TN Career Center) Memphis - Beale St - Downtown

480 Beale Street

Memphis, TN 38103

901-636-7971

Job Finding Assistance, Job Training Formats, Job Training Expense Assistance

TN American Job Center (TN Career Center) Memphis - Hickory Hill

4240 Hickory Hill Road

Memphis, TN 38141

901-543-7724

Unemployment Insurance, Job Finding Assistance, Adult Basic Education

TN American Job Center (TN Career Center) Memphis - Walnut Grove

3040 Walnut Grove Road

Memphis, TN 38111

901-543-7850

Unemployment Insurance, WIOA Programs, Job Finding Assistance, Comprehensive Job Assistance Centers, Adult Basic Education

Dr. Benjamin L. Hooks Job Corps Center - Job Training Center - Memphis

1555 McAlister Drive

Memphis, TN 38116

901-396-2800

Job Corps

Hope Works - Job Skills Training

3337 Summer Avenue

Memphis, TN 38112

901-272-3700

Job Finding Assistance, Job Readiness, Career Development

Memphis Urban League - Job Training & Employment Programs for Youth & Adults

413 North Cleveland Street

Memphis, TN 38104

901-272-2491

Constitutional/Civil Rights Groups, Computer and Related Technology Classes, Youth Employment Programs, Job Search/Placement, Job Interview Training, College/University Entrance Examination Preparation, Financial Management Workshops

JobLINC Mobile Career Center - Memphis Public Libraries

3030 Poplar Avenue
Memphis, TN 38111
901-415-2787
Job Fairs, Job Information, Job Finding Assistance, Resume Preparation
Assistance, Career Awareness

YWCA of Greater Memphis

1044 Mississippi Boulevard
Memphis, TN 38126
901-948-8899
Employment & Training Programs; Job Training Formats; GED / High School
Equivalency Test Instruction.

Housing

H.O.P.E. (Homeless Organizing for Power and Equality)

3573 Southern Avenue
Memphis, TN 38111
901-300-0006
<https://midsouthpeace.org/our-work/homeless-organizing-for-power-and-equality/>
Services provided for anyone of any age that has recently experienced
homelessness or is currently homeless.

House of Grace

8535 US-51 A
Southaven, MS 38671
662-253-0252
www.houseofgracems.org
Assistance with shelter and food for women and children from domestic violence

MIFA - Emergency Rent and Mortgage Assistance (Memphis residents only)

910 Vance Avenue
Memphis, TN 38126
901-527 -0226
www.mifa.org
Rent Payment Assistance, Mortgage Payment Assistance

Salvation Army

696 Jackson Avenue
Memphis, TN 38105
901-543-8586
<https://salvationarmymemphis.org>
Shelters and services for families, individuals or youth who qualify: youth
development, disaster recovery, community worship centers, stores and
rehabilitation for adults.

United Housing

2750 Colony Park Drive

Memphis, TN 38118

901-272-1122

www.uhinc.org

United Housing is part of a housing coalition that offers Homebuyer Education classes, foreclosure counseling, home improvement loans as well as other services.

Shelters

Darkness II Light Shelters

1596 Hope Street

Memphis, TN 38111

901-585-8657

2431 Forrest Ave.

Memphis, TN 38112

901-249-4380

www.darkness2lightshelter.com

Door of Hope Memphis

245 N. Bellevue Blvd.

Memphis, TN 38105

901-725-1140

www.doorofhopememphis.org

Dorothy Day House

1429 Poplar Ave.

Memphis, TN 38104

901-726-6760

www.dorothydaymemphis.org

Genesis House

5825 Shelby Oaks Drive

Memphis, TN 38134

901-373-1200

www.cdom.org

Memphis Union Mission

383 Poplar Ave.

Memphis, TN 38105

901-526-8403

www.memphisunionmission.org

Emergency services for shelter and basic needs, recovery programs, temporary housing for families and individuals who are homeless, dealing with addiction or in crisis.

MIFA Metropolitan Inter-Faith Association

910 Vance Ave.
Memphis, TN 38126
901-527-0208
www.mifa.org

Food Pantries & Clothes

Catholic Charities of West TN - Memphis - MIFA Voucher Food Pantry/Clothes Closet/Mobile Food Van

1325 Jefferson Avenue
Memphis, TN 38104
901-722-4700
General Clothing Provision, Mobile Markets, Food Pantries

MIFA - Emergency Food Pantry Vouchers

910 Vance Avenue
Memphis, TN 38126
(901) 529-4526
Food Pantries

Neighborhood Christian Center - Memphis - Emergency Food

785 Jackson Avenue
Memphis, TN 38107
901-881-6013
www.ncclife.org

Utilities Assistance

Access from AT&T - Low Cost Home Internet Service

6055 Primacy Parkway Suite 200

Memphis, TN 38119

855-220-5211

Internet service payment assistance, discounted internet service

Memphis Light, Gas and Water - Budget Billing

220 S Main Street

Memphis, TN 38103

901-544-6549

www.mlgw.com

Debt management, utility service payment assistance program

MIFA - Emergency Utility Assistance

910 Vance Avenue

Memphis, TN 38126

901-527-0226

Utility service payment assistance

Shelby County CSA - Hickory Ridge Mall

3772 S. Hickory Ridge Mall, Suite 516

Hickory Ridge Mall

Memphis, TN 38115

901-222-4280

Utility service/bill payment assistance

St Vincent DePaul - Memphis

1306 Monroe Avenue

Memphis, TN 38104

901-722-4703

Undesignated temporary financial assistance, medical expense assistance, utility service payment assistance, rent payment assistance, mortgage payment assistance

Recreation, Social & Leisure

Boys & Girls Clubs of Greater Memphis Programs

44 S. Rembert, Memphis, TN 38104

903 Walker, Memphis, TN 38106

894 Isabelle, Memphis, TN 38122

4299 Ross Road Memphis, TN 38141

901-278-2947; 901-744-3073; 901-324-5763

www.bgcm.org

Character development, Educational and Career Development and Camp
Phoenix

Memphis Park Commission

There are 230 parks, 25 golf courses: 10 public, 15 private; 17 public swimming pools, 26 community centers and 14 country clubs in the city of Memphis.

