

*Jackson- Madison County School System*

*School Social Workers'*

# *Community Resource*



# *Guide*

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## **American Job Center**

1124 Whitehall Street

Jackson, TN 38301

(731) 668-2040

[www.wtncc.tn.org](http://www.wtncc.tn.org)

**Contact:** Carol Maness

**Hours:** Monday-Friday 8:00am-4:30pm

**Services:** The American Job Center offers free services to job seekers. These services include resource centers, access to employers, job fairs, access to job openings, networking, and job readiness information.

**Eligibility:** Services are free of charge and are available to anyone ages 18 years and up

**Required documentation:** Two forms of identification (photo ID, Birth Certificate, and/or Social Security Number)

**Programs:** The Career Center assists clients with the following:

- Finding jobs
- Resume completion
- Skills assessments
- Learning labor market information
- Customer training
- Employee recruitment
- Veteran services

## American Red Cross

19 Stone Creek Circle  
Jackson, TN 38305  
(731) 427-5543  
redcross.org

**Contact:** David Hicks- Executive Director ext. **110**  
Heather Carbajal- Disaster Program Manager ext. **108**

**Hours:** 8:00am-4:30pm, Monday-Friday

**Services:** The Jackson Area Chapter of the Red Cross provides emergency assistance to those affected by disaster based on their immediate emergency needs. They can also assist families of members of the armed forces by relaying emergency messages to the service member in their family or by providing aid to military families in crisis. The Red Cross also has programs dealing with health education and community safety such as CPR and First Aid classes.

**Eligibility:** Victims of a disaster, members of a military family, and/or community members.

**Required Documentation:** For disaster assistance—verification of the disaster incident (fire report, etc.), social security numbers, names, and ages of all residents living in the home at the time of disaster, and a form of identification.

**Programs:** Disaster Relief  
Services to the Armed Forces (SAF)  
First Aid Classes  
Disaster Classes  
CPR Training  
AED Training  
Babysitting and Caregiver Training  
Swimming Training  
CNA Training  
Basic Live Support Training

## Area Relief Ministries

108 Church Street  
Jackson, TN 38301  
(731) 423-9257  
(731) 423-0284 (fax)

**Contact:** Janet Brown, Director of Emergency Assistance

**Hours:** 8:30am-4:30pm Monday-Friday  
Closed for lunch from 12:00-1:00

**Services:** Provides emergency services for prescriptions, immediate medical needs,  
and  
tooth extractions

**Eligibility:** uninsured

**Required documentation:** Proof of income, proof of expenses, Social Security cards  
for everyone in the household, and picture identification.  
For utility assistance: current bill and past due letter. For  
prescriptions: the doctor's prescription.

**Programs:** Open ARM (Extension of Room in the Inn) Day center for Jackson's homeless  
community. (Fresh Start Program)

- Hospitality 6am-11am Mon-Fri.
- Life Skills Classes 1:30pm-4:30pm Mon-Thurs.
- Job Training Room in the Inn

Room in the Inn

- November 1-March 31.
- Winter shelter program for men only.

## **Aspell Recovery**

110 McCowat Street

Jackson, TN 38301

(731) 427-7238

(731) 423-3811 (fax)

[www.aspellrecovery.com](http://www.aspellrecovery.com)

**Contact:** Raven Billingsley, Admissions

**Hours:** 8:00am-4:00pm Monday-Friday (business hours)

**Services:** With a holistic approach to treatment, Aspell Recovery counselors work to assist clients dealing with chemical dependency and their families.

**Eligibility:** Must be an adult dealing with chemical dependency; top priority given to intravenous drug users.

**Required documentation:** None.

**Programs:** Residential Treatment  
Intensive Outpatient  
Transitional Living  
Independent Living  
Women's Treatment

## **Ayers Children's Center**

Note: this information has changed see Vanderbilt Specialty Clinic pg. 58.



**Barnabas Project** Note: Business update could not be verified, business not located.

72 Oakhaven Drive  
Jackson, TN 38305  
(731) 402-3232

**Contact:** Debbie Currie

**Hours:** No formal office hours

**Services:** Barnabas Project is a privately funded organization dedicated to helping Children and their families in need of funds for necessities that cannot be accessed from other agencies. They assist with food, clothing, furniture, and shelter.

**Eligibility:** The Barnabas Project Board reviews the referral information provided by the School Social Worker or School Counselor and makes the decision regarding provision of funds

**Referral Process: Students and/or their families are NOT given contact information.**

Only School Social Workers or School Counselors may call Barnabas and request assistance. That assistance is given in the form of a gift card to the worker/counselor who is to take the family shopping to use the card. All receipts must be returned to Barnabas after purchases are made.

## **Birth Choice**

391 Wallace Road  
Jackson, TN 38305  
(731) 664-8443

(800) 395-HELP (National 24-hour help hotline)

www.yourprivatechoice.com; [www.birthchoice.biz](http://www.birthchoice.biz), pregnancydecisionline.org

**Contact:** Ms. Chris Veteto, Clinic Director.  
**Email:** [chris@birthchoice.us](mailto:chris@birthchoice.us)

**Hours:** 9:00am-8:00pm Monday, Tuesday, Thursday  
9:00am-4:00pm Wednesday  
9:00am-1:00pm Friday

**Services:** Provides immediate services including pregnancy tests, ultrasounds for eligible clients (Jackson office only), and one-on-one support. Provides information about pregnancy and prenatal development, abortion procedures/risks, post-abortion trauma, alternatives to abortion (parenting and adoption), and sexually transmitted diseases. Support services include ongoing friendship and emotional support, infant care and responsibility education, maternity and baby clothes, baby furniture and supplies, and post-abortion support. Birth Choice can also provide referrals for medical care during pregnancy, adoption, and temporary housing. All services are free and confidential.

**Eligibility:** No requirements.

**Required documentation:** None.

## Boys and Girls Club of Jackson – Administrative Office and East Unit

832 Lexington Avenue  
 Jackson, TN 38301  
 (731) 422-2008 (administrative office)  
 (731) 423-3101 (fax)  
 (731) 423-0627 (East Unit)  
 Email: [sanderson@bgcjmc.org](mailto:sanderson@bgcjmc.org)  
<https://www.bgcjmc.org>

**Contacts:** Flowmont Anthony, East Unit Site Director.

**Hours:** Office Hours 8:00am-5:00pm, Monday-Friday  
 After School Hours 2:00pm-6:30pm, Monday-Friday

**Services:** Programs offered in the areas of character and leadership development, education, career development, health and life skills, the arts, sports, fitness and recreation, and specialized training and programs.

