

LSS COMMUNITY SERVICES



RESOURCE GUIDE

presented by



LSS HOURS OF OPERATION:

Mon. -Thur: 8 AM-5 PM | Fri : 8AM-12PM

in partnership with onsite nonprofits



4615 Philips Hwy | Jacksonville, FL 32207

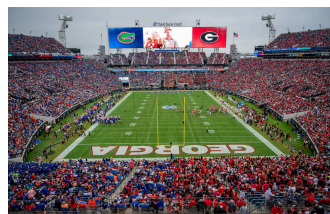
Welcome to LSS!

Lutheran Social Services of Northeast Florida has been addressing needs in our community for almost 45 years. We've grown from a small food pantry to the campus you see today - a place where our neighbors have access to many services at once.

This Resource Guide is your handbook to the five programs of LSS, as well as services provided by three other nonprofit agencies onsite:

- CAN Community Health
- JaxCareConnect
- WeCareJax

Collectively, our five organizations served 90,000+ individuals last year. That's more people than attended the last Florida-Georgia game!



If you are seeking assistance, looking to get involved, or simply curious about what LSS and our onsite partners have to offer, this guide is your go-to source for information.

We hope this will be a valuable tool in connecting you with the support and opportunities you need to thrive. Remember, you're not alone - our community is here to support you every step of the way.



Bill Brim
President & CEO



**LUTHERAN
SOCIAL
SERVICES**
OF NORTHEAST FLORIDA



LSS FOOD PANTRY

Feeding our neighbors in need

The Jan Jirousek Food Pantry

Pantry hours: Mon-Fri, 10am-2pm

Anyone in need may get free groceries at LSS once per month. Pantry windows are located in the back of the LSS building by the pond. Please bring an ID and, if possible, your own reusable bags. Food donations and volunteers are gratefully accepted.

As of October 2024, the pantry has extended its hours by adapting an appointment system.

**Schedule an appointment
for the Food Pantry**



Open 5 days/week



Pet food and baby supplies upon request & availability



Each client receives food valued at \$80, on average



Other services available during pantry hours



Want to help?

- Volunteer
- Hold a food drive
- Make a monetary gift



**More information: (904) 739-7006
contact@lssjax.org**



ACE (ADVOCACY, CARE & EDUCATION)

Comprehensive HIV Services

If you are living with HIV or AIDS, you may qualify for these services at LSS, through the Ryan White Program:

- Medical Case Management
- Mental Health & Psychosocial
- Jail Link
- Transitional Housing & Housing Assistance
- Food Pantry & Nutrition Services
- Outreach, Health Education & Risk Reduction
- Durable Goods



The most HIV services under one roof in NE Florida



Clients have 91% viral suppression (66% U.S.-wide)



Convenient, state-of-the-art clinic onsite



Caring, highly experienced staff

**More information: Call (904) 448-5995
or email alane.ertel@lssjax.org**



ONSITE PARTNER AGENCY

CAN

COMMUNITY HEALTH

HIV clinic offering:

- Physician and dental care
- Full-service pharmacy and lab
- Ryan White eligibility
- STD testing and treatment
- Pre-exposure prophylaxis (PrEP)
- Community outreach with mobile unit

Mon-Thurs: 8:30-5:30; Fri & 2nd Sats: 8:30-12:30

Call (904) 508-0710 or visit cancommunityhealth.org



STEPS 2 SUCCESS

Career & Financial Coaching

ONE-ON-ONE SUPPORT IN:

Career Coaching

- Skills assessment, resume building & mock interviews
- Connection with hiring companies
- Continuing education and certificate programs



A \$2,500 value offered at no cost

Financial Coaching

- Maximize income and reduce expenses
- Credit, savings & asset building
- Homeownership



Top-ranked Financial Opportunity Center in Florida in 2023

Income Supports

- Benefits screening and enrollment
- Free tax preparation
- Referrals for childcare, rent/utility assistance, food and other services



