The Problem
While about 1.4 million Tennesseans need legal representation but cannot afford it, there are only about 100 legal aid attorneys in the state to provide them with counsel. These attorneys provide exemplary services working above and beyond to meet the need in their communities. However, many Tennesseans remain without access to legal care, particularly in rural areas or communities with increased barriers to services. Indeed, many who might be eligible for free help never get it, not only because of scarce resources, but also because they either do not know where to turn for help or do not believe that a free legal resource would help them.

Tennessee Access to Justice Commission
The Access to Justice Commission is an initiative of the Tennessee Supreme Court that provides collaborative leadership to create solutions and resources that address and eliminate barriers to justice for all. The Commission develops a strategic plan every two years to address the current legal needs across the state. Some of the goals set in 2018 include building a funding process, strengthening and refining support services, developing and equipping the network, and promoting a well-defined brand.

The Tennessee Faith and Justice Alliance (TFJA)
Many people seek crisis assistance in non-legal settings such places of worship. Research suggests that up to 60% of people turn to their faith communities in times of crisis, and may not turn to a lawyer until much later--often too late. The Tennessee Faith & Justice Alliance (TFJA), an Access to Justice initiative, is an alliance of faith-based groups in Tennessee who commit to providing legal resources to their congregations and communities.

The TFJA trains religious leaders to identify problems with potential legal remedies. For instance, not everyone dealing with issues like eviction, foreclosure, the denial of government benefits, or debt collection even knows that they may be eligible for legal relief. The TFJA develops various programs, including referral networks, legal clinics, legal information trainings, and more, to help change that. The TFJA also helps to recruit volunteer attorneys, provides malpractice insurance for them, and gives continuing legal education credits for their work at the state’s many legal clinics.
Clinic-In-A-Box Forms
All the forms you need to host a clinic are located on the Access to Justice website.

In addition to the forms detailed in "CLE & Malpractice Forms" below, there are additional forms that clinic coordinators may choose to use such as outreach flyers, client instruction forms, intake forms, etc.


CLE & Malpractice Forms
The TFJA offers the option of CLE Credit and Malpractice Coverage for all faith-based legal clinics that submit the following forms immediately following the clinic. The required forms are:

1) Volunteer Attorney Sign-In - must include name, BPR, time in and out.
2) Volunteer Attorney Surveys - one per volunteer attorney OR Pro Bono Initiative Coordinator Summary
3) Client Satisfaction Surveys

Contact Information
Tennessee Supreme Court, Administrative Office of the Courts
511 Union St Ste 600, Nashville, TN 37219
(615)741-2687
ATJInfo@tncourts.gov
@JusticeForAllTN
www.JusticeforAllTN.com

Kimi deMent, Pro Bono Coordinator and TN Faith & Justice Liaison
Anne-Louise Wirthlin, Access to Justice Director
Cara Anne Greene, Program Assistant
State Attorney Participation

State attorneys are able to participate in the Tennessee Faith & Justice Alliance (TFJA) as we partner with the legal service provider, Tennessee Alliance for Legal Services (TALS), to provide attorneys with the required malpractice insurance. Depending on the particular agency, state attorneys may have to limit their participation to serving as resources for legal referrals and basic legal information. State attorneys should contact the Access to Justice Commission at ATJinfo@tncourts.gov or (615) 741-2687 regarding barriers to participation.

Judicial Branch Attorneys
The pro bono activities of judicial branch attorneys are governed by Tennessee Supreme Court Rule 5 and Tenn. Code Ann. § 16-3-804. Although these attorneys are precluded from representing a client in court, the rule and statute makes clear that these attorneys are still able to participate in pro bono legal activities through an organized legal services provider that provides them with malpractice insurance.

Attorney General’s Office Attorneys
The pro bono activities of attorneys in the Attorney General’s Office are governed by internal policies as well as Tenn. Code Ann. § 8-6-107. Similar to judicial branch attorneys, these attorneys may participate in pro bono activities as long as they do so through an organized legal services provider that provides them with malpractice insurance. In addition, the attorneys in this office need to seek approval from their supervising attorney to participate.

Executive Branch Attorneys
The pro bono activities of attorneys of executive branch agencies are governed by the internal policies of each agency as well as Tenn. Code Ann. § 23-3-102. The statute makes clear that these attorneys are able to participate in pro bono legal activities through an organized legal services provider that provides them with malpractice insurance, barring any restriction from the particular agency of which they are employed.
Memphis Area Legal Services, Inc. (MALS)

Services: MALS provides numerous civil legal services for the counties of Fayette, Lauderdale, Shelby, and Tipton. MALS helps individuals and families facing critical, sometimes life-threatening, situations, such as domestic violence; mortgage foreclosure, eviction, or homelessness; wrongful denial of health care, food stamps, unemployment compensation, and other assistance; consumer fraud or predatory lending; and special challenges of children and the elderly.

Eligibility: Clients who meet financial guidelines for low-income households are eligible for assistance from MALS.

Contact: (901)523-8822, 8:30 am - 5:00 pm, Monday - Friday, info@malsi.org
22 N. Front Street, 11th Floor, Memphis, TN 38103
www.malsi.org

Community Legal Center (CLC)

Services: CLC provides civil legal services to those with limited means and those at risk, including populations not served by other legal aid agencies in Shelby County.

Contact: (901)543-3395, 9:00 am - 5:00 pm, Monday - Friday, info@clcmemphis.org
910 Vance Avenue, Memphis, TN 39126
www.clcmemphis.org

Legal Information for Tennesseans (LIFT)

Services: LIFT can be used to search for legal information, legal forms, and attorneys in Tennessee. Additionally, the program allows Tennesseans to search library databases for legal documents and to speak with local librarians about accessing legal information in local libraries.

Contact: www.legalinfotn.org

Legal Help
Southeast Tennessee Legal Services

Services: Southeast Tennessee Legal Services is a legal resource that has merged with the Legal Aid Society of East Tennessee. However, its website remains available to the public and offers free forms and information for those who pursue legal actions without an attorney. The website offers forms and information on the following areas of law: property, estate planning, conservatorships, divorce, housing, consumer issues, General Sessions Courts, Juvenile Court, Circuit Court, Chancery Court, Orders of Protection, family, and more. The site also offers booklets on whether you should represent yourself, attorneys and limited representation, and judicial commitment.

Contact: www.selegal.org
Tennessee Alliance for Legal Services (TALS)

**Services:** TALS is an alliance of the federally-funded legal aid programs, independent providers of civil legal services, and supporting agencies in Tennessee.

Tennessee Free Legal Answers, formerly Online Tennessee Justice, is a web-based pro bono clinic for low-income Tennesseans. Qualifying users can post questions about their civil legal needs and receive basic legal information and advice from licensed attorneys.

www.tn.freelegalanswers.org

1-844-HELP4TN (1-884-435-7486) is a toll-free helpline that offers civil legal information and referrals to Tennesseans from volunteer lawyers. Depending on time of day and call volume, calls may be directed to leave a message and will be returned as soon as possible.

www.HELP4TN.org is a free website designed to provide Tennesseans with a broad range of civil legal and social services resources in a one-stop venue. The site is maintained by licensed attorneys and contains resources from across Tennessee.

The Legal Wellness Checkup is not legal advice but can help you learn your rights and figure out how to get legal help when you need it. It is free to take the Legal Wellness Checkup. The Legal Wellness Checkup is made for people who live in Tennessee. Your personal identifying information will not be shared with anyone by the Legal Wellness Checkup.

**Contact:** (615)627-0956, (888)395-9297, 1-844-HELP4TN (1-884-435-7486)
50 Vantage Way, Suite 250, Nashville, TN 37228

www.tals.org
www.HELP4TN.org
Arts

Tennessee Volunteer Lawyers and Professionals for the Arts (VLPA)

Services: VLPA provides legal assistance and education to low-income artists and non-profit arts organizations statewide. VLPA operates on an ongoing basis, assisting clients both in-house through its volunteer legal associates and legal interns or by matching them with a pro bono volunteer lawyer. VLPA also hosts quarterly legal clinics in the community.

Contact: info@abcnashville.org
1900 Belmont Boulevard, Nashville, TN 37212
www.abcnashville.org/volunteer-lawyers-professionals-for-the-arts-vlpa-2

General Legal Help

West Tennessee Legal Services (WTLS)

Services: WTLS provides numerous services for people in Benton, Carroll, Chester, Crockett, Decatur, Dyer, Gibson, Hardeman, Hardin, Henderson, Henry, Lake, Madison, McNairy, Obion, and Weakley Counties. WTLS is able to assist with cases involving family, juvenile, public benefits, health, housing, elder law, mortgage, food stamp outreach, disaster assistance, etc.

Eligibility: Clients who meet financial guidelines for low-income households are eligible for assistance from WTLS.

Contact: (731)423-0616, (800)372-8346, 8:00 a.m. - 4:30 p.m. for a referral
www.wtls.org/Contactus.htm
www.wtls.org
www.las.org/booklets
www.laet.org/Need-Help/Legal-Information.aspx
Consumer and Debt

State of Tennessee Consumer Affairs Division

**Services:** The State of Tennessee Consumer Affairs Division allows those in need to access resources and information to file complaints with businesses. After unsuccessfully talking with the business, its manager, and its owner/headquarters, consumers may file a complaint with the Tennessee Division of Consumer Affairs. Complaint forms are available online.

**Eligibility:** The consumer must live in Tennessee, or the business must be located in Tennessee. Consumers are urged to contact the business, its manager, and owner/headquarters before filing a complaint.

**Contact:** (615)741-4737, consumer.affairs@tn.gov
500 James Robertson Parkway, Nashville, TN 37243
www.tn.gov/commerce/consumer/file-a-complaint.html

Tennessee Department of Financial Institutions Services

**Services:** The Tennessee Department of Financial Institutions Services provides financial literacy training to groups ranging from elementary schools to adults. Topics include budgeting and credit, Mortgage 101 sessions. Additionally, as the regulator for a majority of the financial institutions that operate in the state, they assist consumers that may be experiencing problems with an institution through their consumer complaint process.

**Contact:** (800)778-4215, (615)253-2023
Free Hours: M-F 8-4:30 and by appointment when needed
www.tn.gov/tdfi
Disability

Disability Rights Tennessee (DRT)

Services: DRT advocates for the rights of Tennesseans with disabilities to ensure that they have an equal opportunity to be productive and respected members of our society. For people who qualify, DRT may be able to assist with problems related to disabilities, including abuse and neglect outside of the home, discrimination in housing, transportation, employment, access to public and private programs and services, access to mental health, rehabilitation and support services, access to appropriate education programs and services, obtaining and utilizing assistive technology services and devices, and access to vocational rehabilitation services that promote employment and independence.

Eligibility: All people with disability-related concerns are eligible for information and referral services. Acceptance of direct advocacy and legal cases must be determined by federal guidelines and public-driven priorities.