**Eligibility:** Youth ages 5-18. There is \$40.00/year membership fee for the East and Isaac Lane Units.

**Required documentation:** None.

**Programs:** Torch Club-Leadership and Service Club

- empower youth to support and influence their clubs and community
- sustain meaningful relationships with others
- develop positive self-image
- participate in the democratic process and respect their own and others' cultural identities

Money Matters-Financial Literacy Program

- set personal goals
- live successfully as self-sufficient adult

SMART Moves-Gang, Alcohol, and Drug Prevention Program

- children aged 6-12
- teaches healthy eating habits
- educates children about the dangers of drugs and alcohol
- educates the older children on sexually transmitted diseases

Drama Matters Afterschool-Drama Education Program

- develop their creativity and cultural awareness through knowledge and appreciation of the visual arts, crafts, performing arts, and creative writing

Triple Play-Mind, Body, and Soul Health Fitness Program

- develop fitness
- positive use of leisure time
- skills for stress management
- appreciation for the environment
- social skills

**Alternate Club Locations listed below:**

## **Boys and Girls Club of Jackson-Alternate Locations**

### **Allenton Heights Unit**

164 Allen Avenue

Jackson, TN 38301

(731) 422-4614

April Thomas and Kevin Ross, Site Directors

### **Isaac Lane Unit**

746 Lexington Avenue

Jackson, TN 38301

(731) 423-8086

Yolanda Campbell, Site Director

### **Lincoln Courts Unit**

266-A Roosevelt

Jackson, TN 38301

(731) 423-8961

April Thomas, Site Director

**Boy Scouts of America** West Tennessee Area Council

West Tennessee Area Council Service Center

1995 Hollywood Drive

Jackson, TN 38305 (731) 668-3787

Fax: 731-668-3788

<https://www.westtncscouts.org>

Email: Adrian.Hackett@scouting.org

**Contact:** Adrian Hackett, CEO/ Council Scout Executive**Services:** Prepares young people to make ethical and moral choices over their lifetimes by instilling in them the values of the Scout Oath and Law.

- Weekly meeting providing youth development to ages 5-21. Parents must sign for children's participation.

## **Camelot of Rural West Tennessee**

12925 South First Street

Milan, TN 38358

(731) 686-9383

(731) 686-9384 (Fax)

<https://www.thecamelotdifference.com/>

**Contact:** Referrals can be made online.

**Hours:** Monday-Friday 8:30am-5:00pm

**Services:** Camelot offers home-based services to children and families in Tennessee. Out clinical employees who provide these services are also trained in the techniques of trauma-focused cognitive behavioral therapy (TF-CBT) and motivational interviewing (MI).

Foster Care

Intensive Counseling

Outpatient Therapy

Tennessee Health Link

Substance Use

Family Preservation Services

**Eligibility:** Insurance is the payment method unless preservation services are required through DCS. Insurance accepted are Cigna, Blue Cross Blue Shield, United Health Care, Humana, Optum, Beacon, Amerigroup, Magellan, and ComPsych.

## Care Center of Jackson

351 North Liberty Street

Jackson, TN 38301

(731) 427-2273

<http://www.carecenterofjackson.org/>

**Contact:** Nathan Young, Owner

**Hours:** There are no formal hours.

**Services:** The Care Center of Jackson serves the homeless and abused women and their children.

**Eligibility:** Vivatrol (only MAT we accept)  
Capable of passing a drug and alcohol test  
Women with their children  
Pregnant women

**Required Documentation:** None

**Referral Process:** Client must complete an application and perform a person-to-person interview where we will want to know what has caused them to become homeless. After they are accepted, we create an individualized plan, and they will sign a progress contract. Progress will be reviewed monthly by the Care Center Staff and the resident will also be helped with financial accountability. There is no cost to the resident.

### Other Locations:

#### Peace Place

212 North Highland

Second Floor

Jackson, TN 38301

#### Grace Manor

427 Princeton Street

Jackson, TN 38301

## **Dream Center**

1970 North Highland Suite E

Jackson, TN 38305 (731) 512-0095

[info@dreamcenterjackson.com](mailto:info@dreamcenterjackson.com)

<https://www.dreamcenterjackson.com/>

**Contact:** Gail Gustafson, Executive Director

**Hours:** 9:00am-5:00om, Monday-Friday

**Services:** Dream Center is a short to long term shelter for women and children in the Jackson area experiencing crisis situations.

**Note:** Male children must be under the age of 17.

**Eligibility:** Only women and children. No men are allowed at the Dream Center. Admission is based on the situation such as emergency eviction, lost of employment, and/or victim of domestic violence.

**Required Documentation:** Clients must have photo identification.

**Referral Process:** Anyone can refer potential clients. Potential clients must come in for an interview and pass a drug screen test.

**Programs:** Alcohol and Drug Classes  
Chapel (three times a week)  
Windows (weekly job training class)  
Job Search Assistance/Transportation  
GED Classes



## **Exchange Club Carl Perkins Center for the Prevention of Child Abuse**

178 Airways Boulevard  
 Jackson, TN 38301  
 (731) 424-7900 (Phone)  
 (731) 424-2144 (Fax)  
 1-800-273-4747 (24-hour emergency/crisis hotline)  
[https:// www.carlperkinscenter.org](https://www.carlperkinscenter.org)

### **Child Advocacy Center**

182 Lexington Ave.  
 Jackson, TN  
 731-424-6464 (Phone)  
 731-697-5509 (Fax)

**Hours:** 8:00am-5:00pm, Monday-Friday (office)  
 24-hour assistance available with the emergency hotline

**Services:** Offers a variety of programs to deal with the issue of child abuse. Each family receives individualized service plan that is tailored to meet their needs. Programs include 24-Hour Hotline, crisis intervention, parent training/groups, child advocacy services, children's programs for physical or sexual abuse, and relative caregiver program. There is no charge for any services given.