Average credit score increase of 75 points & average net income increase of \$1,203 per month



One-on-one support from coaches

SERVICES PROVIDED AT TWO LOCATIONS:

LSS
4615 Philips Hwy
Jacksonville, FL 32207

New Town Success Zone
1601 Kings Rd
Jacksonville, FL 32209

**More information: Call (904) 730-8256
or email stewart.miller@lssjax.org**



REFUGEE SERVICES

Resettlement and Support

If you are a refugee living in Jacksonville, you may qualify for the following services from LSS:

- Employment services
- Academic tutoring and mentoring for youth
- Tiered case management
- Services for Cuban and Haitian entrants
- Refugee women's support group
- Resettlement services for Afghan and Ukrainian populations



13 refugee services - the most under one roof in NE Florida



Top deliverables in the state of Florida



Staff speaks 20+ languages



Dedicated programs for women and health/wellness

We also partner with other community organizations to connect refugees with:

- English classes
- Legal assistance
- Childcare



Volunteers needed! Scan the QR code to learn more!



MORE INFORMATION:

Call (904) 448-5995 or email refugee@lssjax.org



REP PAYEE SERVICES

Money Management

What the program offers:

Budgeting assistance, bill payment and case management for individuals on SSI, SSDI or other benefits who are unable to manage their own finances.

More information:

Call (904) 448-5995 or email reppayee@lssjax.org.



The only program of its kind in Jacksonville



Case management available



One-on-one attention for clients



Ensures bills are paid on time every month



VISION SCREENINGS AT LSS

Provided by **Vision is Priceless**

Join us for a public screening event to receive a vision screening at LSS, at no cost to you! All are welcome to attend.

- Screenings hosted on:
 - The first Tuesday of the month from 1 p.m. to 3 p.m.
 - The third Tuesday of the month from 10 a.m. to 12 p.m.

For more information, call (904) 503-2423 or visit visionispriceless.org.



ONSITE PARTNER AGENCY



JAXCARECONNECT

JaxCareConnect links patients without insurance to a Primary Care medical provider for ongoing care—all at a price they can afford, or at no cost at all.

Patients eligible for JaxCareConnect:

- Uninsured adult between ages of 18 and 64
- Duval County resident
- Combined household income is less than 250% of the Federal Poverty Level

Call 904-595-7770 or visit www.jaxcareconnect.org to get connected to care today!



ONSITE PARTNER AGENCY



WeCareJax

Connecting Patients to Compassionate Care

WeCareJax coordinates compassionate specialty healthcare with individualized support for our uninsured neighbors in need at no cost to the patient or their family.

Patients eligible for WeCareJax:

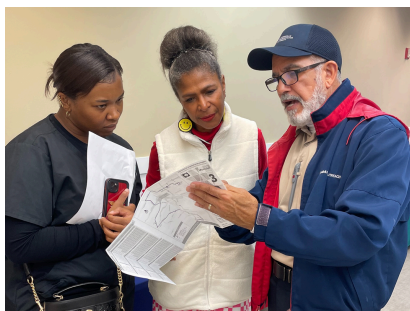
- Uninsured adults age 18+ residing in Duval County
- Combined household income is less than 200% of the Federal Poverty Level
- Enrolled for primary care with one of our partners

Learn more at www.wecarejacksonville.org.



COMMUNITY RESOURCE FAIRS

Sharing valuable resources with the community



Each third Tuesday, LSS invites organizations to table and share their resources alongside our Food Pantry.

Services include:

- Free food from the LSS Food Pantry (10 a.m. to 12 p.m.)
- Screening and future appointments for free primary care for low-income and uninsured individuals through Ascension St. Vincent's
- Complimentary vision screenings through Vision is Priceless
- HIV testing and care connections through CAN Community Health

Participants vary but often include:



Want to participate?

