IF WE BUILD IT THEY WILL COME...
FROM 226 TO 594
IN 15 WEEKS

Louisville Beecher Terrace Site
727 Households
Senior Project Manager

Senior Case Manager

3 Case Managers

2 Part Time Outreach Workers

LOUISVILLE STAFF STRUCTURE
TRACING OUR STEPS

1. Set Aggressive Target (80% or 582)
2. Build Understanding (Trauma Training)
3. Make a Plan (Plan, Do, Study, Act)
CRITICAL CONSIDERATIONS

- Attended established community events
- Varied times of engagement
- Repeated high yield activities
- Targeted interventions – list for door knocking
- Creativity
  - Rent office
  - Bus
  - Letters to offsite residents
Foote Homes Services Org Chart

Memphis Housing Authority
JPP and CNI Grant Administration & JPEID Coordination

USMH (JPP & CNI funded)
Operations Director

CNI Funded
Case Management Supervisor
Case Manager
Education Specialist
Health Specialist

Jobs Plus Funded
2 Workforce Specialists
3 Case Managers
5 Resident Ambassadors

ROSS Funded
1 ROSS Service Coordinator
dedicated to Foote Homes
Your Case Manager is Tiffany Jones
Case Manager's Phone Numbers is 901-544-1342
Urban Strategies Memphis HOPE

Vision
Thriving and self-sufficient families.

Mission
USMH achieves its vision through the creation of a cohesive partnership with our families.
USMH achieves its vision through collaboration with residents and community partners.
USMH achieves its vision by supporting each family through intensive case management and goal setting.

Contact Us
990 College Park Dr. Ste 201, Memphis, TN 38126
Phone: 901-544-1341
Web: www.UrbanStrategiesInc.org
Grocery Stores

Kroger
1977 S 3rd St.
Memphis, TN 38109
901-947-3417
Open Daily
7:00am-11:00pm

Kroger
1212 E Shelby Dr.
Memphis, TN 38116
901-346-8606
Open Daily
6:00am-12:00am

Walmart
5255 Elvis Presley Blvd.
Memphis, TN 38116
901-346-4994
Open Daily
6:00am-12:00am

Save-A-Lot
1817 S 3rd St.
Memphis, TN 38109
901-774-1426
Open Daily
8:00am-10:00pm

Save-A-Lot
4696 S US Hwy 61
Memphis, TN 38109
901-785-4042
Open Daily
7:00am-10:00pm

Save-A-Lot
4679 Knight Arnold
Memphis, TN 38118
901-363-5724
Open Daily
8:00am-10:00pm

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Health Services

Christ Community Health Services:
Medical and Dental Clinic
3362 S 3rd St.
Memphis, TN 38109
901-271-6300
Monday – Friday
8:00am- 5:00pm

S. 3rd Primary Care
1955 South Third
Memphis, TN 38109
901-515-5800
Monday – Friday
8:00am-5:30pm

Methodist Hospital:
Primary Care & Wound Healing Center
1300 Wesley Dr.
Memphis, TN 38116
901-516-3700
24/7

Fedex Health Center West
3140 Tchulahoma Rd. #1-4
Memphis, TN 38118
901-260-0203
3:00am-10:00pm

Memphis Public Library

Parkway Village Library
4655 Knight Arnold Rd.
Memphis, TN 38118
901-415-2776
Mon-Thurs.
10:00am-6:00pm
Saturday
10:00am-5:00pm

South Branch Library
1929 S 3rd St.
Memphis, TN 38109
901-415-2780
Mon-Thurs.
10:00am-6:00pm
Saturday
10:00am-5:00pm

Levi Library
3676 S 3rd St.
Memphis, TN 38109
901-415-2773
Mon-Thurs. Sat.
10:00am-5:00pm

Whitehaven Library
4120 Mill Branch Rd.
Memphis, TN 38116
901-415-2781
Monday-Saturday
10:00am-7:00pm

Community Centers

Whitehaven Community Center
4318 Graceland Dr.
Memphis, TN 38116
901-774-7950
Monday - Friday
2:00pm-8:00pm

McFarland Community Center
4955 Cottonwood
Memphis, TN 38118
901-362-8350
Monday - Friday
9:00am-9:45pm