**Eligibility:** Dependent upon the program.

**Required documentation:** None.

**Programs:**

- 24 Hour Hotline Services
- Forensic Interview Services
- Forever Parents
- Non-Offending Caregiver Support Group
- Nurturing Parenting
- Stewards of Children
- Support Services
- Trauma Focused-Cognitive Behavioral Therapy
- Victim Advocacy Services
- Volunteering Efforts
- Emergency Assistance
- Food and Clothing Assistance

AmeriCorps “One Child at a Time” Program  
Community Awareness Program

**Hotline to report Child Abuse:**

School Employees:	1-855-209-4226
General Hotline:	1-877-237-0004

## Faith-Based Programs

### First Baptist Church of Bemis

116 Bemis Lane

Jackson, TN 38301

(731) 427-5505

[fcbemis@fcbemistn.org](mailto:fcbemis@fcbemistn.org)

<https://fcbemistn.org>

**Services:** Comforters: They make comforters for hospice patients and baby blankets for the hospital. Plarn Ministry make mats for the homeless out of plastic bags. Room in the inn and the purpose is to provide shelter for homeless men in the Jackson area. The services provided for the guest include supper that night, breakfast in the morning, and a sack lunch when they leave, as well as a place to sleep.

**Hours:** Food Pantry-8:00am-4:00pm, Monday-Thursday

**Eligibility:** Must fill out form and bring identification card

### New St. Luke Missionary Baptist Church

1607 North Royal Street

Jackson, TN 38301

731-423-2228

<https://newstlukecmc.org/>

**Hours:** Monday-Friday 9:00am-5:00pm

**Services:** Kids/Youth Wednesday Bible study from 6:00pm-7:00pm, light dinner/snack provided at no cost. Transportation provided by church van, but parents must call by 4:30 on Wednesday to reserve van services. Summer camp for ages 5-12 during summer months for \$65 a week.

### Unity Temple

389 Lexington Avenue

Jackson, TN 38301

(731) 422-5103

(731) 424-6115 (Fax)

**Contact:** Joe Hunt, Food Pantry Director

**Services:** Mobile Food Pantry/Clothes Closet

**Hours:** First Tuesday of the month, 9:00am-11:30am, mobile food pantry  
Monday-Friday, 9:00am-11:30am, clothes closet (call first for availability)  
Church Office Hours: Monday-Friday, 8:00am-3:00pm  
Third Wednesday of the month: new registration and recertification, 9:00am-11:30am (recertification last one year)  
Third Wednesday: voucher for the Mid-South Food Bank truck.  
Truck from the Mid-South Food Bank comes First Tuesday

**Intake Process:** Walk-in or drive up on the mobile dates  
Call for details on eligibility and schedule  
Must provide proof of income or proof of being on some form of public assistance.  
Must bring proof of residence, photo ID, and proof of number of persons in your household.  
Must re-certify for the food pantry once a year.

**Program Fees:** No fee

**Eligibility:** Madison County residents with low income

**Woodland Baptist Church**

365 Wallace Road

Jackson, TN 38305

(731) 668-5780

[woodland@woodlandbaptist.com](mailto:woodland@woodlandbaptist.com)

<https://www.woodlandbaptist.com>

**Services:** Food pantry, call for times of services

## **Girl Scouts Heart of the South**

1007 Old Humboldt Road

Jackson, TN 38305

(731) 668-1122

1-800-624-4185

girlscoutshs.org

**Contact:** Contact through the website

**Services:** Provides programs that build character, good citizenship, life skills, mental and physical fitness for girls K-12 grades.

## **Health Connect America**

60 Lynoak Cove #B

Jackson, TN 38305

(731) 668-7593

(731) 660-7512 (fax)

Healthconnectamerica.com

**Hours:** 8:30am-4:30pm, Monday-Friday

**Required documentation:** make referral on the website

**Services:**

- In-home Preservation
- Intensive Outpatient
- Case Management
- Mental Health Skill Building
- Mentoring
- Parent Training and Support
- Trauma
- Assistance with Transportation
- Sexual and Physical Abuse Issues
- Autism Services
- Achieve Independence
- Achieve Trade School
- Behavioral Therapy
- Electronic Recycling Solutions
- Health Link
- Intensive In-home
- Psychiatric Clinical
- Substance Use Disorder
- Supervised Visitation
- Therapeutic Foster Care

**Jackson Housing Authority**

125 Preston Street  
Jackson, TN 38301  
(731) 422-1671

**Hours:** 8:00am-5:00pm, Monday-Friday

217 Lincoln Circle #A  
Jackson, TN 38301  
(731) 425-4634

**Hours:** 8:00am-3:00pm, Monday-Friday

**Services:** Public Housing  
Section 8 Housing

## Jackson Madison County Regional Health Department

804 North Parkway

Jackson, TN 38305

(731) 423-3020

(731) 927-8600 (fax)

<https://www.madisoncountyttn.gov/144/Health-Department>

**Contact:** Kim Tedford, RN

**Hours:** 8:00am-4:30 pm, Monday- Friday  
Tuesday hours extended until 6:30pm

**Services:** The Health Department provides public awareness and education of teen pregnancy; screenings for children between birth and 3 years old; inspection, consultation and regulation of sewage disposal, safe water supplies, food service and correction of vector control problems; physical examinations; information and education on health topics; prenatal care; preventive health like immunizations, TB testing, and sickle cell testing; rabies control; STD treatment and counseling; solid waste disposal; supplemental food voucher program for women and children; registration of births and deaths occurring in Madison County.

**Eligibility:** Need for services; must meet income screening guidelines.

**Required documentation:** Tenn Care, Medicare, proof of income.

**Referral process:** Community agencies; doctors; employer of client; made by appointment or walk-in.

**Programs:** Community Health Access and Navigation in Tennessee (CHANT)

- CHANT is a voluntary educational program designed to help local families navigate life.
- We engage families through home visits, calls, and office visits.
- We make sure you have the right tools and education to set up your family for success.
- We strive to make sure you have access to local resources for whatever situation you may be going through.
- We empower you to be your own advocate for your family.

Another part of CHANT is our Children and Youth with Special Health Care Needs (CYSHCN). CSS may provide comprehensive medical care for children with physical disabilities from birth to 21



years of age. Diagnostic and financial eligibility criteria must be met to participate in the program.

We host Monthly Parenting Class with the various topics each month. They are an hour long and involve discussion and a hands-on activity.