Contact: (615)298-1080, (800)342-1660, GetHelp@disabilityrightstn.org
2 International Plaza, Suite 825, Nashville, TN 37217
www.disabilityrightstn.org

Tennessee Disability Pathfinder

Services: This website provides a way for families and individuals to find disability resources and services in Tennessee.

Contact: (800)640-4636
www.kc.vanderbilt.edu/pathfinder

Domestic Violence and/or Immigration

An Abuse, Rape, Domestic Violence Aid and Resource Collection

Services: The Collection lists resources available, including shelters and safe houses, to domestic violence victims by county.

Contact: www.aardvarc.org
Domestic Violence and/or Immigration

End Slavery Tennessee

Services: This organization targets human trafficking through education, training, prevention, and aid to victims.

Contact: (615)806-6899, info@endslaverytn.org
50 Vantage Way, Suite 255 Nashville, TN 37228
www.endslaverytn.org

Family Safety Center of Memphis and Shelby County

Services: This resource provides civil, criminal, health, and social services for victims of family violence. Services include aid with Orders of Protection, advocacy, advice, consultation with District Attorneys, law enforcement reports, prosecution support, safety planning, shelter and therapy referrals, counseling, and religious support.

Contact: (901)222-4400
1750 Madison Avenue, Suite 600, Memphis, TN 38104 (physical)
P.O. Box 40091, Memphis, TN 38174 (mailing)
www.familysafetycenter.org

Criminal Injuries Compensation Fund

Services: The Fund assists victims of crimes or, in the case of a victim's death, their dependent relatives. These payments are intended to defray the costs of medical services, loss of earnings, burial costs, and other financial losses incurred as a direct result of personal injuries sustained by a criminal offense.

Eligibility: Eligible crimes generally include, but are not limited to, homicide, aggravated assault, sexual assault, robbery by force, and drunk driving.

Contact: (615)741-2734, Criminal.Injury@tn.gov
Andrew Jackson Building, 502 Deaderick Street, 15th Floor, Nashville, TN 37243
www.treasury.state.tn.us/injury
Domestic Violence and/or Immigration

Memphis Sexual Assault Resource Center

Services: This resource provides shelter, transportation, counseling, support groups, advocacy, case management, referrals, and more to the counties of Madison, Gibson, McNairy, Henderson, Decatur, Benton, Crockett, Haywood, Hardin, Hardeman, Chester, Carroll, Henry, and Wayne.

Contact: (800)273-8712
62 Directors Row, Jackson, TN 38305
www.wraptn.org/home.html

National Domestic Violence Hotline

Services: The Hotline provides a directory for resources for domestic violence, including 24 hour hotlines, assault centers, and local resources.

Contact: (800)799-7233
www.thehotline.org

Shelby County Rape Crisis Center

Services: This resource provides forensic nursing, advocacy, and counseling services regardless of whether or not the victim is reporting to law enforcement.

Contact: (901)222-4350
1750 Madison Avenue, Suite 102, Memphis, TN 38104

WomensLaw.Org

Services: WomensLaw.Org provides services and information on laws that impact domestic violence victims. Legal topics include restraining orders, divorce, child custody, guns, parental kidnapping, and crimes. Tribal and religious laws impacting domestic violence are also included.

Contact: www.womenslaw.org/laws/tn
Domestic Violence and/or Immigration

Help4TN Services:
Help4TN provides information and resources regarding senior legal issues, including conversatorship, elder abuse, benefits and much more.

Contact: 1-844-HELP4TN, (844)435-7486
www.help4tn.org/topics/600/senior-legal-issues

Elder

Aging Commission of the Mid-South

Services: The Commission advocates for and assists older adults and adults with disabilities with the goal of seeing them lead independent, meaningful, and dignified lives in their own homes and communities as long as possible. This resource serves the counties of Fayette, Lauderdale, Shelby, and Tipton.

Contact: (901)222-4100
2670 Union Avenue Extended, Suite 1000, Memphis, TN 38112
www.agingcommission.org/home0.aspx

HELP4TN

Services: Help4TN provides information and resources regarding senior legal issues, including conversatorship, elder abuse, benefits and much more.

Contact: 1-844-HELP4TN, (844)435-7486
www.help4tn.org/topics/600/senior-legal-issues
Elder

Tennessee Bar Association’s Seniors Legal Handbook

Services: The Tennessee Bar Association’s publication on elder law addresses issues, including Social Security, Supplemental Security Income, Medicaid, pension rights, veterans’ issues, reverse mortgages, taxes, the Affordable Care Act, elder care, estate planning, guardianship, and much more. It is available online at the link below.


Tennessee Commission on Aging and Disability

Services: The commission provides information on health needs and available services, Alzheimer’s and dementia, guardianship issues, Medicare, home makers, personal care, and meal delivery. You can report cases of elder abuse and request an advocate for the elderly in facilities, access a directory of Senior Centers, and access Tennessee SHIP (State Health Insurance Assistance Program).

Contact: Laverdia McCullough, Emergency Preparedness Coordinator, (615)741-2056, laverdia.mccullough@tn.gov
502 Deaderick Street, 9th Floor, Nashville, TN 37243
www.tn.gov/aging.html
www.tnmedicarehelp.com/index.aspx
Tennessee State Health Insurance Assistance Program (SHIP) and SMP: Empowering Seniors to Prevent Healthcare Fraud

**Services:** The Tennessee SHIP Program offers free and objective counseling about Medicare insurance to all Medicare beneficiaries and their caregivers. SMP offers assistance in educating beneficiaries on identifying and preventing Medicare and Medicaid fraud, waste, and abuse. Both programs work hand in hand to assist all Tennesseans with their questions and concerns about Medicare issues. Working through federally funded grants from the Centers for Medicare and Medicaid Services and the Administration on Aging, SHIP and SMP is administered throughout the nine Area Agencies on Aging and Disability.

**Contact:** www.tnmedicarehelp.com
Healthcare

Substance Abuse and Mental Health Services Administration (SAMHSA)

**Services:** SAMHSA is a part of the U.S. Department of Health and Human Services and leads public health efforts to advance the behavioral health of the nation.

**Contact:** (800)662-HELP, (800)662-4357  
www.beta.samhsa.gov/find-help  
www.findtreatment.samhsa.gov  
www.beta.samhsa.gov/grants

Tennessee Justice Center (TJC)

**Services:** The TJC is a non-profit, public interest law and advocacy firm serving families in need. TJC gives priority to policy issues and civil cases in which the most basic necessities of life are at stake, and where advocacy can benefit families statewide. TJC focuses on providing services to those who are in need of TennCare or who are already eligible for TennCare. TJC helps low-income families obtain essential health care, food aid, and family assistance. TJC also provides information to the uninsured and provides information on the Affordable Care Act.

**Eligibility:** TJC does not assist people with private insurance. To qualify for assistance, clients must be uninsured, or potentially eligible for or already receiving TennCare or coverage through the Affordable Care Act.

**Contact:** (615)255-0331, (877)608-1009  
211 7th Ave. North, Suite 100, Nashville, TN 37201 37219  
www.tnjustice.org
Housing and Homelessness

Community Alliance for the Homeless and Project Homeless Connect Memphis

**Services:** Community Alliance for the Homeless provides to those with housing issues referrals to shelters, utility assistance, and emergency services. Project Homeless Connect (PHC) links homeless individuals and families with the resources needed to help them move toward housing and self-sufficiency. PHC is a one-day event that provides help in legal issues, employment, mental and substance abuse, medical screenings, and more.

**Contact:** (901)527-1302
44 N. Second Street, Suite 302, Memphis, TN 38103
www.communityallianceforthehomeless.com

Mortgage Assistance Hotline

**Services:** The Hotline provides assistance for homeowners facing foreclosure and mortgage issues. Callers can get free counseling over the phone or a referral for in-person counseling at a local nonprofit. This program provides relief to eligible homeowners, such as loan modifications, refinance, forbearance, and short sales. The program also sets out new servicing standards for the servicers to implement to improve communications.

**Contact:** The hotline is staffed Monday through Friday from 7:00 am to 6:00 pm CST.
(855)876-7283, (800)228-THDA
thda.org
www.tn.gov/attorneygeneral

National Alliance to End Homelessness

**Services:** The Alliance works with the public, private, and nonprofit sectors to build state and local capacity, leading to stronger programs and policies that help communities achieve the goal of ending homelessness.

**Contact:** (202) 638-1526, naeh@naeh.org
1518 K Street NW, Suite 410, Washington, DC 20005
www.endhomelessness.org
Housing and Homelessness

National Coalition for the Homeless

**Services:** The Coalition links people who are currently experiencing or who have experienced homelessness with activists and advocates, community-based and faith-based service providers, and others who are committed to preventing and ending homelessness, ensuring the immediate needs of those experiencing homelessness are met and their civil rights are protected. They advocate for justice in the areas of housing, economics, healthcare, and civil rights through public education, policy advocacy, and grassroots organizing.

**Contact:** info@nationalhomeless.org
2201 P Street NW, Washington, DC 20037
www.nationalhomeless.org

Tennessee Human Rights Commission

**Services:** In addition to providing other services, the Human Rights Commission helps those who believe they have been discriminated against in the context of housing issues.

**Contact:** (615)741-5825, (800)251-3589, ask.thrc@tn.gov
312 Rosa L. Parks Avenue, 23rd floor, Nashville, TN 37243
www.tn.gov/humanrights

Human Rights

Tennessee Human Rights Commission

**Services:** The Commission is responsible for enforcing the Tennessee Human Rights Act and the Tennessee Disability Act, which prohibit discrimination in housing, employment, and public accommodation on the basis of race, color, creed, national origin, religion, sex, disability, familial status (housing only) and age (40 and over in employment). The Commission is also responsible for coordinating the state’s compliance with Title VI of the Civil Rights Act of 1964, which prohibits discrimination based on race, color, and national origin by state agencies receiving federal financial assistance.

**Contact:** (800)251-3589 (general information), (800)325-9664 (housing), ask.thrc@tn.gov
312 Rosa L. Parks Avenue, 23rd floor, Nashville, TN 37243
www.tn.gov/humanrights
Identity Theft

Criminal Investigation Division

**Services:** The website is a guide that provides victims of identity theft with access to major resources to contact in order to protect their identity from further theft. It also details the steps victims should take and provides contact information for additional resources.

**Contact:** (615)251-5166, email.safety@tn.gov
1148 Foster Avenue, Cooper Hall, Nashville, TN 37243
www.tn.gov/tbi/crime-issues/crime-issues/identity-theft.html (type in identity theft in the search bar)

Federal Trade Commission

**Services:** The commission prevents unfair, anti-competitive, or deceptive business practices. This commission accepts complaints for identity theft and consumer issues.

**Contact:** (877)382-4357
www.ftc.gov

Immigration

Catholic Charities of West Tennessee

**Services:** Catholic Charities offers a variety of services to meet the needs of a diverse population in the West Tennessee area. These programs include feeding the hungry, adoption and pregnancy counseling, child welfare services, refugee and immigration services, family counseling, housing, as well as services for seniors.