Riverview Community Center
1891 Kansas St #A.
Memphis, TN 38109
901-774-3041
Monday - Friday
2:00pm-7:00pm

Mitchell Community Center
602 West Mitchell
Memphis, TN 38109
901-789-2927
Monday - Friday
2:00pm-7:00pm

Charles Powell Community Center
810 Western Park
Memphis, TN 38109
901-785-5975
Monday - Friday
2:00pm-7:00pm
<table>
<thead>
<tr>
<th>Center Name</th>
<th>Address</th>
<th>Phone Number</th>
<th>Operating Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abundance of Love Enrichment Center</td>
<td>436 E Raines Rd. Memphis, TN 38109</td>
<td>901-348-9275</td>
<td>Monday- Friday 6:00am-6:30pm</td>
</tr>
<tr>
<td>Lil Tots Learning Center</td>
<td>465 E Raines Rd. Memphis, TN 38109</td>
<td>901-348-0006</td>
<td>Monday- Friday 6:00am-6:30pm</td>
</tr>
<tr>
<td>A Step Above Preparatory Daycare</td>
<td>4287 Mill Branch Rd. Memphis, TN 38116</td>
<td>901-345-7066</td>
<td>Monday- Friday 6:00am-6:30pm</td>
</tr>
<tr>
<td>Star Quality Daycare Center</td>
<td>1077 E Raines Rd. Memphis, TN 38116</td>
<td>901-398-7748</td>
<td>Monday- Friday 6:00am-6:30pm</td>
</tr>
<tr>
<td>Bright Beginnings</td>
<td>1453 E Raines Rd. Memphis, TN 38116</td>
<td>901-332-3233</td>
<td>Monday- Friday 6:00am-6:30pm</td>
</tr>
<tr>
<td>Learning World Daycare Center</td>
<td>1127 Marlin Rd. Memphis, TN 38116</td>
<td>901-346-7066</td>
<td>Monday- Friday 6:00am-6:30pm</td>
</tr>
<tr>
<td>Sharing God’s Love Childcare</td>
<td>5095 Mill Branch Rd. Memphis, TN 38116</td>
<td>901-332-4771</td>
<td>Monday- Friday 6:00am-6:30pm</td>
</tr>
<tr>
<td>Happy Times Daycare Center</td>
<td>3251 S Perkins Rd. Memphis, TN 38118</td>
<td>901-362-2962</td>
<td>Monday- Friday 6:00am-6:30pm</td>
</tr>
<tr>
<td>Precious Angels Daycare Center</td>
<td>3040 S Perkins Rd. Memphis, TN 38118</td>
<td>901-565-0515</td>
<td>Monday- Friday 6:00am-6:30pm</td>
</tr>
<tr>
<td>Hooks Dommick Child Care Center</td>
<td>4982 Knight Arnold Memphis, TN 38118</td>
<td>901-367-2912</td>
<td>Monday- Friday 6:30am-6:30pm</td>
</tr>
<tr>
<td>Klassy Kids Academy</td>
<td>3614 S Perkins Rd. Memphis, TN 38118</td>
<td>901-368-3610</td>
<td>Monday- Friday 6:30am-6:30pm</td>
</tr>
<tr>
<td>Kingdom Hearts</td>
<td>4826 Cromwell Ave. Memphis, TN 38118</td>
<td>901-367-8975</td>
<td>Monday- Friday 6:30am-6:30pm</td>
</tr>
</tbody>
</table>

**Health Care (cont.)**

**Satellite Healthcare**

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone Number</th>
<th>Operating Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satellite Healthcare</td>
<td>4185 Pace St. Memphis, TN 38116</td>
<td>901-244-4602</td>
<td>Monday – Friday 9:00am- 5:30pm</td>
</tr>
</tbody>
</table>

**Rehabilitation, Mental, & Behavioral Health Centers**

<table>
<thead>
<tr>
<th>Center Name</th>
<th>Address</th>
<th>Phone Number</th>
<th>Operating Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allenbrooke Health Care Center</td>
<td>3933 Allenbrooke Cv. Memphis, TN 38118</td>
<td>901-795-2444</td>
<td>Mon.-Fri. Times vary, please call</td>
</tr>
<tr>
<td>Alliance Healthcare Services</td>
<td>3810 Winchester Rd. Memphis, TN 38118</td>
<td>901-369-1400</td>
<td>24/7</td>
</tr>
</tbody>
</table>