Chant Staff:

Lindsey Nanney, RN, Medical Lead

731-423-3020 EXT 2118

Ginger Rodgers, CHANT Team Lead

731-927-8546

Akila McNeal, Care Coordinator

731-927-8545

Lois Manley, Public Health Office Assistant

731-927-8559

**All programs are listed on the website, in addition to details for qualifications and how to apply.**

## **Jackson-Madison County School System (Uniforms) Corey's Gifts**

310 North Parkway

Jackson, TN 38305

(731) 506-2413

**Contact:** Rhonda Heard, Community Engagement Coordinator

**Eligibility:** Corey's Gift Referral Form is to be sent in by a School Counselor. School Counselors make the referral with the parent.

## Jackson Parks and Recreation

Main Office  
 180 Conalco Road  
 Jackson, TN 38301  
 (731) 425-8399  
<https://www.madisoncountyttn.gov/125/Parks-Recreation>

### Programs listed below:

#### Westwood Community Center

3 Westwood Garden Drive  
 Jackson, TN 38305  
 (731) 425-8370

**Contact:** Mark Mingledroff

**Services:** Provides after school childcare 2:30pm-5:00pm, Monday-Friday for children 5-12 years of age during the school year (cost \$100 per school year). No transportation provided. Also, provides summer day care program for ages 5-12 years, 8:00am-5:00pm. The cost is \$265.00 for the summer season. The program also sponsors Fall Soccer teams and Spring T-ball teams, basketball, and services as a registration center.

**Movies in the Park:** Monthly movies are shown from May-September at Liberty Garden and Shirlene Mercer Park. Check online for dates and times.

#### T.R. White Sportsplex

304 North Hays Avenue  
 Jackson, TN 38301  
 (731) 425-8380

**Contact:** Terry Smith

**Services:** Provides after school childcare 2:30pm-5:30pm, Monday-Friday for children ages 5-12 years of age during the school year (cost \$100 per school year). Provides summer day camp program for ages 5-12 years, 8:00am-5:30pm. The cost is \$135/270 (resident/non-resident) for the summer season. The program also sponsors T-ball ages 4-5, Coach Pitch ages 6-8, Baseball ages 9-12. Please call 425-8380 in March for sign up

date and time. Basketball begins in the Fall for ages 6-12 and in December ages 13-17. Please call 425-8380 for registration dates and times.

**Pool at T.R. White**

Monday-Saturday 1:00pm-4:00pm June/July

Child \$1.00 Adult \$1.00-\$2.00

**Jackson Transit Authority**

38 Eutah Street  
Jackson, TN 38301  
(731) 423-0200  
ridejta.com

**General Manger:** Travis Franklin

**Services:** Eight fixed bus routes within Jackson city limits. TennCare transportation per physician's referral to medical, dental, and therapy appointments. Students can access bus passes for \$1.00. June-August a bus pass can be obtained for \$20.00 per month for unlimited rides.

**JACO A**

900 East Chester Street  
Jackson, TN 38301  
(731) 423-3653  
(731) 422-2820 (fax)

**Contact:** Desiree Armstrong, Director of Admissions  
Taneca Brooks, Intake Coordinator

**Hours:** 8:00am-4:00pm, Monday-Thursday  
8:00am-3:30pm, Friday  
Closed, Saturday and Sunday

**Services:** JACO A is a substance abuse treatment facility that offers a 28-day inpatient treatment addiction, long-term beds for addicted men and women of Tennessee, intensive outpatient services, education and referral for underage offenders, and screening, treatment, and education for D.U.I. offenders through Prime for Life. They also offer employment and pre-employment drug screening, preferential admission for pregnant mothers and I.V. drug users, alcohol and drug treatment to indigent and low income families, prevention life skills education for at-risk youth, and regional training for Substance Abuse and Mental Health professionals in West Tennessee.

**Eligibility:** Eligibility determined by JACO A.

**Required documentation:** Valid Photo Identification, Birth Certificate, Social Security Card, Tenn Care, or other insurance card/information. Any current legal information/contacts

**Programs:** Short-term and long-term treatment  
Intensive Outpatient Program  
Men and Women's Housing  
DUI Classes  
Early Intervention  
Inpatient Program  
Tennessee Teen Institute

## **Jonah Affordable Housing**

513 North Royal Street

Jackson, TN 38301

(731) 427-0817

(731) 427-0944

[Jaho513@att.net](mailto:Jaho513@att.net)

**Contact:** Harold Nance, Executive Director  
Gwendolyn Wright  
Dyann B. Staten, Office/Program Manager  
Juana Jones, Receptionist

**Hours:** 9:00am-5:00pm Monday-Friday

**Services:** Develop affordable rental and home ownership opportunities for low to moderate income families. In addition to providing high quality and affordable housing.

**Servers:** Madison, Crockett, Gibson, and Haywood Counties

**Eligibility:** Complete an application at the agency or print form on website at [jahotn.org/rentals](http://jahotn.org/rentals) and mail to Jonah Affordable Housing Organization  
P.O. Box 7444  
Jackson, TN 38302

## Madison County Juvenile Court Services

224 Lexington Ave.  
Jackson, TN 38301  
(731) 423-6140  
(731) 423-6151 (fax)

**Contact:** Amy Jones, Director  
[ajones@madisoncountyttn.gov](mailto:ajones@madisoncountyttn.gov)

Phoenix Johnson, Assistant Director, Ext. 7123

**Hours:** 8:30am-4:30pm, Monday-Friday

**Services:** The mission is to serve the community, build stronger families, and teach accountability with a focus on rehabilitation through servant leadership.

**Eligibility:** Youth (under 18) and their parent/grandparent who have come to the attention of the Madison County Juvenile Court.

**Required documentation:** None.

**Referral Process:** Clients can be referred by law enforcement, schools, parents, and Court order.

**Programs:** Juvenile Court Probation (12-17)  
Detention  
Alcohol and Drug Safety Education  
Teacher Mentoring Program  
Victims Assistance Advocate  
Mental Health Court  
Unruly Parent Referral Services (such as caseworker, counseling, case management, residential placement)



**Mission Global Ministries** No **Note: Information could not be verified, no contact made, no contact info.**

162 Airways Boulevard  
Jackson, TN 38301  
(731) 424-3244

**Contact:** Fred Howard (Director)

**Hours:** 24 hours/day, 7 days/week

**Services:** Mission Global Ministries is a Christian-based shelter program for men.

**Eligibility:** Shelter is available to adult males who do not have severe physical or psychological problems

**Required documentation:** Clients wishing to reside at the shelter must go through an intake process and pass a screening test.

