

# LSS COMMUNITY SERVICES



## RESOURCE GUIDE

presented by



*in partnership with onsite nonprofits*



4615 Philips Hwy | Jacksonville, FL 32207

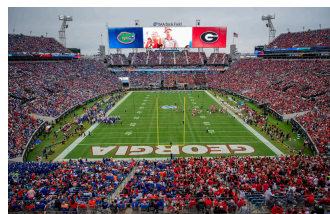
# Welcome to LSS!

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-12pm**

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 gratefully accepted.

## Backpack Program

LSS delivers snacks and easy-to-prepare meals each week to schools in Duval and Clay Counties. To participate, please ask your child's school if it is a partner site.

## Serving Our Seniors

LSS delivers free groceries to seven senior housing centers each month.



Open 5 days/week



Pet food and baby supplies upon request



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  
james.perrigan@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](mailto:alane.ertel@lssjax.org)**



## ONSITE PARTNER AGENCY



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](http://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](mailto: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](mailto: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](mailto: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](http://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](http://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

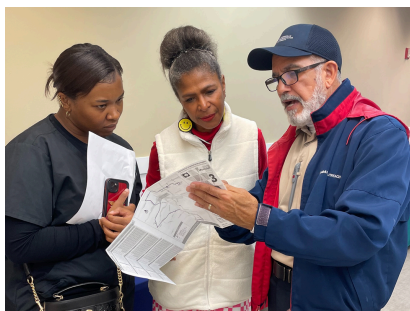
Learn more at [www.wecarejacksonville.org](http://www.wecarejacksonville.org).





# 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](mailto: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](http://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](http://www.feedingnefl.org) and click GET HELP > FIND FOOD NOW.

## With gratitude to our sponsor:

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FINANCIAL  
WELLNESS**



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904-296-1292  
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