**Emergency Services**

<table>
<thead>
<tr>
<th>Service</th>
<th>Location</th>
<th>Address</th>
<th>Phone Number</th>
<th>Operating Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>MIFA</td>
<td></td>
<td>910 Vance Ave. Memphis, TN 38126</td>
<td>901-527-0208</td>
<td>Monday- Friday 7:30am-10:30am</td>
</tr>
<tr>
<td>Food and Home Energy Assistance</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Service Agency</td>
<td></td>
<td>3772 Hickory Ridge Mall Memphis, TN 38115</td>
<td>902-222-4315</td>
<td>Monday-Friday 8:00am-4:30pm</td>
</tr>
<tr>
<td>Home Energy and Rent Assistance</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Memphis Housing Authority</td>
<td></td>
<td>700 Adams Memphis, TN 38105</td>
<td>901-544-1100</td>
<td>Monday-Friday 8:00am-5:00pm</td>
</tr>
<tr>
<td>Housing Assistance</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Memphis Light, Gas, and Water**

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone Number</th>
<th>Operating Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>MLGW Lamar</td>
<td>2935 Lamar Ave. Memphis, TN 38114</td>
<td>901-528-4011</td>
<td>Monday-Friday 8:30am-5:00pm</td>
</tr>
</tbody>
</table>
### Memphis Police Department

<table>
<thead>
<tr>
<th>MPD, Non-Emergency</th>
<th>901-545-2677</th>
<th>24/7</th>
</tr>
</thead>
<tbody>
<tr>
<td>MPD 1891 S 3rd St #3, Memphis, TN 38109</td>
<td>901-545-2677</td>
<td>24/7</td>
</tr>
<tr>
<td>MPD 791 E Raines Rd, Memphis, TN 38116</td>
<td>901-636-4599</td>
<td>24/7</td>
</tr>
<tr>
<td>MPD 4955 Cottonwood Rd, Memphis, TN 38118</td>
<td>901-362-1990</td>
<td>24/7</td>
</tr>
</tbody>
</table>

### Memphis Fire Department

<table>
<thead>
<tr>
<th>Memphis Fire Station Rural/Metro</th>
<th>2788 Sprankle Memphis, TN 38118</th>
<th>901-797-5100</th>
<th>24/7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Memphis Fire Station #40</td>
<td>2231 E. Shelby Dr, Memphis, TN 38118</td>
<td>901-396-2360</td>
<td>24/7</td>
</tr>
<tr>
<td>Memphis Fire Station #57</td>
<td>4930 Pleasant Hill Memphis, TN 38118</td>
<td></td>
<td>24/7</td>
</tr>
</tbody>
</table>

### Adult Education

<table>
<thead>
<tr>
<th>HopeWorks</th>
<th>1187 E. Holmes Rd. Memphis, TN 38116</th>
<th>901-396-8800</th>
<th>Monday-Friday 8:30am-4:30pm</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Horizons Computer Learning Center</td>
<td>4775 American Way Memphis, TN 38118</td>
<td>901-375-1533</td>
<td>Monday-Friday 8:00am-6:00pm</td>
</tr>
</tbody>
</table>

### Job Placement and Skills Training

<table>
<thead>
<tr>
<th>Workforce Investment Network</th>
<th>480 Beale Street Memphis, TN 38103</th>
<th>901-636-7971</th>
<th>Monday-Friday 8:30am-1:00pm, 3:30am-2:00pm</th>
</tr>
</thead>
<tbody>
<tr>
<td>HopeWorks</td>
<td>1187 E. Holmes Rd. Memphis, TN 38116</td>
<td>901-396-8800</td>
<td>Monday-Friday 8:30am-4:30pm</td>
</tr>
<tr>
<td>Olympic Career Training Institute</td>
<td>2851 Lamb Pl #11 Memphis, TN 38118</td>
<td>901-614-2060</td>
<td>Monday-Friday 9:00am-4:00pm Saturday 9:00am-1:00pm</td>
</tr>
<tr>
<td>National College</td>
<td>2576 Thousand Oaks Blvd Memphis, TN 38118</td>
<td>901-363-9046</td>
<td>Class days and times vary, pending schedule</td>
</tr>
</tbody>
</table>

| SRVS Vocational Services | 3971 Knight Arnold Memphis, TN 38118 | 901-869-7787 | Monday-Friday 8:30am-5:00pm |

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8
### Schools (cont.)