**Referral Process:** Applicants are usually referred for an intake application by other community agencies.

**Programs:** Assistance in finding and obtaining jobs. Programs for drug and alcohol as well as domestic abuse. Daily church services are available and there are chapel areas in each living area. Outside speakers are brought in to discuss various topics

## **Neighborhood Ministries**

**Note: This information has changed. See Operation Hope below on next page.**

## **Operation Hope**

1981 Hollywood Dr. (after school location)  
Jackson, TN 38305  
(731) 664-4673

**Contact:** Bruce and Debbie Hussey

**Hours:** 10:00am-5:30pm, Monday-Friday (after school)  
7:30am-5:00pm, Monday-Friday (summer program)  
Closed Saturday  
10:30am-1:00pm Sunday

**Services:** Operation Hope provides after-school activities and summer programs for school aged children throughout the Jackson area.

**Eligibility:** Children K-12<sup>th</sup> grade.

**Required Documentation:** Application at Operation Hope

**Programs:** After School  
Summer Program

## **Pathways Behavioral Health Services**

238 Summar Drive

Jackson, TN 38301

(731) 541-8200

1-800-587-3854 for appointments

1-800-372-0693 (24-hour crisis line)

**Hours:** 8:00am-5:00pm, Monday-Friday  
Crisis Services- 24 hrs./day  
Inpatient Services- 24 hrs./day

**Eligibility:** Private pay or insurance  
ages 4 to geriatric patient

**Services:** 24/7 Inpatient & Crisis Services  
Mobile Crisis  
Walk-in Triage Center  
Psychiatric Inpatient Unit  
Detoxification Unit  
Crisis Stabilization Unit  
Outpatient Services:  
Individual and Family Counseling  
Intensive Outpatient groups for children, adolescents, and adults  
Medication Management  
Case Management  
Homeless Outreach  
Individual Placement, Support, and Employment Services  
Individual Intensive Outpatient Counseling for Substance Abuse and Co-Occurring Disorders and Medication Assisted Treatment  
On-site Pharmacy  
Peer Support Services at Rainbow  
Drop-In Center

## Perimeter Healthcare

49 Old Hickory Blvd. E.

Jackson, TN 38305

(731) 668-7073 (Phone)

(731) 868-3073 (Fax)

(731) 868-3011 (Fax)

**Madison Oaks Academy** is a 73-bed psychiatric residential treatment facility specifically designed for children and adolescents. They are focused on providing exceptional treatment and support to children, adolescents, and their families through a multi-disciplinary treatment team approach.

**Contact:** N/A

**Hours:** Monday – Friday, 8:00 a.m. – 5:00 p.m. (office)

**Services:** 24-hour Nursing Services

Psychological testing (when indicated)

Board Certified Psychiatrist

Medical Services

Social Skills Training

Daily Group Therapy

Psycho-Educational Groups

Individual and Family Therapy

Substance Abuse Education

Educational Program (in house)

Discharge Planning

Recreational Therapy

Pre-adolescent Program

Gender Specific Programming

Free assessments to anyone who may need services

**Eligibility:** Males and Females Ages 9 – 17 upon admission, IQ 70 or higher, DSM IV-TR diagnosis, inability to be managed in a less restrictive setting with ongoing mental health symptoms

**Required Documentation:** Recommended contents of a clinical referral packet: Psychiatric and Psychological Evaluations, Medical History and Physical, Social History, Individual Education Plan, Previous Treatment History, and Provider Progress Notes

**Referral Process:** Anyone can make a referral to Madison Oaks Academy.

**Oak Hills Behavioral Center:** an acute inpatient psychiatric hospital that provides services to those requiring 24-hour supervision to treat psychological, emotional, physical, and spiritual needs.

**Hours:** Office hours 8:00am-5:00pm Monday-Friday  
On call 24 hours

**Eligibility:** Children and adolescents ages 6-17 upon admission  
TN care, Youth Villages referrals, Private Insurance

**Services:** Board Certified Child and Adolescent Psychiatrist  
24-hour supervision and nursing services  
Individualized treatment planning and psychiatric care  
Individual, group, and family therapy services  
Licensed registered nurses

## **QUINCO Mental Health**

45 Executive Drive  
Jackson, TN 38305  
(731) 664-2083

**Hours:** 8:00am-4:30pm, Monday-Friday

**Services:** QUINCO is an outpatient mental health center that provides a doctor on staff for prescribing medications, case management, medication visits, and individual therapy.

**Eligibility:** Everyone is eligible to receive services.

**Required documentation:** All clients must bring their insurance card, and low-income clients with no insurance can bring proof of income and address to be charged on a sliding scale.

**Programs:** Project H.E.L.P.

- Offers respite care to families dealing with emotional disturbance
- Volunteers available weekly or biweekly to provide children with companionship and guidance, therapeutic and recreational activities, occasional outings, help with schoolwork, and assistance in the development of social skills.
- Respite care for children ages 5-17 who are diagnosed with an emotional disturbance and who live at home with their caregiver.

## Relative Caregiver Program

Exchange Club Carl Perkins Center

178 Airways Boulevard

Jackson, TN 38301

(731) 424-7900 (office) (731)

660-2662 (fax)

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

**Contact:** Sherry Stanfill (Madison County Director)

**Hours:** 8:00am-5:00pm, Monday-Friday

**Services:** Provides support for relatives who are caring for non-custodial children in order to prevent the child's entry or re-entry into state's custody. Participation is voluntary and services are provided at no cost.

**Eligibility:**

- Caregiver must be related to the child by blood, marriage, or adoption.
- Caregiver must have primary control of child through informal family arrangement or through legal custody or guardianship.
- Child must live with caregiver in Northwest or Southwest regions of TN.
- Child must be 18 or younger; age 19 if the child will complete high school or equivalent vocational/technical training at this age.
- Caregiver and spouse must take part in in-home assessment and provide supporting documentation verifying program eligibility.
- Caregiver must agree to support services.
- Caregiver must be able to provide a safe home for the related child and be committed to providing that home if necessary.

**Required documentation:** Documents verifying program eligibility.

**Referral process:** Families can request services themselves or referrals can be made by forms (available at office locations) or by faxing family information to fax number listed above (Attn: Office Manager).

