

Transportation Assistance

Memphis Area Transit Authority (MATA)

Effective through Thursday, April 30, 2020, all Memphis Transit Authority (MATA) fares are free to all customers and Sunday routes are in effect every day until further notice. MATA is continuing to operate its normal service at this time. Free fares will also help MATA to reinforce social distancing measures since passengers will be asked to board through the rear doors to limit direct contact with the operators. Passengers using assistive devices will still be able to board using the front door/ramp. For more information, visit www.matatransit.com.

Mid-South Area Transportation Services- Delta Human Resource Agency

915 Highway 51-South
Covington, TN

(901) 476-5226 (general inquiries) or (901) 475-1460 (ADA assistance)

Round trip travel between Shelby County service areas is \$5 per person of any age and free for TennCare riders. Service areas in Shelby County **ONLY** include Millington, Arlington, Eads, and Collierville. Available Monday-Friday between 6:00am-6:00pm and appointments must be scheduled at least three (3) days in advance. There are no income restrictions and no destination restrictions within the service areas.

Housing Assistance

Shelby County Community Services Agency- Utility and Rent/Mortgage Assistance

Hickory Ridge Mall (corner of Winchester and Hickory Hill)
Memphis, TN 38115

(901) 222-4212 (messages returned within 24 hours)

Shelby County Community Services Agency is only accepting email and mail in applications for rental/mortgage assistance. All applications can be found online at

<https://www.shelbycountycsa.org/covid-19>. All *rent/mortgage applications*, along with supporting documents, can be emailed to CSBG@shelbycountyttn.gov.

Utility Assistance Applications, along with supporting documents, can be emailed to LIHEAP@shelbycountyttn.gov or if you've received assistance between October 1, 2017 and September 1, 2019 you can apply online. New customers or those who received assistance prior to October 1, 2017 should still apply by email or mail. Please note that all emailed applications are unsecured and you should always use your discretion when sending personal information online. To learn more about receiving up to \$650 toward your utility bill and how to apply, visit www.shelbycountycsa.org

MIFA – Emergency Services

910 Vance Avenue
Memphis, TN 38126
(901) 527-0208

Provides emergency rent, utility, mortgage, and housing assistance to those in need. Applications are accepted online only at www.mifa.org/apply. The MIFA hotline for homeless families is available 24/7 for families with children under the age of 18. Please call (901) 529-4545. Additional emergency assistance can be provided by calling (901) 527-0226.

Memphis, Light, Gas & Water

The Memphis Light, Gas and Water Division is a municipal public utility serving Memphis and Shelby County, Tennessee. Utility disconnections have been suspended for 60 days but customers will continue to accrue charges during that time until further notice. MLGW Community Offices are closed for public access due to COVID-19 restrictions. Please use drive-thru or drop box locations if you must pay in person. Phone: (901) 544-6549.

Community Alliance for the Homeless

Connects individuals and families facing homelessness with community resources. Please check the website for up to date status of most homeless service providers and apply for assistance. More information can be found here: www.cafth.org.

Family Safety Center

Provides assistance with completing Orders of Protection in critical safety cases. Screening for assistance is only completed by phone and all in-person client services are suspended until further notice. For a safety screening via phone, please call (901) 222-4400. The domestic violence emergency shelter is open 24/7 and the 24-hour crisis line can be reached at (901) 249-7611.

YWCA of Greater Memphis

Provides limited transportation, 24/7/365 for Domestic Violence Shelter and Services. Shelter and services (serving those fleeing domestic/ intimate partner violence & some fleeing family violence; accepts male children of all ages); can be applied for by calling (901) 274-2728. The 24/7 domestic violence hotline is (901) 725-4277.