SCS Community Resource Guide

English as a Second Language (ESL) Department
“English Instruction for Academic Excellence”
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*Special thanks to Altagracia Moreno, Bilingual Counselor, for her commitment and dedication to the completion of this compilation of valuable resources for our community.
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
Debra Frantz
المديرة
frantzd1@scsk12.org

كانون الثاني يناير 15, 2019
أعزائي أولياء الأمور والطلاب،

مرحبًا 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 الأساسي هو توفير تعليم ممتاز لجميع الطلاب، نحن ندرك أنه قد يكون لديك بعض الأسئلة بينما بدأ أطفالك دراستهم هنا في SCS . نحن هنا للمساعدة!

إذا كنت بحاجة إلى المساعدة بلغتك الأم ، فيرجى الاتصال بمكتب ESL على الرقم 114-15409.
نحن تعمل مع الأفراد العاملين في المدارس وأعضاء المجتمع المحلي الذين يمتلكون العديد من اللغات التي تتحدث بها الطلاب والآباء. يمكن لمساندا لنا تأتي اللغة أن يقابلك في مدرستك للمساعدة في توصيل أي أسئلة أو مخاوف تتعلق بالمدرسة قد تكون لديك.

هذا قائمة من موارد مجتمع مقاطعة شيلبي و التي نأمل أن تساعدك في كل من حياتك اليومية SCS يتضمن دليل ESL في معرض ومع التنقل في مدارس مقاطعة شيلبي. كما أننا نقدم أيضًا وصفًا موجزًا لقسم اللغة الإنجليزية كثافة الثانية (ESL) لتزويدك بنظرة عامة حول برنامج ESL وعملياته وأجراءاته.
شكرا لك لاختيارك مدارس مقاطعة شيلبي! نطلع إلى تزويد طفلك بتعليم اللغة الإنجليزية للتميز الأكاديمي وتمكينه من أجل تحقيق أهداف الوجهة 2025.

 باحترام,

Debra Frantz
المديرة
الإنجليزية كثافة ثانية
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 2000 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 le 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
Ngày 15, tháng một, 2019

Kinh 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 bát quát của chúng tôi là cung cấp một nền giáo dục tuyệt vời cho tất cả học sinh. Chúng tôi nhận thấy bạn có một số câu hỏi khi con bạn bắt đầu học tại SCS. Chúng tôi ở đây để giúp đỡ!


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 Thứ hai (ESL) để cung cấp cho bạn một cái nhìn tổng quan 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 đến 2025.

Trân trọng,

Debra Frantz
Debra Frantz,
Giám đốc
Chương Trình Sông Ngữ
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 ELL Demographics (cont.)

### SCS Top 5 ELL Countries of Origin

- **USA**: 5499 (77%)
- **Honduras**: 523 (7%)
- **Guatemala**: 440 (6%)
- **México**: 544 (8%)
- **Yemen**: 143 (2%)

### SCS Top 5 ELL Languages

- **Spanish**: 6944 (91%)
- **Arabic**: 431 (6%)
- **Vietnamese**: 87 (1%)
- **French**: 71 (1%)
- **Fulani**: 67 (1%)
**WHO CAN YOU CALL FOR ASSISTANCE?**

**A GUIDE TO THE ESL CENTRAL OFFICE STAFF**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title/Role</th>
<th>Contact Information</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr. Abasi H. McKinzie</td>
<td>K-3 Instructional Advisor</td>
<td><a href="mailto:mckinzieah@scsk12.org">mckinzieah@scsk12.org</a></td>
<td>901-416-2045</td>
</tr>
<tr>
<td>Lisa Hoelmer</td>
<td>4-8 Instructional Advisor</td>
<td><a href="mailto:hoelmerll@scsk12.org">hoelmerll@scsk12.org</a></td>
<td>901-416-5503</td>
</tr>
<tr>
<td>James Lancaster</td>
<td>9-12 Instructional Advisor</td>
<td><a href="mailto:lancasterjk@scsk12.org">lancasterjk@scsk12.org</a></td>
<td>901-416-5737</td>
</tr>
<tr>
<td>Cyndi Purnell</td>
<td>Data Specialist</td>
<td><a href="mailto:purnellmc@scsk12.org">purnellmc@scsk12.org</a></td>
<td>901-416-6488</td>
</tr>
<tr>
<td>Orlando Bolaños</td>
<td>Bilingual Counselor</td>
<td><a href="mailto:bolanoso@scsk12.org">bolanoso@scsk12.org</a></td>
<td>901-416-6619</td>
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<tr>
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<td>Spanish translations for assigned schools</td>
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<td></td>
<td>District Translation Lead</td>
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<td>Bilingual Assistance Coordinator</td>
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<td></td>
<td>Immigrant Welcome Lead</td>
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<tr>
<td></td>
<td>ESL Transfers Lead</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cristina Villalpando</td>
<td>Bilingual Counselor</td>
<td><a href="mailto:villalpandoc@scsk12.org">villalpandoc@scsk12.org</a></td>
<td>901-416-6617</td>
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<td>Spanish translations for assigned schools</td>
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<td>Families Connect Liaison</td>
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<td>Arabic translations for assigned schools</td>
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<tr>
<td></td>
<td>District Translations Lead</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mai Mohammed</td>
<td>Bilingual Counselor</td>
<td><a href="mailto:mohammedmm@scsk12.org">mohammedmm@scsk12.org</a></td>
<td>901-416-4675</td>
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<tr>
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<td>Debra Frantz, ESL Director</td>
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<td><a href="mailto:frantzDL@scsk12.org">frantzDL@scsk12.org</a></td>
<td>901-827-2674</td>
</tr>
<tr>
<td>JoAnn Armstrong, ESL Admin</td>
<td></td>
<td><a href="mailto:armstrongje@scsk12.org">armstrongje@scsk12.org</a></td>
<td>901-416-2317</td>
</tr>
</tbody>
</table>

**Community Resources for Immigrant Students & Families**

*English Instruction for Academic Excellence!*
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](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/](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

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

**Northeast Regional Office - ESL Office**

920 N. Highland, 38122

**Health**

*English Instruction for Academic Excellence!* 15
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

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.shelbycountytn.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.miamiemphis.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
El-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

Deneuville Learning Center
190 S Cooper Street
Memphis, TN 38104
901-726-5902
www.deneuvillecenter.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
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
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.shelbycountyn.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.

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**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.orpheum.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**
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