**Programs:**

- Day respite and recreation
- Educational training and workshops
- Case management and family advocacy services
- Outreach (tutoring, mentoring, referrals for counseling, legal services, etc.)
- Recreational activities for families
- Emergency financial/start-up assistance (clothing, furniture, and other necessities needed when child enters a home); additional eligibility requirements for financial assistance
- Monthly support groups for relative caregivers



**RIFA**

133 Airways Blvd.  
Jackson, TN 38301  
(731) 427-7963  
(731)427-3663 (fax)  
www.rifajackson.org

**Contact:** Lisa Tillman, Executive Director  
ltillman@rifajackson.org

**Hours:** Hours varies

**Services:** RIFA is a Christian nonprofit organization that meets the needs of the Jackson community and empowers individuals to prepare for the future by assisting with food, clothing, and training people in need by combining life-changing resources from area churches, businesses, and individuals.

**Eligibility:** No requirements

**Required Documentation:** None

**Programs:** Soup Kitchen

- Lunch  
Monday-Friday 11:30am-1:00pm  
Saturday 11:30am-12:30pm  
Sunday 2:00pm-2:30pm
- Dinner  
Tuesday, Thursday 5:45pm-6:30pm

Relief Services  
Snack Backpack  
Summer Club  
Food Bank  
Thrift Store  
Bus Passes  
Shower and laundry facilities

## **The Salvation Army**

125 Allen Avenue  
Jackson, TN 38301  
(731) 422-1271

**Contact:** Lieutenants David and Cheryl Moynihan (Commanding Officers)

**Hours:** 9:00am-5:00pm, Monday-Friday (main office)  
10:00am-12:00pm, Monday, Wednesday, Thursday (social service appointments)  
9:00am-5:00pm, Monday-Friday (Family Thrift Store)

**Services:** The Salvation Army is a Christian organization providing church and fellowship on Sundays for all ages. We also offer camp programs, emergency assistance with rent, utilities, disaster services and community outreach programs to youth, adults, and seniors. The Family Thrift Store offers used clothing, furniture and household items at a reasonable price.

**Eligibility:** People who find themselves in emergency situations due to loss of job, etc.

**Referral process:** Clients are seen by appointment only, and clients may call to make their own appointment.

**Required documentation:** Proof of income, identification, social security cards of all household members, proof of situation requesting assistance for, and proof of residence.

## Southwest Council on Children and Youth

Lowell Thomas State Office Building Box 13

225 Dr. Martin Luther King Drive

Jackson, TN 38301

(731) 423-6545

[www.tn.gov/tccy](http://www.tn.gov/tccy)

**Contact:** Rodger Jowers, SW Coordinator  
[Rodger.Jowers@tn.gov](mailto:Rodger.Jowers@tn.gov)

**Hours:** 9:00am-5:00pm, Monday-Friday

**Services:** The Tennessee Commission on Children and Youth is an independent agency created by the Tennessee General Assembly. The primary mission of the Commission is advocacy for improvements in the quality of life for Tennessee children and families.

**Programs:** Trainings for community service members on topics related to child advocacy  
Ombudsman Program: assure that necessary services are in place  
Direct Service Program: children in DCS custody or subject of CPS investigation

## **Southwest Human Resource Agency**

Madison County Office

273 N. Highland

Jackson, TN 38301

(731) 423-8768

**Contact:** Kate Hopson (Area Manager)

**Hours:** Monday-Thursday 8:30am-4:30pm

**Services:** SWHRA endeavors to enhance quality of life for the less fortunate. Their vision is to generate a new direction for social service delivery throughout the West Tennessee region.

**Eligibility:** Varies based on program.

**Required documentation:** Varies based on program.

**Programs:** Utilities assistance  
USDA Commodities  
Child Care Services for low-income/welfare Foster Grandparent Program  
Chore Services (for elderly and/or handicapped)  
Nutrition (delivery of meals)  
Job training (see Tennessee Career Center)

## **Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)**

East Jackson Health Department  
589 East College Street  
Jackson, TN 38301  
(731) 423-3020 (Health Department, press 1 for WIC)  
(731) 927-8602 (fax)  
Madison County Health Department  
804 North Parkway  
Jackson, TN 38305  
(731) 927-8600

**Contact:** Chris Ellis, Bonita Kelley, Nutrition Director

**Hours:** 8:00am–4:30 pm, Monday–Friday

**Services:** Food, nutrition counseling, and access to health services are provided to low-income women, infants, and children under the Special Supplemental Nutrition Program for Women, Infants, and Children, popularly known as WIC. WIC provides federal grants to states for supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children who are found to be at nutritional risk.

**Eligibility:** Participants are pregnant and breastfeeding women, infants, and young children under five years of age who are at risk of poor growth, who meet the required income guidelines

**Referral process:** Direct client contact or doctors refer

**Required documentation:** Must have a letter of support if receiving services from some other organization, proof of identity, and proof of housing.

## Suicide Prevention

### **National Suicide Prevention Lifeline** (also serves veterans crisis line)

1-800-273-8255 National Number  
 1-901-274-7477 local Memphis Number  
 Suicidepreventionlifeline.org (Chat)  
 1-888-628-9454 (Spanish)

The lifeline is free, confidential, and always available  
 Community crisis centers answer calls  
 Can call if concerned about someone

### **Jason Foundation**

1-888-881-2323

National hotline based in Hendersonville, TN

24 hours/day, 7 days/week

A youth suicide prevention program that connects callers to a counselor to discuss any problems including suicidal ideation, depression, etc.

Counselors can then refer callers to any needed treatment and connect them with important resources.

### **Mental Health Hotline**

1-800-353-9918 (Rural West Regional Survivors of Suicide)

Support for anyone who has lost a loved one through suicide

Provides group meetings and various forms of support

Suicide, Homicide, Psychiatric, or Needing Referrals

### **The Suicide Prevention (4 Survivors) Network**

Tnsuicidepreventionnetworktspn.org

Tn Statewide Crisis Line 1-855-274-7471 or 1-855-Crisis-1 (Open 24/7. 365 days)

All calls are routed to a trained crisis specialists free service

TSPN Crisis Text Line:

Text TN to 74174

TSPN Institute on Aging Friendship Line

1-800-971-0016 for ages 60+

**SWAG (Sisters with Aspiring Goals)**

1 Carruthers Drive

Jackson, TN 38301 (731)

803-4504

[aspiring.goals@gmail.com](mailto:aspiring.goals@gmail.com)

**Contact:** Ella Watkins

**Services:** Provides leadership, counseling, life skills, self-improvement, and guidance to girls ages 5-18. The girls participate in program presentations, informative workshops, field trips, and community service projects throughout the year. There is no cost to this program. Referrals are made to this program by school Counselors, mental health agencies and Juvenile Court. Please call Ms. Watkins at 803-4504 for more information.