**Eligibility:** Please note that sometimes there are fees involved.

**Contact:** (901)722-4700
1325 Jefferson Avenue, Memphis, TN 38104
www.ccwtn.org
Immigration

Community Legal Center of Memphis

**Services:** The center offers a variety of legal services to low-income immigrants who live within the jurisdiction of the Memphis Immigration Court.

**Contact:** (901)543-3395, info@clcmemphis.org
910 Vance Avenue Memphis, TN 38126

Justice for Our Neighbors (JFON)

**Services:** JFON is a faith driven ministry, welcoming immigrants into our communities by providing high quality immigration legal services, education, and advocacy. JFON specializes in U-Visas, T-Visas, and Special Juvenile Visas. JFON holds monthly intake clinics at local houses of worship, but there is no geographical service limitation.

**Contact:** JFON's waiting list is very long, so call and leave a message requesting an appointment.
(615)835-2512 (Spanish), (615)454-6185 (English)
2195 Nolensville Road, Nashville, TN 37211
www.tnjfon.org

Southern Migrant Legal Services

**Services:** Southern Migrant Legal Services is a project of Texas Rio Grande Legal Aid to provide free legal services to migrant and seasonal farm workers. SMLS focuses on worker’s compensation, immigration, U Visas, T Visas, and abandoned children.

**Eligibility:** The Nashville office serves the entire state of Tennessee.

**Contact:** (615)750-1200, (866)721-7828
311 Plus Park Boulevard, Suite 135, Nashville, TN 37217
www.trla.org/office/nashville-smls
www.facebook.com/smlstrla
Immigration

Tennessee Immigrant and Refugee Rights Coalition (TIRRC)

Services: The TIRRC is a statewide, immigrant and refugee-led collaboration to help immigrants and refugees develop a unified voice, defend their rights, and create an atmosphere in which they are recognized as positive contributors to the state. Services offered include community education on immigration issues, promotion of involvement and advocacy in the legislative process involving changes in immigration law, immigrant integration, promotion of community dialogue about immigration issues, and promotion of youth involvement in immigration issues.

Contact: (615)833-0384
2195 Nolensville Road, Nashville, TN 37211
www.tnimmigrant.org

Pension Rights

Mid-America Pension Rights Rights Project

Services: The Mid-America Pension Rights Project is a project of Elder Law of Michigan. This resource helps those with pension issues, including denials. This resource finds and calculates retirement benefits, explains and advises clients on pension rights, investigates denials, and resolves pension and retirement benefit issues for those with pension issues.

Contact: (866)735-7737, 9:00 pm to 3:00 pm
www.elderlawofmi.org/pension
Veterans

American Bar Association Commission on Homelessness and Poverty, Veterans’ Directory

**Services:** The American Bar Association’s initiative on homelessness and poverty created a directory of resources for veterans. This directory is found at the address below.

**Contact:** www.ctdol.state.ct.us/veterans/LegalServices.pdf

National Veterans Legal Services Program (NVLSP)

**Services:** The NVLSP is a nonprofit organization that works to ensure that the government delivers benefits to veterans and active duty personnel who have disabilities resulting from their military service. NVLSP’s current pro bono initiative is to assist veterans with applications for Combat-Related Special Compensation. NVLSP provides free legal help for veterans regarding disability claims and provides a list of law firms that participate in this program.

**Contact:** (202)265-8305, info@nvlsp.org

P.O Box 65762 Washington, DC 20035
www.nvlsp.org

Stateside Legal, Directory of Legal Assistance

**Services:** Stateside Legal provides for service members, veterans, family members, and advocates easy-to-use legal information, self-help legal resources, and networking tools. The Directory provides free information on divorce, custody, veterans’ benefits, training and re-employment opportunities, discharge upgrades, legal rights of service women, and more.

**Contact:** www.statesidelegal.org
Mediation Centers

Kindred Place

**Services:** Kindred Place provides family mediation, a process which allows family members to be active participants in making important decisions regarding custody and visitation issues.

**Contact:** (901)276-2200, Monday - Thursday, 8:30am - 4:30pm, Friday, 8:30am - 12:00pm
2180 Union Avenue, Memphis, Tennessee 38104
www.exchangeclub.net

Le Dujour HERO Village of The Mid-South, Inc.

**Services:** HERO Village provides group parent education sessions centered around resolving family conflict and promoting the parent-child relationship for parties going through a divorce or other custody issue in Shelby County Circuit Court.

**Contact:** (901)443-0913
3750 Hacks Cross Road, Ste. 102-218 Memphis, TN 38125
www.herovillage.org

Mid-South Community Justice and Mediation Center (CJAM)

**Services:** CJAM provides high quality and affordable mediation services, conflict resolution, education, and training.

**Contact:** (901)609-5269
3750 Hacks Cross Road, Ste. 102-218 Memphis, TN 38125
www.cjammediation.org
Social Services Resources

General Social Service Help

City of Memphis Social Service Directory

**Services:** This resource provides a list of social services available in Memphis to children, the elderly, immigrants, victims of abuse, those in need of medical attention, those on probation, veterans, the homeless, and many others.

**Contact:** [www.memphis.com/government/business-directory/social-services](http://www.memphis.com/government/business-directory/social-services)

National Directory of Resources for the Needy

**Services:** The Directory is not just for the homeless but for the needy in general. A directory is available to help find resources for homeless shelters, homeless service organizations, monetary assistance, transitional housing, free dental and medical clinics, treatment centers, outreach centers, day centers, relief organizations, abuse and domestic violence, food pantries, food banks, and soup kitchens.

**Contact:** [www.HomelessShelterDirectory.org](http://www.HomelessShelterDirectory.org)

United Way’s Tennessee 211 Call Center

**Services:** 2-1-1 is a referral help line for community services in Tennessee and serves many counties statewide. It is available 24 hours per day, 7 days a week and is staffed by trained specialists. 2-1-1 draws from a database of more than 10,000 health and human services programs offered by nonprofits, government and public agencies, clinics, and community, civic, professional, and faith-based organizations. Callers will reach counselors who can provide information and referrals for social services, including the basics of food, utility assistance, child care, etc., and numerous other social services that are available in Tennessee.

**Contact:** Dial 2-1-1, (800)318-9335

Searchable statewide database: [www.tn211.mycommunitypt.com](http://www.tn211.mycommunitypt.com)
General Social Service Help

World Relief Memphis

**Services:** This group provides aid to refugees, including employment services, refugee settlement, ESL classes, and health resources.

**Contact:** (901)341-0220 Monday - Thursday 9:00 am - 5:00 pm
3340 Poplar Ave, Memphis, TN 38104
www.worldreliefmemphis.org

Children's Services

Court Appointed Special Advocates

**Services:** This resource strives to appoint volunteer advocates who represent the best interests of abused and neglected children.

**Contact:** (800)TNCASA-1, (800)862-2721
www.tncasa.org

Memphis Child Advocacy Center

**Services:** This resource serves children who are victims of sexual and/or severe physical abuse through prevention, education, and intervention.

**Contact:** (901)525-2377
1085 Poplar Ave, Memphis, TN 38105
www.memphiscac.org/home.aspx
Consumer and Debt Counseling

NeedHelpPayingBills.com

Services: This resource provides links to assistance for payment, settlement, or elimination of bills, including medical, housing, energy, and prescription drug bills. The website also provides links to charitable organizations and benefit programs that may help pay for these bills or reduce the burden.

Contact: www.needhelppayingbills.com/html/tennessee_assistance_programs.html

Disaster Relief

Federal Emergency Management Agency (FEMA)

Services: FEMA provides public assistance, grants, shelter, and other resources to those who need disaster relief.

Contact: (800)621-3362
www.disasterassistance.gov

Tennessee Emergency Management Agency (TEMA)

Services: TEMA of Middle TN supports counties east of the TN river and west of the Eastern time zone in providing emergency response services.

Contact: (615)741-7342, (800)422-7342, Fax (615)741-0498
www.tn.gov/content/tn/tema.html
Domestic Violence and Sexual Assault

An Abuse, Rape, and Domestic Violence Aid and Resource Collection

**Services:** This is a resource that lists by county many resources available to domestic violence victims. Examples include shelters, crisis hotlines, victim advocacy programs, family crisis centers, and more.

**Contact:** aardvarcinfo@aol.com
www.aardvarc.org/dv/states/tndv.shtml

Kindred Place

**Services:** This resource provides services to families that experience abuse or violence. Services include family mediation, group therapy, crisis intervention, and services for offenders.

**Contact:** (901)276-2200 Monday - Thursday, 8:30 am - 4:30 pm, Friday, 8:30 am - 12:00 pm
2180 Union Avenue, Memphis, TN 38104
www.exchangeclub.net

National Domestic Violence Hotline

**Services:** The 24/7 hotline provides compassionate support, crisis intervention information, and referral services in over 170 languages. Information about domestic violence, safety planning, and local resources, and live chat is online at www.thehotline.org.

**Contact:** (800)799-7233, (800)799-SAFE
www.thehotline.org
Domestic Violence and Sexual Assault

Tennessee Coalition to End Domestic and Sexual Violence

**Services:** The Coalition provides civil legal services to sexual assault and domestic violence victims, including services for immigrants. The Coalition takes court referrals, walk-ins, and outside referrals. Clients who are sexual assault victims may receive help with civil legal issues relating to the sexual assault, including assistance with divorce and breaking a lease. Clients who are immigrants and are victims of domestic violence, stalking, or human trafficking also may receive help with immigration issues.

**Contact:** (615)386-9406, (800)289-9018
2 International Drive, Suite 425, Nashville, TN 37217
www.tncoalition.org

Elder

Tennessee Area Agencies on Aging and Disability

**Services:** This resource plans and provides programs and services for older Tennesseans, as well as those with disabilities. Visit the website for a list of county resources.

**Contact:** www.state.tn.us/comaging/localarea.html

Tennessee Human Resource Agency (TNHRA)

**Services:** TNHRA provides local aging programs that provide information, services, and a range of assistance for older adults and those who care for them. There are two Tennessee HRAs: the Northwest Tennessee HRA and the Southwest HRA. Northwest Tennessee HRA provides transportation services to those in the northwestern part of the state. The Southwest HRA offers more services, including transportation, weatherization assistance, help to the homeless, food and energy assistance, help for the elderly, and more

**Contact:** Northwest Tennessee HRA - (731)587-4213, www.nwtdhra.org
Southwest HRA, (731)989-5111, www.swhra.org
Healthcare

Artists' Healthcare Insurance Resource Center

Services: The Artists' Health Insurance Resource Center offers community personalized health insurance counseling, guidance and enrollment support, referrals to health care resources, and primary medical care for everyone in performing arts and entertainment. The Center provides consultations in person, by phone and via email, weekly seminars on Affordable Care Act plans, Medicaid and Medicare. They also provide information and practical tips from online educational materials and an extensive database of nationwide health care and insurance resources.

Contact: (800)221-7303, info@actorsfund.org
www.actorsfund.org/services-and-programs/artists-health-insurance-resource-center

Case Management, Inc.