Contact:

(904) 730-8235

Leighanne.stose@lssjax.org



OTHER COMMUNITY RESOURCES

Please always call ahead to verify services and hours.

CLOTHING

Bridge the Gap
(904) 630-0741

Downtown Ecumenical Services Council (DESC)
(904) 358-7955

Evangel Temple Assembly of God
(904) 781-9393

Hillcrest Baptist Church
(904) 779-9033

Mission House
(904) 241-6767

Presbyterian Social Ministries
(904) 338-0920

DISABILITY SERVICES

ARC Jacksonville
(904) 355-0155

CIL Jacksonville
(904) 399-8484

City of Jacksonville Disabled Services Division
(904) 255-5466

DOMESTIC VIOLENCE

Hubbard House
(904) 354-3114

FINANCIAL ASSISTANCE

City of Jacksonville Social Services Division
(904) 255-3333

Northeast Florida Community Action Agency
(904) 398-7472

FOOD

Feeding Northeast Florida
(904) 513-1333

UCOM Urbanserv
(904) 396-2401

HOMELESS SHELTER

City Rescue Mission
(904) 387-4357

Family Promise of Jacksonville
(904) 354-1818

Sulzbacher Center
(904) 359-0457

Trinity Rescue Mission
(904) 355-1205

HOUSING

Ability Housing
(904) 359-9650

HabiJax
(904) 798-4529

Headstart to Homeownership
(904) 255-8241

Jacksonville Housing Authority
(904) 630-3810

LEGAL SERVICES

Jacksonville Area Legal Aid
(904) 356-8371

Three Rivers Legal Services
(904) 394-7450

LITERACY

Literacy Alliance of NE FL
(904) 238-9000

MEDICAL CARE

Ascension St. Vincent's
(904) 308-7911

Community Health Outreach
(904) 573-1333

Duval County Health Dept.
(904) 253-1000

JaxCareConnect
(904) 595-7770

Volunteers in Medicine
(904) 399-2766

We Care Jacksonville
(904) 674-6450

MENTAL HEALTH

Child Guidance Center
(904) 448-4700

Mental Health Resource Center
(904) 745-0042

Northwest Behavioral Health
(904) 781-7797

River Point Behavioral Health
(904) 724-9202

River Region Human Services
(904) 899-6300

Yoga 4 Change
(904) 510-2004

PET ASSISTANCE

Animal Care & Protective Services
(904) 630-2489

First Coast No More Homeless Pets
(904) 425-0005

Jacksonville Humane Society
(904) 493-4584

SENIOR SERVICES

Aging True
(904) 807-1203

ElderSource
(904) 391-6600

SUBSTANCE ABUSE

City Rescue Mission
(904) 387-4357

Dept. Children & Families
(800) 985-5990

Drug Free Duval
(904) 374-9145

Gateway Community Services
(904) 387-4661

Rebel Recovery
(904) 673-4021

River Region Human Services
(904) 899-6300

VETERANS SERVICES

Five STAR Veterans Center
(904) 723-5950

Military Affairs & Veterans Dept.
(including help for homeless vets)
(904) 255-5550

Veterans Administration
(904) 399-8351

WOMEN'S SERVICES

Women's Center of Jacksonville
(904) 722-3000

FOR MORE COMMUNITY RESOURCES:



2-1-1 connects you to trained resource specialists for free info on 1,200+ community services and resources, 24/7.

FOUR WAYS TO GET HELP:

- Dial 2-1-1 on your phone
- Call (904) 632-0600
- Text "Hello" to 211904
- Go online: 211.org



Visit findhelp.org, enter your ZIP code and select a program to see local resources for:

- Food
- Housing
- Goods
- Transit
- Health
- Money
- Care
- Education
- Work
- Legal



To find other food pantries near you, visit www.feedingnefl.org and click GET HELP > FIND FOOD NOW.

With gratitude to our sponsor:

**INSPIRING
FINANCIAL
WELLNESS**



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