Information about these facilities can be found by going to the City of Memphis' website: www.ci.memphis.tn.us.

Memphis-Shelby County Public Library

3030 Poplar Avenue

Memphis, TN 38111

901-415-2700

Fax: LINC 323-7206

There are 24 branch locations throughout the city and the county.

Raymond Skinner Center:

Memphis Park Commission

712 Tanglewood

Memphis, TN 38104

901-272-2528

Swimming pool; sport activities; day program and after school camps.

The Memphis Zoo

2000 Galloway

Memphis, TN 38112

901-725-3400 ext. 3317

www.memphiszoo.org

YMCA of Memphis and the Mid-South

6373 Quail Hollow, Suite 201

Memphis, TN 38120

901-766-7677

<http://www.ymcamemphis.org>

YWCA of Greater Memphis

766 South Highland

Memphis TN 38111

901-323-2211
<http://www.memphisywca.org>

Cordova Bowling Center
7945 Club Center Cove
Cordova, TN 38106
901-754-4275

Performing Arts

Ballet Memphis School
7950 Trinity Rd.
Memphis, TN 38108
901-737-7322
www.balletmemphis.org

Circuit Playhouse
1705 Poplar Ave.
Memphis, TN 38104
901-726-5523
www.playhouseonthesquare.org

Memphis Symphony Orchestra
3100 Walnut Grove
Memphis, TN 38111
901-327-5078 (Youth Program)
901-324-3627
www.memphissymphony.org

Opera Memphis
P.O. Box 171413
Memphis, TN 38187
901-257-3100
www.operamemphis.org

Orpheum Theater
203 South Main
Memphis, TN 38103
901-525-3000
901-525-7800
www.orpehum.com

Playhouse on the Square
51 S. Cooper St.
Memphis, TN 38114

901-725-0776
www.playhouseonthesquare.org

Theatre Memphis
630 Perkins Extended
Memphis, TN 38117
901-682-8323
www.theatrememphis.org

Museums & Art Galleries

Chucalissa Archaeological Museum &
Reconstructed Indian Village
1987 Indian Village Drive
Memphis, TN 38109
901-785-3160
www.cas.memphis.edu

Memphis Brooks Museum of Art
Overton Park
1934 Poplar Avenue
Memphis, TN 38104
901-544-6200
www.brooksmuseum.org

Memphis College of Art
1930 Poplar Avenue
Memphis, TN 38104
901-726-4085
www.mca.edu

Mississippi River Museum
125 North Front Street
Memphis, TN 38108
901-576-7241
1-800-507-6507
www.mudisland.com

Stax Museum of American Soul Music
870 East McLemore Avenue
Memphis, TN 38106
901-942-7685
www.soulsvilleusa.com

The Dixon Gallery & Gardens
4339 Park Avenue

Memphis, TN 38117
901-761-5250
www.dixon.org

Coon Creek Science Center
McNairy County, TN
901-320-6320
www.memphismuseums.org

IMAX
3050 Central Avenue
Memphis, TN 38111
901-320-6320
www.memphismuseums.org

Lichterman Nature Center
5992 Quince Road
Memphis, TN 38119
901-767-7322
www.memphismuseums.org

Mageveny House
198 Adams Avenue
Memphis, TN 38103
901-526-4464
www.memphismuseums.org

Mallory-Neely House
652 Adams Avenue
Memphis, TN 38105
901-523-1484
www.memphismuseums.org

Memphis Rock 'N' Soul Museum
145 Lt. George W.L. Avenue
Memphis, TN 38103
901-543-0800
www.memphisrocknsoul.org

National Civil Rights Museum
450 Mulberry Street
Memphis, TN 38103
901-521-9699
www.civilrightsmuseum.org

Peabody Place Museum

119 South Main Street
Memphis, TN 38103
901-260-7419
www.belz.com

Pink Palace Museum

3050 Central Avenue
Memphis, TN 38111
901-320-6320
www.memphismuseums.org

Sharpe Planetarium

3050 Central Avenue
Memphis, TN 38111
901-320-6320
www.memphismuseums.org

The Children's Museum

2525 Central Avenue
Memphis, TN 38104
901-458-2678
www.cmom.com

Please note...

Community resources are provided courtesy of Shelby County Schools ESL Department. Their presence in this Community Resources Guide does not constitute or imply an endorsement of any organization and Shelby County Schools ESL Department is not responsible for the quality of the products or services provided. Please evaluate the information carefully and use what you feel is appropriate for you.

Shelby County Schools offer educational and employment opportunities without regard to race, color, religion, sex, creed, age, disability, national origin, or genetic information.

Board Members

Michelle Robinson McKissack
District 1

Teresa Jones
District 2

Stephanie P. Love
District 3

Kevin Woods
District 4

Scott McCormick
District 5

Shante K. Avant
District 6

Miska Clay-Bibbs
District 7

William "Billy" Orgel
District 8

Joyce Dorse Coleman
District 9