Services: This non-profit provides services, including comprehensive mental health, 24-hour crisis intervention, food pantry, TennCare eligibility assistance, walk-in clinics, pharmacy, alcohol and drug treatment, individual or group counseling, and housing assistance.

Contact: (901)821-5600
www.cmiofmemphis.org/contact.php
www.cmiofmemphis.org/index.html

Christ Community Health Services, Inc.

Services: This organization provides primary care, some dental, and some vision services to the homeless in Memphis and Shelby County.

Contact: (901)260-8585
2595 Central Avenue, Memphis, TN 38104
www.christcommunityhealth.org
Healthcare

Health Resources and Services Administration (HRSA)

Services: The HRSA, an agency of the U.S. Department of Health and Human Services, is the primary federal agency for improving health care to people who are geographically isolated, economically or medically vulnerable. Its programs help those in need of high quality primary health care, people living with HIV/AIDS, pregnant women, and mothers. It compensates individuals harmed by vaccination, and maintains databases that protect against health care malpractice, waste, fraud, and abuse.

Contact: (877)974-BPHC (877-974-2742)
5600 Fishers Lane, Rockville, MD 20857
www.bphc.hrsa.gov/about/index.html
www.findahealthcenter.hrsa.gov

Memphis Health Center, Inc.

Services: This resource for the homeless provides 24-hour emergency mental, dental, and physical health care, case management, social services, pharmacy, and referrals.

Contact: (901)261-2000
360 E E H. Crump Boulevard, Memphis, TN 38126
www.memphishealthcenter.org

Music Health Alliance (MHA)

Services: MHA is a non-profit that assists music professionals, including musicians, songwriters, and others who make their living in the music industry, with an array of services to help them access affordable health care. Counselors do not sell insurance but direct clients and help them access affordable health care in confidential counseling sessions. All services are free.

Contact: (615)200-6896, info@musichealthalliance.com
2737 Larmon Drive, Nashville, TN 37204
www.musichealthalliance.com
Healthcare

NeedyMeds

Services: NeedyMeds is a non-profit information resource dedicated to helping people locate assistance programs to help them afford their medications and other healthcare costs. In addition to the vast resources found on its website, its services include a Subscription Center, a Patient Advocate Newsletter, a Patient Assistance Program Update Service (PAPUS), and a PAPTracker. They also offer a NeedyMeds Alert App and a Drug Discount Card App.

Contact: (800)503-6897, info@needymeds.org
P.O. Box 219, Gloucester, MA 01931
www.needymeds.org

Ronald McDonald House Charities

Services: The Ronald McDonald House Charities offers its services to families with a variety of different needs. Whether they are in search of food, shelter, laundry, or just the chance to take a break, Ronald McDonald House Charities can provide services at no charge with a referral from a social worker at the hospital.

Contact: (630)623-7048
www.rmhc.org/chapter-search

Housing and Homelessness

AGAPE Child and Family Services

Services: This resource provides services, including prenatal counseling for unplanned pregnancies, care for homeless and pregnant women, adoption services, foster care, and family counseling. AGAPE also provides housing for homeless pregnant women.

Contact: (901)323-3600
111 Racine Street, Memphis, TN 38111
www.agapemeanslove.org
Housing and Homelessness

Calvary Rescue Mission

Services: This resource provides assistance with housing, shelter, clothing, and food to homeless men.

Contact: (901)775-2570
960 South Third Street, Memphis, TN 38106
www.calvaryrescuemission.org

Catholic Charities of West Tennessee

Services: Catholic Charities of West Tennessee offers addiction, mental health, and shelter services for the homeless.

Contact: (901)722-4700, Monday - Thursday, 8:45 am - 3:00 pm, Friday, 8:45 am - 12:00 pm
1325 Jefferson Avenue, Memphis, Tennessee 38104
www.ccwtn.org

Dorothy Day House of Hospitality

Services: This resource provides temporary housing, referrals, and support services to the homeless.

Contact: (901)726-6760
P.O. Box 40269, Memphis, TN 38174
www.dorothydaymemphis.org/about

Dyer County Union Mission

Services: This resource provides service to homeless men, women, and families, including case management, mental health, emergency shelter, and transitional housing.

Contact: (731)285-0726
213 W Cedar Street, Dyersburg, TN 38024
www.newlifeunionmission.org
Housing and Homelessness

Memphis Union Mission

**Services:** This resource provides shelter, extended stay, medical clinics, emergency aid, recovery programs, food, and more to homeless men and women.

**Contact:** (901)526-8403
383 Poplar Avenue Memphis, TN 38105
www.memphisunionmission.org/index.htm

Memphis Public Library

**Services:** This library offers computer classes, tax assistance, career and job coaching, legal clinics, and more.

**Contact:** www.memphislibrary.org/about/locations
www.memphislibrary.evanced.info/signup

Memphis Housing and Urban Development (HUD)

**Services:** This resource provides a directory of emergency shelters in Tennessee for many people including those who are homeless, have children, are domestic violence victims, or are dependent on drugs as well as information for homeowners who are elderly, veterans, or disabled; who face foreclosure; who have trouble with predatory lending; or who have been discriminated against in the context of housing.

**Contact:** (865)515-8510
Knoxville John J. Duncan Field Office, 710 Locust Street SW, 3rd FL, Knoxville, TN 37902
www.hud.gov/states/tennessee/homeless
**Housing and Homelessness**

**Southwest Human Resource Agency**

**Services:** This resource provides weatherization assistance, energy assistance, help to the homeless, and more.

**Contact:**
- www.swhra.org/?page_id=93
- www.swhra.org

**Tennessee Housing Development Agency (THDA)**

**Services:** The THDA is Tennessee's housing finance agency and advocates for the building of more affordable housing units for low and moderate income individuals and families. It is the primary administrator for numerous federal and state housing programs and supports financing for first-time home buyers and veterans. THDA is not a direct lender but facilitates affordable home loans through private-sector lending partners. All THDA loans have 30 year, fixed-rate terms and offer a maximum grant of 5 percent in down payment assistance for home buyers who complete an education course. THDA offers a variety of programs, including the Emergency Repair Program for the Elderly, Emergency Solutions Grant Program, HOME Program, Housing Trust Fund Competitive Grants, Housing Modification and Ramp Program, Neighborhood Stabilization Program, and Weatherization Assistance Program.

**Contact:**
- (615)815-2200
- 502 Deaderick Street, Andrew Jackson Building, Third Floor, Nashville, TN 37243
- www.thda.org

**Tennessee Housing Resource Directory**

**Services:** This website contains an online directory for housing resources, an initiative funded by THDA.

**Contact:**
- (877)428-8844, 8:00 am - 7:00 pm CST, Monday - Friday (English or Spanish)
- tnhousingresource@socialserve.com
- www.tnhousingresource.org
Veterans

Courage Beyond Program

Services: This is a statewide program that provides free services to military Americans and families facing post-traumatic stress disorder and other invisible wounds of war, including online support groups and in-person mental health services to soldiers and veterans, regardless of discharge status or the conflict in which they served. This program offers a 24-hour helpline, free therapy services, online seminars, and friendship with those who are facing similar challenges.

Contact: (866)781-8010
www.centerstone.org/services/Courage-Beyond

National Call Center for Homeless Veterans

Services: Created by the Department of Veterans Affairs, this resource ensures that homeless veterans or veterans at-risk for homelessness have free, 24 hour access to trained counselors. The hotline assists homeless veterans and their families, VA Medical Centers, federal, state and local partners, community agencies, service providers, etc.

Contact: (877)4-AID-VET (877-424-3838)
www.va.gov/homeless/nationalcallcenter.asp

Learning and Library

Tennessee Electronic Library's GED Preparation Program

Services: This resource provides free access to information to help those studying succeed when they take the GED (High School Equivalency Test).

Contact: (800)531-1515
www.tnsos.org/Press/story.php?item=629
Veterans

Shelby County Veterans' Services

Services: This resource provides help for veterans and their families with filling out applications for burial benefits, dependents’ educational assistance, education and training, filing claims for disability pension, indemnity compensation, guaranty home loans, and other concerns.

Contact: (901)222-4237, Monday - Friday, 8:00 am - 4:30 pm
2670 Union Avenue Extended 5th Floor, Suite 500, Memphis, TN 38103
www.shelbycountytn.gov/220/Veterans-Services
HELP4TN

Services: HELP4TN is a web portal designed to provide Tennesseans with a broad range of legal and social services resources in a one-stop venue. The site was conceived and created by the Tennessee Alliance for Legal Services (TALS) in partnership with West Tennessee Legal Services through a Technology Initiative Grant from Legal Services Corporation. TALS partners with legal service providers to compile legal information on key issues, and TALS partners with The National Association of Social Workers, Tennessee chapter on content to strengthen the social services referral network to families and children statewide. By combining legal and social services resources in an easy to use format, the HELP4TN site allows Tennesseans to address these two critical and often connected needs. Low-income residents may call HELP4TN to speak with an attorney who can give information and/or resources that may be of help.

Contact: 1-844-HELP4TN (1-844-435-7486)
www.help4tn.org
www.tals.org/1844HELP4TN

Justice for All Tennessee

Services: Justice for All Tennessee is a project of the Tennessee Supreme Court. The website provides information for those who cannot afford an attorney and need legal help in civil cases. The resource provides legal information about the state court system and how to find an attorney, court forms, information about representing oneself in court, community resources, and court alternatives. The site also provides informational videos to aid in the court process.

Contact: One may submit questions online if the site does not provide an answer by going to www.justiceforalltn.com/contact
www.justiceforalltn.com
Self-Represented Litigants Resources

Legal Aid Society Pamphlets and Information Online

**Services:** The Legal Aid Society provides informational pamphlets and links on helping oneself in civil matters. Call or visit the local Legal Aid Society office for an informational pamphlet on a particular legal issue. Currently, Legal Aid Society offers pamphlets and/or online information on general legal information, food stamps, unemployment, Social Security, conservatorships, juvenile emancipation, drivers licenses, wills, powers of attorney, bankruptcy, foreclosure, reposition, bill collection, garnishments, representing oneself in General Sessions, etc.

**Contact:** 1-800-238-1443
www.las.org/find-help

Self Help Center, Administrative Office of the Courts

**Services:** The Self Help Center website provides information and videos about the following: the court system, finding an attorney, locating additional resources, finding a mediator or court clerk, forms that may be used in court, links to Tennessee law and court rules, and representing oneself in some legal matters.

**Contact:** www.tncourts.gov/programs/self-help-center

Southeast Tennessee Legal Services

**Services:** The website offers free forms and information for those who pursue legal actions without an attorney on the following areas: property, estate planning, conservatorships, divorce, housing, consumer issues, General Sessions Courts, Juvenile Court, Circuit Court, Chancery Court, Orders of Protection, family, and more. The site also offers booklets on whether one should represent oneself, attorneys and limited representation, and judicial commitment.