## The STAR Center

1119 Old Humboldt Road

Jackson, TN 38305

(731) 668-3888

(731) 668-1666 (Fax)

Star-center.org

Email: [info@star-center.org](mailto:info@star-center.org)

**Hours:** 8:00am-5:00pm, Monday, Wednesday  
8:00am-6:00pm, Tuesday, Thursday  
8:00am-3:00pm, Friday

**Services:** Provides services for education, employment, and independence for all ages in West Tn and beyond including Assistive Technology, Employment Services, Home Care, Music Therapy, Speech/Language, Vision.

**Eligibility:** The STAR Center serves clients of all ages with physical disabilities, learning disabilities, Autism, Attention Deficit Disorder, spinal cord injury, Cerebral Palsy, developmental delays, emotional and behavioral problems, neuromuscular disease, head trauma, stroke complications, sensory dysfunction, communication disorders, intellectual disabilities, multiple sclerosis, visual or hearing impairments.

**Required documentation:** Dependent upon program. Inquire by phone.

**Programs:** ABA Therapy  
Assistive Technology Services

- Environmental Controls
- Workplace Accommodation

Employment Services

- Job Placement
- Job Readiness
- Job Coaching
- Self-Employment
- Supported Employment

Learning Lab Services  
Music Therapy

- Evaluation
- Screening
- Training

Outreach, Information, and Advocacy Services



Personal Assistance/Home care services

Speech Therapy Services

Vision Services

- Functional Vision
- Low Vision
- Independent Living
- Orientation
- Mobility Evaluation
- Training

Vocational Assessments

- Evaluation

## **Tennessee Career Center**

362 Carriage House Drive

Jackson, TN 38305

(731) 668-2040

[www.wtncc.tn.org](http://www.wtncc.tn.org)

**Contact:** Mark Chandler, Manager

**Hours:** Monday-Friday 8:00am-4:30pm

**Services:** The Tennessee Career Center offers free services to job seekers. These services include resource centers, access to employers, job fairs, access to job openings, networking, and job readiness information.

**Eligibility:** Services are free of charge and are available to anyone.

**Required documentation:** Two forms of identification.

**Programs:** The Career Center assists clients with the following:

- Finding jobs
- Resume completion
- Skills assessments
- Learning labor market information
- Customer training
- Employee recruitment
- Veteran services

## **Tennessee Community Services Agency**

310 East Park Square

Jackson, TN 38305

(731) 984-9030 (West Tennessee)

(866) 210-6114 (toll free)

(731) 884-2640 (corporate)

(731) 664-4623 (fax)

[tncsa.com](http://tncsa.com)

**Contact:** Don Patterson, Site Director

**Services:** TNCSA is a public agency created by the General Assembly of Tennessee with a broad mission of serving Tennesseans in need.

**Programs:** Housing Crisis Hotline 260-4663  
DCS monitoring and advocacy  
DCS Resource- parent advocacy and mentoring program  
Juvenile drug court  
Adult probation  
Family services counseling  
At-home support services  
Tenn Care Advocacy and outreach  
DIDDS program  
Independent Support Coordination for individuals with intellectual or developmental disabilities or through DIDDS

## **Tennessee Department of Human Services**

Family Assistance Program

225 Dr. Martin Luther King Drive

Jackson, TN 38301

(731)-426-0873

<https://tennessee.gov/humanservices>

**Hours:** 8:00am-4:30pm, Monday-Friday

**Services:** Family Assistance Service Center 1-866-311-4287  
Provides temporary housing, childcare, workforce development, and an employment program, SNAP/grocery stipend for qualifying families, child support program, and childcare.

## **Tennessee Domestic Violence Hotline/Tennessee Parents Hotline 1-800-356-6767**

Tennessee Domestic Violence Hotline/Tennessee Parents Hotline is a 24-hour resource helpline that offers advice, support, and referrals to local and statewide programs.

- For victims of domestic violence
- Calls can be made anonymously/ anyone can call
- Full family support
- All ages of children

### **National Domestic Violence Hotline**

Thehotline.org

1-800-799-7233

Text START to 88788

Hours: 24/7

Languages: English, Spanish, and 200+ through interpretation services

## Tennessee Early Intervention System

Southwest Region

1804 Highway 45 Bypass, Suite 201

Jackson, TN 38305

(731) 512-1550

(731) 512-1524 (fax)

[www.TN.gov/education/teis](http://www.TN.gov/education/teis)

**Contact:** Joan Kennedy (District Administrator)

**Hours:** 8:00am-4:30pm, Monday–Friday

**Services:** Tennessee’s Early Intervention System is a voluntary educational program for families with children ages birth through two years of age with disabilities or developmental delays. TEIS provides information, referrals, and continuing support for children with disabilities and for their families. Other services may include finding available transportation, housing, and available services in rural communities. TEIS will try to make referrals if a child does not qualify for their program, or they may “track” a child by keeping a touch with a family who has an “at risk” child.

**Eligibility:** TEIS serves children from birth to two years of age. A child who has a diagnosis of one of the disabilities listed on their website or a 25% delay in two developmental areas or a 40% delay in one area may be eligible.

**Referral process:** Agency referral or direct client contact.

**Required documentation:** None.

## **Tennessee Voices for Children**

1-800-670-9882

[tnvoices.org](http://tnvoices.org)

**Contact:** Dee Louthen, Intake Specialist

**Services:** Tennessee Voices for Children speaks out as active advocates for emotional and behavioral well-being of children and their families. We provide advocacy, training, support, referral, prevention, and early intervention services.