<table>
<thead>
<tr>
<th>School</th>
<th>Grades</th>
<th>Address</th>
<th>Phone</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Getwell Elementary</td>
<td>Pre-K to 5</td>
<td>2795 Getwell Rd., Memphis, TN 38118</td>
<td>901-416-0267</td>
<td>Monday-Friday 9:15am-4:15pm</td>
</tr>
<tr>
<td>American Way Middle</td>
<td>Grades 6-8</td>
<td>3805 American Way, Memphis, TN 38118</td>
<td>901-416-1250</td>
<td>Monday-Friday 8:15am-3:15pm</td>
</tr>
<tr>
<td>Goodlett Elementary</td>
<td>K-5</td>
<td>3001 Goodlett, Memphis, TN 38118</td>
<td>901-416-2510</td>
<td>Monday-Friday 8:15am-3:15pm</td>
</tr>
<tr>
<td>Knight Road Elementary</td>
<td>Grades K-5</td>
<td>3237 Knight Rd., Memphis, TN 38118</td>
<td>901-416-2514</td>
<td>Monday-Friday 8:15am-3:15pm</td>
</tr>
<tr>
<td>Sheffield Elementary</td>
<td>Grades Pre-K-5</td>
<td>4290 Chuck, Memphis, TN 38118</td>
<td>901-416-2360</td>
<td>Monday-Friday 8:15am-3:15pm</td>
</tr>
<tr>
<td>Sheffield High School</td>
<td>Grades 9-12</td>
<td>4315 Sheffield Ave., Memphis, TN 38118</td>
<td>901-416-2370</td>
<td>Monday-Friday 7:15am-2:15pm</td>
</tr>
<tr>
<td>Cromwell Elementary</td>
<td>Grades Pre-K-5</td>
<td>4989 Cromwell, Memphis, TN 38118</td>
<td>901-416-2500</td>
<td>Monday-Friday 9:15am-4:15pm</td>
</tr>
<tr>
<td>Wooddale Middle School</td>
<td>Grades 6-8</td>
<td>3267 Castleman St., Memphis, TN 38118</td>
<td>901-730-4086</td>
<td>Monday-Friday 7:15am-3:15pm</td>
</tr>
<tr>
<td>Wooddale High School</td>
<td>Grades 9-12</td>
<td>5151 Scottsdale, Memphis, TN 38118</td>
<td>901-416-2440</td>
<td>Monday-Friday 7:15am-2:15pm</td>
</tr>
</tbody>
</table>

### Fire Stations (cont.)

<table>
<thead>
<tr>
<th>Station</th>
<th>Address</th>
<th>Phone</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>#29</td>
<td>2147 Elvis Presley</td>
<td>901-774-8500</td>
<td>24/7</td>
</tr>
<tr>
<td>#33</td>
<td>2555 Winchester</td>
<td>901-320-5445</td>
<td>24/7</td>
</tr>
<tr>
<td>#50</td>
<td>4255 E Raines Rd.</td>
<td>901-636-1400</td>
<td>24/7</td>
</tr>
</tbody>
</table>

### Human Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Address</th>
<th>Phone</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Security</td>
<td>1330 Monroe Ave, Memphis, TN 38104</td>
<td>1-866-336-2212, 901-544-0052</td>
<td>Mon, Tues, Thurs, Fri 9:00am-4:00pm, Wednesday 9:00am-NOON</td>
</tr>
<tr>
<td>DHS - Family</td>
<td>40 S. Main Street, Memphis, TN 38103</td>
<td>901-543-7351</td>
<td>Monday-Friday 7:00am-4:30pm</td>
</tr>
<tr>
<td>Assistance: Welles Branch</td>
<td>3360 S. Third St., Memphis, TN 38109</td>
<td>901-344-5040</td>
<td>Monday-Friday 7:00am-4:30pm</td>
</tr>
</tbody>
</table>