**Contact:** www.selegal.org/self-help.htm
Note this program has merged with Legal Aid of East Tennessee, but the website resources remain available. Questions may be addressed to Legal Aid Society of East Tennessee.
Self-Represented Litigants Resources

Tennessee Free Legal Answers

**Services:** Tennessee Free Legal Answers is administered by the Tennessee Alliance for Legal Services. It is designed to increase low-income residents’ access to justice. Low-income residents may submit legal questions online. An attorney will email back and give information and/or resources that may be of help in addressing the legal issue.

**Contact:** www.tn.freelegalanswers.org/Contact
www.tn.freelegalanswers.org/
Access to Justice Commission Attorney Training Videos

**Services:** The Access to Justice Commission (ATJC) has compiled several informational videos to aid both attorneys and non-attorneys with legal issues that frequently arise in pro bono cases. Video topics for non-attorneys include information on foreclosure and on General Sessions cases. Video topics for attorneys include information on foreclosure, domestic violence, the Fair Debt Collection Practices Act, debt collection, and legal services for those with disabilities.

**Contact:** [www.justiceforalltn.com/videos](http://www.justiceforalltn.com/videos)

Interactive Tennessee Legal and Social Services Map

**Services:** The Access to Justice Commission provides an interactive map to help people in need find local resources in their county. Once the local county has been selected, a list of resources appears.

**Contact:** [www.justiceforalltn.com/resources-location/map-view](http://www.justiceforalltn.com/resources-location/map-view)

Pro Bono Clinic in a Box

**Services:** The Access to Justice Commission Pro Bono Clinic in a Box helps attorneys start a pro bono clinic. The web page contains all the information and administrative forms an attorney will need to begin operating a local pro bono clinic.

**Contact:** [www.justiceforalltn.com/i-can-help/clinic-box2](http://www.justiceforalltn.com/i-can-help/clinic-box2)
Other Legal Resources

Tennessee Bar Association (TBA)

Services: The TBA is dedicated to enhancing fellowship among the state’s legal community by offering members many programs and services designed to assist in professional development. The TBA endeavors to build a positive image for the profession in the community and offers access to many different divisions, branches, and leaders within the organization that may be of assistance to attorneys. The website also offers helpful information regarding pro bono work and even a link to the Access to Justice Commission.

Contact: (615)383-7421, (800)899-6993, email@tnbar.org
221 4th Avenue North, Suite 400, Nashville, TN 37219
www.tba.org
www.tba.org/staff-directory
www.tba.org/access-to-justice
www.tba.org/divisions-sections-committees
Frequent Legal Topics and Potential Solutions

Birth Certificates

Problem

Clients who do not have a copy of their birth certificate may encounter problems in the context of employment, public benefits including housing and food assistance, transportation, and more. Clients whose children’s birth certificates contain errors encounter additional problems in the context of education, travel, and medical care.

Solutions and Eligibility

While it is possible to fix an error or request a copy of a birth certificate administratively, it may be necessary to take additional steps including a Petition for a Change of Name. This form can be found online:


Clients may find the following resources useful:

National Coalition for Homeless Veterans, (800)VET-HELP, (800)838-4357
333 1/2 Pennsylvania Avenue SE, Washington, DC 20003
www.nchv.org/index.php/help/help/replacing_personal_records

Tennessee Department of Health, Office of Vital Records, (615)741-1763, (855)809-0072
Central Services Building, 1st Floor, 421 Fifth Avenue, North, Nashville, TN 37243
Walk-in hours: M, W, F, 8:00 am - 4:00 pm; T and Th, 8:00 am - 6:00 pm. Holidays excluded.
www.tn.gov/health/health-program-areas/vital-records.html

For more questions or assistance, contact:
Legal Aid Clinics (See Legal Clinics in West Tennessee, below.)
Problem

During divorce proceedings, a judge can order one party to pay child support to the other party and can approve of a parenting plan. Child support may be set up almost like a garnishment, in that tax returns and income may be taken out for the child’s benefit before the paying party receives the funds.

Clients who are seeking payment may find the following resources useful:

If there have been 30 days of non-payment, clients may send a written request to the court that issued the Child Support Order so that the court may determine whether the paying party is in contempt of court.

Forms regarding child support that may be used in court:
www.tncourts.gov/node/2083351

The Tennessee Department of Human Services manages Child Support Enforcement Offices across the state. To find the nearest office by county:
www.tn.gov/humanservices.html

View monthly statements and processed payments online:
www.apps.tn.gov/tcses

Informational brochures on general information on child support:

Clients who are paying may find the following resources useful:

For information on how much a client owes, call the Child Support Services Office, (800)838-6911 or the Court Clerk’s office where the Child Support Order was entered.

To set up online payments:
www.tn.smartchildsupport.com
Child Support and Family Issues

Clients who need information on parenting plans, mediation, child custody, and other family issues may find the following resources useful:

Forms that a client can use in court without an attorney including divorce, parenting plan and mediation forms:
www.tncourts.gov/node/707185

Informational brochures on divorce, child custody, parenting plans, and more:

For all other information, see the “Legal Clinics in West Tennessee”, "Social Services Resources" and "Mediation Centers" sections of this manual.

For more questions or assistance, contact:
Legal Aid Clinics (See Legal Clinics in West Tennessee, below.)
Conservatorship and Power of Attorney

Problem

Many low-income families encounter trouble when a member of their family becomes unable to take care of personal matters, often due to age or disability. Before a person becomes unable to care for his or her personal matters, a Power of Attorney for medical and for financial matters can convey the person’s rights to another person, and this Power of Attorney can become irrevocable during periods when the person is incapacitated. However, if there was no Power of Attorney in place, a conservatorship can prevent exploitation of the vulnerable people who cannot take care of their personal matters.

Solutions and Eligibility

A Power of Attorney is a document that a person uses to assign his or her rights to another person. The person signing away rights must be able to appreciate the gravity of that action during a lucid moment. A conservatorship proceeding is adversarial in nature because it strips rights away from one person who does not have the capacity to consent and vests those rights in another person. The conservator is appointed by the court if there is sufficient medical documentation for the court to determine that the conservatee is not able to take care of his or her matters including financial and medical matters.

Clients might find the following resources useful:

Forms clients can use in court:
www.selegal.org/conservatorships1.html

Information on a Power of Attorney:
www.laet.org/legal-information

For all other information, see the "Legal Help", "Legal Clinics in West Tennessee", "Social Services Resources" and "Mediation Centers" sections of this manual.

For more questions or assistance, contact:
Legal Aid Clinics (See Legal Clinics in West Tennessee, below.)
Criminal Issues and Expungement

Problem

Clients often find that prior and current criminal issues present frequent barriers to many aspects of their daily lives such as employment and housing.

Solutions and Eligibility

To be eligible to submit a petition for expungement of some non-violent crimes (committed between November 1, 1989 and the present), the client must not have been convicted of any other crimes; there must be five years between the completion of the sentence for the crime and expungement proceedings; all requirements imposed by the court must be completed; and there must be no previous expungements.

For non-violent and non-sexual crimes committed before Nov. 1, 1989, a client may be eligible to petition for expungement if there was a determinate or indeterminate sentence of three years or less and if there is no more than one previous expungements. The expungement may be granted if the client was exonerated by the governor; if charges were dismissed or dropped; if no true bill was entered by a jury; if there was a verdict of not guilty; if there was an arrest without charges; if the client completed a pretrial diversion program; if sentences or bond requirements were completed or have expired; if the court entered a nolle prosequi; if the client successfully defended an Order of Protection; or if the person has only one charge before age 21. Sex crimes cannot be expunged.

Clients might find the following resources useful:

To access criminal records:

Joy Radice: jradice@utk.edu

Criminal Court Clerk for the county in which the charges were filed:
www.tsc.state.tn.us/courts/circuit-criminal-chancery-courts/clerks
Criminal Issues and Expungement

Clients might find the following resources useful:

**Appellate Court Clerk:**
www.tncourts.gov/courts/appellate-court-clerks-office/offices

**If the case is pending:**
www.tncourts.gov/courts/supreme-court/public-case-history

**The Papillon Foundation,** which gives veterans and low-income people who have been incarcerated access to expungement forms and resources online:
www.papillonfoundation.org/criminal-record-resources/tennessee

**Guide to Expungement in Tennessee:**
www.tncourts.gov/expungements

For all other information, see the “Legal Clinics in West Tennessee” section of this manual.

For more questions or assistance, contact:
Legal Aid Clinics (See Legal Clinics in West Tennessee, below.)
Domestic and Dating Violence

Problem

Domestic violence impacts people across all cultures, religions, sexual orientations, genders, and relationships. Solutions such as “just leave” are not effective with clients who are domestic violence victims because of the cycle of domestic violence, financial dependence, the presence of children, cultural expectations, religious reasons, shame, inaction or failure of law enforcement, and many more factors.

Solutions and Eligibility

Clients who experience domestic violence may benefit from Orders of Protection, divorce, and social services resources that offer victim advocacy. Always counsel clients to keep themselves and any children involved safe.

Clients might find the following resources useful:

For basic information on domestic violence:
www.justiceforalltn.com/videos/basics-domestic-violence
www.ncadv.org/statistics

Develop a personal safety plan:

For information regarding teen dating violence:

For information to help your client stay safe:

Victim advocacy services and emergency shelters, please see the "Social Services Resources" section of this manual as well as below:
Domestic and Dating Violence

Clients might find the following resources useful:

**Information on Orders of Protection:**
www.womenslaw.org/laws_state_type.php?id=590&state_code=TN&open_id=all

**Forms that a client can use in court:**
www.tncourts.gov/node/707185
www.selegal.org/Protection%20Orders.htm

**Informational brochure to prepare a client for an Order of Protection Hearing:**

**Information on divorce:**
Forms that a client can use in court:
www.tncourts.gov/node/707185

**Informational brochure on divorce:**
www.las.org/booklets/family_problems/divorce

**Check eligibility for a pro se divorce workshop:**

For all other information, see the "Legal Help", "Legal Clinics in West Tennessee", "Social Services Resources" and "Mediation Centers" sections of this manual.

For more questions or assistance, contact:
Legal Aid Clinics (See Legal Clinics in West Tennessee, below.)
Driver's License Issues

Problem

Clients who do not have a valid driver’s license may encounter problems in the context of employment, public benefits, transportation, and more.

Clients may find the following resources useful:

Clients should note that they may be required to bring in multiple forms of identification, money for fees, etc.