## Therapy and Learning Center

34 Garland Drive  
Jackson, TN 38305  
(731) 668-9070

- Contact:** Ron Kwasigroh, Director  
Jessica Beaver, Program Coordinator for Childcare and Early Intervention Program  
Kathy Joslin (731) 512-4089 School Therapy Manager  
Alice Williams (731) 512-4092 School Contracts Resources
- Hours:** 8:00am-5:00pm, Monday-Friday (Outpatient Therapy Clinic)  
7:30am-5:30pm, Monday-Friday (Child Care Education Program)
- Service:** The Therapy and Learning Center helps individuals with disabilities celebrate and develop their unique gifts.
- Eligibility:** varies dependent on program; birth to 3 years old-Early Intervention Program by (TEIS, Tennessee Early Intervention System) 731-421-6830, referral only
- Programs:** \*Pediatric Therapy Clinic- provides occupational therapy, physical therapy, and speech services ages birth-22 years.  
\*Early Intervention Program- referrals through TEIS (421-6830) ages birth-3years  
\*Child Care Program- serves children 8weeks-5years old. Includes children with all abilities.



## **United Way of West Tennessee**

470 North Parkway Suite B

Jackson, TN 38305

(731) 422 – 1816 phone

(731) 422 – 1872 fax

United Way is the opportunity for donors to 'unite' under one umbrella to change the community and improve lives. It also brings together volunteers, health and human service agencies, government officials and other leaders in the community to evaluate and respond to the immediate needs in West Tennessee.

**Hours:** N/A

**Services:** **211** (number to call to find local assistance)  
Christmas Partners  
Community Investment  
Disaster Recovery  
Free Tax Preparation

## **UT Extension Service-Madison County Office**

309 N. Parkway  
Jackson, TN 38305  
(731) 668-8543  
(731) 668-8440 (fax)

**Contact:** Mr. Kane Reeves, Extension Agent  
kreeves@tnstate.edu

**Hours:** 8:00am-5:00pm, Monday-Friday

**Services:** The University of Tennessee Agricultural Extension Service is ideally suited to provide needed education in agriculture, family and consumer sciences, community resource development and 4-H youth development. The Madison County office offers nutrition and cooking classes, one-on-one money management, home horticulture, and 4-H Youth Development.

**Eligibility:** No requirements.

**Required documentation:** None.

## **Vanderbilt Specialty Clinic**

37 Sandstone Circle Suite 100

Jackson, TN 38305

877-655-5437

- Hours:** 8:00am-4:30pm, Monday-Friday  
Hospital services available 24 hours/day, 7 days/week
- Services:** Helps empower women through education, and supports women through pregnancy, childbirth, illness, surgery, parenting and other health concerns.  
24-hour care and counseling on the emotional and physical effects of surgical and therapeutic treatments. Provides labor and delivery, pediatric ICU, and community patient consulting. Also provides presentations and education on breast health, pregnancy, and sexually transmitted diseases.
- Eligibility:** No requirements.
- Required documentation:** Insurance information needed for hospital services, but none required for Women's and Children's Center services.
- Programs:** Healthier Beginnings
- Healthy Start
  - Therapy and Learning Center

## **West Tennessee Hearing and Speech**

65 Ridgecrest Road

Jackson, TN 38305

(731) 668-6076

(731) 668-7033 [wthsc.com](http://wthsc.com)

**Contact:** Kimberly Moore  
kmoore@wthsc.com

**Eligibility:** ages 1 week to 18 years by physician's referral

**Hours:** 8:30am-5:00pm, Monday-Friday

**Services:** Provides diagnostic services, hearing aids, and speech therapy for adults and children with hearing problems in West Tennessee.

## **Wo/Men's Resource and Rape Assistance Program (WRAP)**

512 Roland Ave.

Jackson, TN 38301

(731) 668-0411 (central office)

1-800-273-8712 (24-hour helpline)

- Contact:** Mamie Hutcherson-Cooper (Executive Director)  
 mhutcherson@wraptn.org  
 Jenci Spradlin (Program Manager)  
 Jsprodlin@wraptn.org  
 Debora Bracklins (Domestic Violence Response Specialist)  
 Stephanie Pyle (Sexual Assault Response Specialist)  
 Michele Valdes (Crisis Response Specialist)
- Hours:** 8:30am-5:00pm, Monday-Friday  
 24-hour helpline
- Services:** WRAP provides services to incest survivors and victims of sexual assault and domestic violence. Staff and trained volunteers provide a variety of services.
- Eligibility:** Must be a victim of domestic violence or sexual assault.
- Required documentation:** None.
- Programs:** 24-Hour Crisis Line  
 Counseling/Therapy (individual and group)  
 Emergency shelter for domestic violence victims and their children  
 Hospital and Court Assistance  
 Public Education (presents programs on sexual assault, child sexual abuse prevention, domestic violence, trauma, resiliency, adverse childhood experiences, and self-defense)  
 Crisis Response Program  
 Safe House Program  
 Resource Linkage Program

## **Woodridge Behavioral**

**Note: this resource had changed. See Perimeter Healthcare pgs. 36-37.**

## **Youth Town**

Jericho for male and female adolescents  
3641 Youth Town Road  
Pinson, TN 38366  
(731) 988-5251

**Contact:** Elizabeth Matthews

**Services:** Residential counseling and treatment program for adolescent males and females ages 12-17. The program is a Christ Centered program with an accredited school on campus and on-site medical care.

## Youth Villages

24 Weatherford Square

Jackson, TN 38305

(731) 660-6760

**1-866-791-9227 (Mobile Crisis Line)**

**Hours:** 8:30am–5:00pm, Monday–Friday

**Services:** Youth Villages is a program based out of Memphis, TN designed to treat children in times of need and reunify families. When families are in trouble and on the verge of being separated, counseling is provided for them. Foster care is provided for children while parents are receiving treatment until the parents are suitable to get their children back into their own homes. There are also group homes for children. Youth Villages also has a Transitional Living Program designed to assist children who age out of Foster Care, a 24-hour mobile crisis services for children experiencing suicidal or homicidal thoughts, and Intensive In-home Counseling Services through their Intercept program.

**Eligibility:** Children and families who need help or counseling and children who have been removed from their homes by the Department of Children’s Services are eligible.

**Referral process:** There is an intake department based in Memphis, TN which decides how each child would be best served.

**Required Documentation:** Insurance information, social security number, birth date, etc.

**Programs:** Intercept  
 53 Conrad Drive  
 Jackson, TN 38305  
 (901)661-9381  
 Hours: 8:00am-4:00pm, Monday-Friday  
 Services for children with emotional or behavioral symptoms or abuse/neglect on a low to moderate income and ages infant to 18.