### Memphis Athletic Ministries

<table>
<thead>
<tr>
<th>Ministry</th>
<th>Address</th>
<th>Phone</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>MAM - Olivet Fellowship</td>
<td>4450 Knight Arnold, Memphis, TN 38118</td>
<td>901-590-2205</td>
<td>Mon-Fri 2:00pm-7:00pm, Saturday times vary</td>
</tr>
<tr>
<td>School Name</td>
<td>Address</td>
<td>Phone Number</td>
<td>Days</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>----------------------------------------------</td>
<td>--------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>Gardenview Elementary School</td>
<td>4075 Hartz Dr., Memphis, TN 38116</td>
<td>901-416-3068</td>
<td>Monday-Friday</td>
</tr>
<tr>
<td>A. Maceo Walker Middle School</td>
<td>1900 East Raines Rd., Memphis, TN 38116</td>
<td>901-416-1030</td>
<td>Monday-Friday</td>
</tr>
<tr>
<td>Winchester Elementary School</td>
<td>3587 Boeingshire Rd., Memphis, TN 38109</td>
<td>901-416-3152</td>
<td>Monday-Friday</td>
</tr>
<tr>
<td>Robert R. Church Elementary</td>
<td>4100 Mill Branch Rd., Memphis, TN 38116</td>
<td>901-416-0198</td>
<td>Monday-Friday</td>
</tr>
<tr>
<td>Havenview Middle School</td>
<td>1481 Hester Rd., Memphis, TN 38116</td>
<td>901-416-3092</td>
<td>Monday-Friday</td>
</tr>
<tr>
<td>Hillcrest High School</td>
<td>4184 Graceland Dr., Memphis, TN 38116</td>
<td>901-730-4098</td>
<td>Monday-Friday</td>
</tr>
<tr>
<td>Oakshire Elementary School</td>
<td>1765 E. Holmes Blvd., Memphis, TN 38116</td>
<td>901-416-3140</td>
<td>Monday-Friday</td>
</tr>
<tr>
<td>Whitehaven High School</td>
<td>4851 Elvis Presley Blvd., Memphis, TN 38116</td>
<td>901-416-3000</td>
<td>Monday-Friday</td>
</tr>
<tr>
<td>Whitehaven Elementary School</td>
<td>4783 Elvis Presley Blvd., Memphis, TN 38116</td>
<td>901-416-7431</td>
<td>Monday-Friday</td>
</tr>
<tr>
<td>Mitchell High School</td>
<td>658 Mitchell Blvd., Memphis, TN 38109</td>
<td>901-416-8174</td>
<td>Monday-Friday</td>
</tr>
</tbody>
</table>
Partnerships Realigned

- Developing new MOUs with partners
- Partners attend zone meetings
- Partners had multiple locations
- Develop new partners in the zones
  - Recommendations from current partners
  - Residents
  - Workforce Specialists
PLAN-DO-STUDY-ACT

• PLAN: WHAT DO YOU HOPE TO LEARN? WHAT ARE YOU TRYING TO IMPROVE? BY HOW MUCH (GOAL) AND BY WHEN (TIMEFRAME)?

• DO: CARRY OUT THE CHANGE/TEST. COLLECT DATA. (NOTE WHEN COMPLETED, OBSERVATIONS, PROBLEMS ENCOUNTERED, ETC.) – WHAT ARE YOU COMMITTING TO DOING AND FOR HOW LONG?

• STUDY: SUMMARIZE AND ANALYZE THE DATA. (QUALITATIVE AND QUANTITATIVE) WHAT DATA WILL TELL YOU THE IMPACT YOUR ACTION IS HAVING?

• ACT: DOCUMENT/SUMMARIZE WHAT WAS LEARNED. DID YOU MEET YOUR GOAL? LIST MAJOR CONCLUSIONS FROM THIS CYCLE. WHAT ADJUSTMENTS IF ANY WILL YOU MAKE TO MEET YOUR GOAL?