Obtain a new driver’s license or renew online:
www.dl.safety.tn.gov
www.tn.gov/safety/driver-services.html
www.tn.gov/safety/driver-services/classd/dlrenew.html

Apply in person at a local Department of Motor Vehicles Office listed here:
www.tn.gov/safety/driver-services/locations.html

Reapply for a driver’s license after satisfying outstanding requirements after cancellation, suspension, or revocation online:
www.tn.gov/safety/driver-services/reinstatements.html

Apply in person at the Driver License Reinstatement Office, (866)903-7357:
Shelby County - (901)543-7920
6075 Winchester Road, Suite 502, Memphis, TN 38115

Obion County - (731)884-2133
1604B West Reelfoot Avenue, Union City, TN 38261

Check and pay outstanding requirements and fees:
www.tn.gov/safety/driver-services/locations.html

Mail a letter (with name, license number, birth date, mailing address, and signature) to the Tennessee Department of Safety and Homeland Security, Financial Responsibility Division, P.O. BOX 945, Nashville, TN 37202.
Driver's License Issues

Clients may find the following resources useful:

Request records of driving history online (client will need name, birth date, and license number): $7.00 fee
www.apps.tn.gov/pmvr

Request records of driving history in person at a local office (client will need name, birth date, and license number): $5.00 fee
www.tn.gov/safety/driverlicense/dllocationmain.shtml

Request records of driving history by mail (client will need name, birth date, and license number): $5.00 fee
Tennessee Department of Safety, MVR Request, P.O. BOX 945, Nashville, TN 37202

Rectify suspension of a driver’s license due to...
DUI or DWI charges: Client will need to comply with probation requirements and submit completion records.

Exceeding the maximum allowed points for moving violations: Client may be able to take a class to reduce the number of points.

Failure to appear in court or pay a ticket: Client’s bench warrant and/or contempt charge must be resolved before the suspension may be lifted.

Failure to pay child support: Client’s overdue support needs to be addressed by payment and/or agreement with the custodial parent.

Homeland security issues: Client can correct inconsistencies in name or Social Security number records to lift a simple records-related suspension.

For all other information, see the “Legal Clinics in West Tennessee” section of this manual.

For more questions or assistance, contact:
Legal Aid Clinics (See Legal Clinics in West Tennessee, below.)
Food Stamps / Supplemental Nutrition Assistance Program (SNAP)

Problem

Clients who have limited income may not be able to purchase sufficient food and beverages. Food stamps / SNAP are available for those who qualify and may be used to offset the cost of food and to increase the purchasing power of low-income clients.

Solutions and Eligibility

The Department of Human Services (DHS) uses a gross and net income test to determine if the client is eligible and, if so, how much the benefit amount should be. DHS will consider your monthly income and expenses (including rent/mortgage, utilities, child support, medical, education, etc.) in making this decision.

Clients should note that they must apply for food stamps. Clients who apply for food stamps in person should also know that they must bring (or submit within 10 days of application) Social Security numbers and proof of identity, citizenship, income, and expenses (rent/mortgage, utilities, child support, medical, education, etc.).

Clients may find the following resources useful:

Apply with the DHS online or in person: (866)311-4287, (615)743-2000
www.tn.gov/content/tn/humanservices/for-families/supplemental-nutrition-assistance-program-snap/office-locator-family-assistance.html
www.tn.gov/humanservices/for-families/supplemental-nutrition-assistance-program-snap/applying-for-services.html
www.tn.gov/humanservices/for-families/supplemental-nutrition-assistance-program-snap.html

For all other information, see the "Legal Help", “Legal Clinics in West Tennessee” and "Social Services Resources" sections of this manual.

For more questions or assistance, contact:
Legal Aid Clinics (See Legal Clinics in West Tennessee, below.)
Homeless Veterans

Problem

The National Coalition for Homeless Veterans reports that about 12% of the homeless adult population consists of veterans. There are several resources that focus on helping the veteran population transition to housing or find assistance to sustain housing.

Solutions and Eligibility

Depending on the resource listed below, clients must be veterans and sometimes must also be homeless. Please also see the "Legal Help" and "Social Service Resources" sections in this manual that pertain to veterans and/or housing and homelessness issues.

Clients may find the following resources useful:

**Department of Veterans Affairs** can make referrals and provide information on veterans’ services: (800)827-1000, Monday - Friday, 7:00 am - 8:00 pm

**Homeless Veteran Resource Directory:**
www.nrd.gov/resource/detail/13089357/Homeless+Assistance+Resources+-+Tennessee

**Home Ownership for the Brave:** Tennessee Housing and Urban Development Agency offers a program designed to give relief to veterans in the form of lower mortgage interest rates:
www.thda.org/index.aspx?nid=479
www.thda.org/homebuyers/military

**U.S. Housing and Urban Development** offers a variety of resources for those who are homeless or at risk to become homeless:
www.hud.gov/program_offices/comm_planning/veteran_information
www.hud.gov/states/tennessee/homeless/veterans

For all other information, see the "Legal Help", "Legal Clinics in West Tennessee" and "Social Services Resources" sections of this manual.

For more questions or assistance, contact:
Legal Aid Clinics (See Legal Clinics in West Tennessee, below.)
Immigration and Asylum

Problem

Immigration and asylum laws are very complicated and can carry serious consequences for clients who do not comply with statutes. There may be long wait times before decisions on visas, petitions, or other applications are finalized or issued.

Additionally, people may offer services practicing law without a license. These services may be costly and documents may be filed for which the client may not be eligible. These filing can have penalties including sanctions, fraud charges, and bars to relief.

Solutions and Eligibility

All cases involving immigration issues are complex, and application for citizenship can be risky. Always consult with an immigration expert in these types of cases.

People can become lawful permanent residents in many ways: through a relationship with a close family member (parent, spouse, child, or siblings), employment, the “lottery” system, or another special program. Applying for lawful permanent residence through an employer is complicated; applying for entry into the diversity lottery is easier but most applicants don’t win one of the 50,000 visas available. Getting status through a relative can be a very lengthy process, depending on which relative applies for the non-citizen.

Non-citizens have these rights: to speak to an attorney before answering questions or signing documents, have a hearing with an Immigration Judge, have an un-appointed attorney represent them at interviews and hearings, and request release from detention.

If a client wishes to travel outside the U.S., it is advised the client speak with an immigration expert first because even lawful permanent residents and non-citizens may be barred from reentry or swiftly removed due to travel outside the U.S.

Lawful permanent residents (those who hold green cards and are authorized to work) may file petitions for lawful permanent residence for spouses and unmarried children.

The laws involving people from Cuba, Haiti, Guatemala, Nicaragua, El Salvador, and certain Eastern European countries are complicated and involve additional options for those immigrants.
Immigration and Asylum

Solutions and Eligibility

Applicants under the Violence Against Women Act (victims of abuse or extreme cruelty by a U.S. citizen, lawful permanent resident spouse, parent, or child), T visa applicants (victims of sex or labor trafficking), or U visa applicants (crime victims) can get permission to work, are eligible for certain federal public benefits that many non-citizens are not, and eventually may become lawful permanent residents.

Applicants who are asylees (those whose petition is based on a “well founded fear” of persecution in their homelands based on race, religion, nationality, political opinion or membership in a social group) or refugees may apply for lawful permanent residence after one year, but there is an annual limit to how many asylees and refugees receive lawful permanent residence after one year.

Clients may find the following resources useful:

For advocacy services and assistance with immigration proceedings:

Catholic Charities of West Tennessee Immigration Services
(901)722-4700, Monday - Thursday, 8:45 a.m. - 3:00 p.m
1325 Jefferson Avenue, Memphis, Tennessee 38104

The Tennessee Immigrant & Refugee Coalition (TIRRC) offers legal clinics and screenings, assistance with document preparation including applications for citizenship, deportation defense and support, ESL classes, community education, and numerous other resources and referrals for those new to the U.S.
(615)833-0384, Casa Azafran, 2195 Nolensville Pike, Nashville, TN 37211 www.tnimmigrant.org

The Tennessee Coalition to End Domestic and Sexual Violence offers a legal clinic that provides legal advice and representation to immigrant and trafficked victims of domestic or sexual violence.
(615)386-9406, (800)289-9018
Immigration and Asylum

Clients may find the following resources useful:

**Tennessee Justice for Our Neighbors** offers legal services and guidance on immigration matters to more than 500 clients per year from over 40 different countries. For an appointment: (615)454-6185
Casa Azafran, 2195 Nolensville Pike, Nashville 37211
www.tnjfon.org

Young Women’s Christian Association offers a **Victim Advocacy Program** and immigrant women's services.
(901)323-2211
www.memphisywca.org

For all other information, see the "Legal Help", “Legal Clinics in West Tennessee” and "Social Services Resources" sections of this manual.

For more questions or assistance, contact:
Legal Aid Clinics (See Legal Clinics in West Tennessee, below.)
Landlord and Tenant Issues

Problem
Many Tennesseans face landlord-tenant issues due to tensions between both parties’ struggles to meet financial obligations and keep up with demanding responsibilities.

Solutions and Eligibility
If the county has 75,000 or more people, then the Uniform Residential Landlord-Tenant Act (URLTA) applies (Tenn. Code Ann. §§ 66-28-101 et seq.). If the county has less than 75,000 people, URLTA does not apply. In the context of public housing, Tenn. Code Ann. §§ 13-20-101 et seq. applies. A landlord may evict a tenant for non-payment of rent, abnormal damage to the property, or commission of violent acts or behavior on the property. In this case, the landlord must give 14 days’ notice. If the tenant does not correct the behavior, a landlord can terminate the tenancy and file a lawsuit to evict. For all other lease violations, 30 days’ notice is required. If the tenant has committed drug-related activity on the premises of the rental unit, the landlord may give 3 days’ notice. Landlords cannot shut off utilities, lock out tenants, etc. even if the lease says so. To evict, a landlord must go to General Sessions and get a Detainer Warrant to take the tenant to court. Landlords must keep dwellings fit to live in and in good repair.

Clients may find the following resources useful:
To file a complaint against a landlord in a county of 75,000 people or more:
www.tn.gov/commerce.html

To file a complaint when the property is a member of the Better Business Bureau:

Tennessee Division of Consumer Affairs Consumer Hotline:
(615)741-4737, Monday - Friday, 8:00 a.m. - 4:30 p.m

For all other information, see the "Legal Help", "Legal Clinics in West Tennessee", "Social Services Resources" and "Mediation Centers" sections of this manual.

For more questions or assistance, contact:
Legal Aid Clinics (See Legal Clinics in West Tennessee, below.)
Mental Health and Addiction

Problem

Many low-income families and individuals do not have insurance or do not otherwise have access to mental healthcare or addiction services.

If a client expresses contemplating suicide, the client needs access to professional counseling or medical services.

Clients may find the following resources useful in obtaining access to mental health or addiction services:

Case Management, Inc. offers comprehensive mental health, case management, and referral services.
(901)821-5600

Memphis Health Center, Inc. offers mental and behavioral health services along with many other specialty services.
(901)261-2000, appointments@mphshc.org

The Tennessee Chapter of the National Alliance on Mental Illness offers education, support, and referrals for treatment.
(800)467-3589, ext. 317
www.namitn.org

National Suicide Hotline
(800)784-2433, (800)273-8255
(888)628-9454, Spanish
For the hearing impaired: (800)799-4889

AGAPE Link is a directory of mental health and addiction recovery services:
(901)323-3600
3160 Directors Row, Memphis, TN 38131
www.theagapecenter.com/Treatment-Centers/Tennessee.htm
Mental Health and Addiction

Clients may find the following resources useful in obtaining access to mental health or addiction services:

**Tennessee Department of Mental Health & Substance Abuse Services** offers services and referrals for those with mental health or with substance abuse issues, as well as help with housing and employment.
(800)560-5767, oca.tdmhsas@tn.gov
www.tn.gov/behavioral-health

**Mobile Crisis** is a 24/7/365 response team for those who are experiencing a mental health emergency, statewide line: (855)CRISIS-1, (855)274-7471 or by county:

- Benton, Carroll, Gibson, and Henry Counties: **Carey Counseling Center**, (800)353-9918
- Crockett, Dyer, Haywood, Henderson, Lake, Madison, Obion, and Weakley Counties: **Pathways of Tennessee**, (800)372-0693
- Fayette, Lauderdale, and Tipton Counties: **Professional Care Services**, (800)353-9918
- Chester, Decatur, Hardin, Hardeman, and McNairy Counties: **Quinco Community Mental Health Center**, (800)467-2515
- Shelby County: **Alliance Healthcare Services**, (901)577-9400

**The Tennessee REDLINE**, (800)889-9789, is a toll-free information and referral line open 24 hours per day, 7 days a week, providing accurate, up-to-date alcohol, drug, problem gambling, and other addiction information and referrals to all citizens of TN. REDLINE provides referrals for co-occurring alcohol and drug disorders that arise along with mental health disorders. Callers are provided with at least 3 referral sources when possible.

**Alcoholics Anonymous of West Tennessee** offers meetings and support services to those struggling with alcohol dependence:
- Hotline: (800)559-2252
- Jackson: (877)426-8330, www.aawesttn.org
- Memphis: (901)454-1414, www.memphis-aa.org
Mental Health and Addiction

Clients may find the following resources useful in obtaining access to mental health or addiction services:

City of Memphis Social Service Directory
www.memphis.com/government/business-directory/social-services

National Directory of Resources for the Needy
www.homelesshelterdirectory.org/tennessee.html

For all other information, see the "Legal Help", "Legal Clinics in West Tennessee", "Social Services Resources" and "Mediation Centers" sections of this manual.

For more questions or assistance, contact:
Legal Aid Clinics (See Legal Clinics in West Tennessee, below.)
Mortgage Fraud and Predatory Lending

Problem

Tennesseans may face legal issues involving foreclosures, predatory lending, and mortgage scams.

Clients may find the following resources useful:

The Tennessee Office of the U.S. Department of Housing and Urban Development can provide information on issues such as fair lending and avoiding foreclosure:
www.hud.gov/states/tennessee/offices

If you need to file a complaint against a mortgage lender, mortgage broker, or home improvement contractor who has engaged in fraudulent or illegal activity with respect to their services, contact:

Tennessee Department of Financial Institutions ensures that Tennessee financial institutions remain fiscally strong and comply with governing authority. (615)741-2236
www.tn.gov/tdfi

Tennessee Department of Commerce and Insurance protects consumers and legitimate business enterprises from unfair and deceptive acts in the conduct of any trade or commerce.
(615)741-2241
www.tn.gov/commerce/consumer-affairs.html

Federal Trade Commission accepts complaints regarding identity theft:
(877)382-4357
www.ftc.gov/faq/consumer-protection/submit-consumer-complaint-ftc

If the wrongdoer is a member of the Better Business Bureau:

For all other information, see the "Legal Help", "Legal Clinics in West Tennessee", and "Social Services Resources" sections of this manual.

For more questions or assistance, contact:
Legal Aid Clinics (See Legal Clinics in West Tennessee, below.)
Social Security Disability Benefits

Problem

Clients who have disabilities are often unable to work and earn an income. By applying for Social Security Disability, eligible clients can receive financial assistance to offset their inability to work and earn an income.

Solutions and Eligibility

Clients must apply and meet certain criteria in order to qualify. The applicant must be age 18 or older; not currently be receiving benefits; be unable to work because of a medical condition that is expected to last at least 12 months or result in death; and not have been denied disability benefits in the last 60 days. If the application was recently denied for medical reasons, the Internet Appeal is a starting point to request a review of the medical determination that was made. Clients must submit medical information, proof of identification and citizenship, employment information (if any), workers compensation information, Social Security number, and financial resource information (i.e. savings accounts). Depending on certain factors such as work history, the client may be required to fill out multiple forms or applications.

Clients may find the following resources useful:

For all information on applying, answers to frequently asked questions, and links to apply:
(800) 772-1213, 7:00 am - 7:00 pm, for hearing impaired: (800) 325-0778
www.ssa.gov/disability
www.ssa.gov/disability/disability_starter_kits_adult_eng.htm

Make an appointment at a local office:
www.secure.ssa.gov/ICON/main.jsp

For all other information, see the "Legal Help", "Legal Clinics in West Tennessee", and "Social Services Resources" sections of this manual.

For more questions or assistance, contact:
Legal Aid Clinics (See Legal Clinics in West Tennessee, below.)
Subsidized Housing / Home Ownership

Problem
Many who fall on hard times encounter difficulties in keeping their housing. By turning to subsidized housing or to financial assistance programs for homeowners, clients can avoid losing their homes or suffering without utilities or food.

Solutions and Eligibility
For Public Housing or Housing Choice Vouchers (Section 8), clients must be employed for a full year and make at least $14,500, have no debt to a housing agency, and not have defaulted on a mortgage. There are some exceptions for the elderly or disabled. Clients will need basic information about their rental history and income. There are often waiting lists, and once housing becomes available, the client must pay the greater of 30% of net income or $50 per month.

Clients may find the following resources useful:

Apply for Public Housing or Housing Choice Vouchers (Section 8), contact the local Public Housing Agency:
www.hud.gov/program_offices/field_policy_mgt/localoffices#TN
www.hud.gov/states/tennessee

NeedHelpPayingBills.com provides clients with assistance for payment, settlement, or elimination of bills including medical, housing, energy, and prescription drug bills.
www.needhelppayingbills.com/html/tennessee_assistance_programs.html

Tennessee Housing Development Agency’s Low-Income Home Energy Assistance Program offers one-time financial assistance for those who have immediate heating and cooling needs. Generally, clients must meet or be below 150% of the Poverty Guidelines:
www.thda.org/business-partners/liheap

For all other information, see the “Legal Clinics in West Tennessee” and "Social Services Resources” sections of this manual.

For more questions or assistance, contact:
Legal Aid Clinics (See Legal Clinics in West Tennessee, below.)
Temporary Assistance for Needy Families or "Families First"

Problem

Families First, the state's Temporary Assistance for Needy Families (TANF) program, is a workforce development and employment program that provides monthly financial assistance to low-income families for a maximum of five years. It is temporary with a primary focus on gaining self-sufficiency through employment by providing temporary cash assistance, transportation, child care assistance, educational supports, job training, employment activities, and other support services. Families First cash assistance benefits are issued and accessed electronically using a Benefit Security Card or EBT Card.

Solutions and Eligibility

Generally, clients must complete a Personal Responsibility Plan ("PRP"), which details that the client will keep children in school, keep their healthcare up to date, cooperate with child support requirements, and participate in work training. The client’s child usually must either be less than 18 (or 19 if still in school) and a U.S. citizen and TN resident. The family must also meet an income test. Legal guardians or relatives (such as a grandparent, aunt/uncle, sister/brother, or cousin) could get Families First if the child meets the other usual conditions and the parent is absent, dead, incapacitated, unemployed, or underemployed. Additionally, women who are at least 6 months pregnant may be eligible for TANF/Families First. There also may be a work requirement of 30 hours per week for adult recipients.

Clients may find the following resources useful:

Apply in person at local DHS Office: (866)311-4287
www.tn.gov/humanservices/for-families/families-first-tanf.html
www.tn.gov/humanservices/for-families/families-first-tanf/applying-for-services.html

For all other information, see the "Legal Help", "Legal Clinics in West Tennessee" and "Social Services Resources" sections of this manual.

For more questions or assistance, contact:
Legal Aid Clinics (See Legal Clinics in West Tennessee, below.)
Unemployment Benefits

Problem

Clients who have suffered a reduction of hours at work or who have lost their jobs through no fault of their own often struggle to meet their financial obligations. Unemployment benefits can provide clients with financial support while they actively look for new employment. Eligible claims may receive up to $275.00 per week in benefit payments. Qualified Tennesseans are only eligible for a maximum of 26 weeks of unemployment insurance in a year.

Solutions and Eligibility

If the client did not voluntarily quit and was not fired for good cause, it is possible that the client qualifies for unemployment benefits. The client must be available to work (the client is physically able to work, has a way to get to work, and is ready to accept a job) and must be actively seeking employment. Clients will need to have information regarding their last employer, information on the circumstances of the termination of employment, work history details, and a Social Security number.

Clients may find the following resources useful:

Apply for unemployment benefits: (844)224- 5818
www.jobs4tn.gov
www.tn.gov/workforce/unemployment/apply-for-benefits.html
www.tn.gov/workforce/unemployment/apply-for-benefits-redirect-2/online-application.html

If a person is fired because of race, age, sex, handicap, or for participating in a protected activity such as filing a grievance or participating in a workplace investigation, that person should contact the Equal Employment Opportunity Commission (EEOC), (800)669-4000.

For all other information, see the “Legal Clinics in West Tennessee” and “Social Services Resources” sections of this manual.

For more questions or assistance, contact:
Legal Aid Clinics (See Legal Clinics in West Tennessee, below.)
Garnishment and Levy

Problem
Clients may face a garnishment or levy when they are behind on their financial obligations. A garnishment or levy might be placed on income, property, legal judgments, bank accounts, tax refunds, and more. However, a garnishment or levy might also lead to an inability to pay for essentials such as food or housing.

Solutions and Eligibility
There are limits to the amount that can be garnished, and there are several steps a client can take to lessen the impact of a garnishment. For debts that are not related to taxes, bankruptcy, or support of another person, the maximum is the lesser of 25% of disposable wages, or the amount by which weekly wages are over 30 times the federal minimum wage. The garnishment may not be made on public benefits such as disability benefits or Families First.

Clients may find the following resources useful:

Make a Motion to Pay by Installment (sometimes called a “slow pay”):
Visit the Court Clerk where the client was sued over the debt. The clerk will need information from the client, including the debt amount, how much has already been paid, the case number, and contact information for the person who sued over the debt. The case will usually be brought back to court.

Self-help informational brochure on garnishment issues:
www.laet.org/legal-information/ - choose from the menu “stopping garnishment”

File a Personal Property Exemption form with the Court Clerk to protect up to $10,000 of property and up to $217.50 per week of wages. The clerk should have these forms at the courthouse. See the brochure mentioned above.

For all other information, see the "Legal Help", “Legal Clinics in West Tennessee” and "Social Services Resources" sections of this manual.

For more questions or assistance, contact:
Legal Aid Clinics (See Legal Clinics in West Tennessee, below.)
Legal Clinics Offered in West Tennessee

Access to Justice maintains a comprehensive list of all clinics across the state.

Tennessee Faith & Justice Alliance publishes a monthly clinic list.

Both are available online: www.justiceforalltn.com/resource/legal-clinics-tennessee

Contact the Pro Bono Coordinator at ATJInfo@tncourts.gov if you know of a clinic that is not included in the lists or if you have updated information on a clinic.

SAMPLE Monthly Clinic List
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tennessee Faith &amp; Justice Alliance</strong>, 2</td>
<td>2</td>
</tr>
<tr>
<td><strong>Tennessee Access to Justice Commission</strong>, 2</td>
<td>2</td>
</tr>
<tr>
<td><strong>Clinic-In-A-Box</strong>, 3</td>
<td>3</td>
</tr>
<tr>
<td><strong>CLE &amp; Malpractice Forms</strong>, 3</td>
<td>3</td>
</tr>
<tr>
<td><strong>Contact Information</strong>, 3</td>
<td>3</td>
</tr>
<tr>
<td><strong>Attorney Participation</strong>, 4</td>
<td>4</td>
</tr>
<tr>
<td><strong>Legal Help</strong>, 5</td>
<td>5</td>
</tr>
<tr>
<td><strong>General Legal Help</strong>, 5</td>
<td>5</td>
</tr>
<tr>
<td><strong>Community Legal Center (CLC)</strong>, 5</td>
<td>5</td>
</tr>
<tr>
<td><strong>Legal Information for Tennesseans (LIFT)</strong>, 5</td>
<td>5</td>
</tr>
<tr>
<td><strong>Memphis Area Legal Services, Inc. (MALS)</strong>, 5</td>
<td>5</td>
</tr>
<tr>
<td><strong>Southeast Tennessee Legal Services</strong>, 6</td>
<td>6</td>
</tr>
<tr>
<td><strong>Tennessee Alliance for Legal Services (TALS)</strong>, 7</td>
<td>7</td>
</tr>
<tr>
<td><strong>West Tennessee Legal Services (WTLS)</strong>, 8</td>
<td>8</td>
</tr>
<tr>
<td><strong>Arts</strong>, 8</td>
<td>8</td>
</tr>
<tr>
<td><strong>Tennessee Volunteer Lawyers and Professionals for the Arts (VLPA)</strong>, 8</td>
<td>8</td>
</tr>
<tr>
<td><strong>Consumer and Debt</strong>, 9</td>
<td>9</td>
</tr>
<tr>
<td><strong>State of Tennessee Consumer Affairs Division</strong>, 9</td>
<td>9</td>
</tr>
<tr>
<td><strong>Tennessee Department of Financial Institutions Services</strong>, 9</td>
<td>9</td>
</tr>
<tr>
<td><strong>Disability</strong>, 10</td>
<td>10</td>
</tr>
<tr>
<td><strong>Disability Rights Tennessee (DRT)</strong>, 10</td>
<td>10</td>
</tr>
<tr>
<td><strong>Tennessee Disability Pathfinder</strong>, 10</td>
<td>10</td>
</tr>
<tr>
<td><strong>Domestic Violence and/or Immigration</strong>, 10</td>
<td>10</td>
</tr>
<tr>
<td><strong>An Abuse, Rape, Domestic Violence Aid and Resource Collection</strong>, 10</td>
<td>10</td>
</tr>
<tr>
<td><strong>Criminal Injuries Compensation Fund</strong>, 11</td>
<td>11</td>
</tr>
<tr>
<td><strong>End Slavery Tennessee</strong>, 11</td>
<td>11</td>
</tr>
<tr>
<td><strong>Family Safety Center of Memphis and Shelby County</strong>, 11</td>
<td>11</td>
</tr>
<tr>
<td><strong>Memphis Sexual Assault Resource Center</strong>, 12</td>
<td>12</td>
</tr>
<tr>
<td><strong>National Domestic Violence Hotline</strong>, 12</td>
<td>12</td>
</tr>
<tr>
<td><strong>Shelby County Rape Crisis Center</strong>, 12</td>
<td>12</td>
</tr>
<tr>
<td><strong>WomensLaw.Org</strong>, 12</td>
<td>12</td>
</tr>
<tr>
<td><strong>Young Women's Christian Association (YWCA)</strong>, 13</td>
<td>13</td>
</tr>
<tr>
<td><strong>Elder</strong>, 13</td>
<td>13</td>
</tr>
<tr>
<td><strong>Aging Commission of the Mid-South</strong>, 13</td>
<td>13</td>
</tr>
<tr>
<td><strong>HELP4TN</strong>, 13</td>
<td>13</td>
</tr>
<tr>
<td><strong>Tennessee Bar Association's Senior Legal Handbook</strong>, 14</td>
<td>14</td>
</tr>
<tr>
<td><strong>Tennessee Commission on Aging and Disability</strong>, 14</td>
<td>14</td>
</tr>
<tr>
<td><strong>Tennessee Ombudsman Program</strong>, 15</td>
<td>15</td>
</tr>
<tr>
<td><strong>Tennessee State Health Insurance Assistance Program (SHIP) and SMP: Empowering Seniors to Prevent Healthcare Fraud</strong>, 15</td>
<td>15</td>
</tr>
<tr>
<td><strong>Healthcare</strong>, 15</td>
<td>15</td>
</tr>
</tbody>
</table>
Substance Abuse and Mental Health Services (SAMHSA), 16
Tennessee Justice Center (TJC), 16

**Housing and Homelessness, 17**
Community Alliance for the Homeless and Project Homeless Connect Memphis, 17
Mortgage Assistance Hotline, 17
National Alliance to End Homelessness, 17
National Coalition for the Homeless, 18
Tennessee Human Rights Commission, 18

**Human Rights, 18**
Tennessee Human Rights Commission, 18

**Identity Theft, 19**
Criminal Investigation Division, 19
Federal Trade Commission, 19

**Immigration, 19**
Catholic Charities of West Tennessee, 19
Community Legal Center of Memphis, 20
Justice for Our Neighbors (JFON), 20
Southern Migrant Legal Services, 20
Tennessee Immigrant and Refugee Rights Coalition (TIRRC), 21

**Pension Rights, 21**
Mid-America Pension Rights Project, 21

**Veterans, 22**
American Bar Association Commission on Homelessness and Poverty, Veterans' Directory, 22
National Veterans Legal Services Program (NVLSP), 22
Stateside Legal, Directory of Legal Assistance, 22

**Mediation Centers, 23**
Kindred Place, 23
Le Dujour HERO Village of Mid-South, Inc., 23
Mid-South Community Justice and Mediation Center (CJAM), 23

**Social Services Resources, 24**
**General Social Services Help, 24**
City of Memphis Social Service Directory, 24
National Directory of Resources for the Needy, 24
United Way’s TN 211 Call Center, 24
World Relief Memphis, 25

**Children's Services, 25**
Court Appointed Special Advocates, 25
Memphis Child Advocacy Center, 25

**Consumer and Debt Counseling, 26**
NeedHelpPayingBills.com, 26

**Disaster Relief, 26**
Federal Emergency Management Agency (FEMA), 26
Tennessee Emergency Management Agency (TEMA), 26

**Domestic Violence and Sexual Assault, 27**
An Abuse, Rape, and Domestic Violence Aid and Resource Collection, 27
Kindred Place, 27
National Domestic Violence Hotline, 27
Tennessee Coalition to End Domestic and Sexual Violence, 28

**Elder, 28**
Tennessee Area Agencies on Aging and Disability, 28
Tennessee Human Resource Agency (TNHRA), 28

**Healthcare, 29**
Artists’ Healthcare Insurance Resource Center, 29
Case Management, Inc., 29
Christ Community Health Services, Inc., 29
Health Resources and Services Administration (HRSA), 30
Memphis Health Center, Inc., 30
Music Health Alliance (MHA), 30
NeedyMeds, 31
Ronald McDonald House Charities, 31

**Housing and Homelessness, 31**
AGAPE Child and Family Services, 31
Calvary Rescue Mission, 32
Catholic Charities of West Tennessee, 32
Dorothy Day House of Hospitality, 32
Dyer County Union Mission, 32
Housing and Urban Development (HUD), 33
Memphis Public Library, 33
Memphis Union Mission, 33
Southwest Human Resource Agency, 34
Tennessee Housing Development Agency (THDA), 34
Tennessee Housing Resource Directory, 34

**Learning and Library, 35**
Tennessee Electronic Library’s GED Preparation Program, 35

**Veterans, 35**
Courage Beyond Program, 35
National Call Center for Homeless Veterans, 35
Shelby County Veterans’ Services, 36

**Self-Represented Litigants Resources, 37**
HELP4TN, 37
Justice for All Tennessee, 37
Legal Aid Pamphlets and Information Online, 38
Self Help Center, Administrative Office of the Courts, 38
Southeast Tennessee Legal Services, 38
Tennessee Free Legal Answers, 39

Other Legal Resources, 40
Access to Justice Commission Attorney Training Videos, 40
Interactive Tennessee Legal and Social Services Map, 40
Pro Bono Clinic in a Box, 40
Tennessee Bar Association (TBA), 41

Frequent Legal Topics and Potential Solutions, 42
Birth Certificates, 42
Child Support and Family Issues, 43
Conservatorship and Power of Attorney, 45
Criminal Issues and Expungement, 46
Domestic and Dating Violence, 48
Driver’s License Issues, 50
Food Stamps / Supplemental Nutrition Assistance Program (SNAP), 52
Homeless Veterans, 53
Immigration and Asylum, 54
Landlord and Tenant Issues, 57
Mental Health and Addiction, 58
Mortgage Fraud and Predatory Lending, 61
Social Security Disability Benefits, 62
Subsidized Housing / Home Ownership, 63
Temporary Assistance for Needy Families or "Families First", 64
Unemployment Benefits, 65
Garnishment and Levy, 66

Legal Clinics Offered in West Tennessee, 67
Index, 68
Special Thanks, 72
Special Thanks to the Nashville School of Law
Access to Justice Externs Class of Spring 2018

Nine externs from the Legal Aid Society of the Nashville School of Law were selected for an inaugural externship project to remotely update the Tennessee Faith & Justice Alliance Manuals for East, Middle, and West Tennessee, which had not had a comprehensive update since 2014. Following an initial orientation meeting, the externs were divided into three teams, with required reporting of an average of 5 hours per person every two weeks, supervised by the Access to Justice Pro Bono Coordinator. Work was completed via track changes in Google Docs and was reviewed and approved by the Pro Bono Coordinator. The externs finalized the content updates to the manuals in Summer 2018, and the manuals were then given a comprehensive aesthetic overhaul over the following months. A celebration was held in honor of the externs on May 30th, 2018, for which Justice Connie Clark was an honored guest.

Front row (left to right): Stephanie Brake, Shakira King, Pooja Bery (President of Nashville School of Law Legal Aid Society), Jeannie Naujeck, Justice Cornelia A. Clark, Bettina LaBoy Reed (Vice President of Nashville School of Law Legal Aid Society)
Back row (left to right): Nathan Rogers, Robert Marks, Dylan Bruner
Not pictured: Blake Taylor, Bobbie Jean Lamar