

Metropolitan Government of Nashville and Davidson County

WEATHER RESOURCE LIST:
Frequently Asked Questions & Answers

TEMA (Tennessee Emergency Management Agency)

Tennessee Disaster Information Line at 1-844-4TENN-4U (1-844-483-6648).

Hours of operation are:

- Monday – Saturday: 8:00 a.m. – 6:00 p.m. (Central Time)
- Sunday: Noon – 6:00 p.m. (Central Time)

Shelters

Open 24/7, pets allowed

- Madison Community Center: 550 N Dupont Ave, Madison, TN 37115
- Nashville Fairgrounds: 401 Wingrove Street Nashville, TN 37203
- Southeast Regional Community Center: 5260 Hickory Hollow Pkwy, Suite 202, Antioch, TN 37013.
- Bellevue Community Center, 7638 A Hwy 70 S, Nashville, TN 37221

Warming sites

- [Fire stations](#)
- Police Station community rooms except Central Precinct and East Precinct

Transportation:

- Book a ride to the city's warming shelters, 615-401-1712
- WeGo [weather route updates](#)

NES:

NES suspending all service disconnections for nonpayment, waiving late fees until further notice

- Send the text "NESPWR" to 637797 using the phone number connected to your account.
- Call 615-234-0000

Need Housing

- Winter shelters listed above
- Nashville Rescue Mission
- Room In the Inn
- Metro Nashville Overflow Shelter
- [Hotels offering discounts](#) click the link or call 615-259-4700



Freddie O'Connell
Mayor



Renée Pratt
Executive Director
Metro Social Services

Metropolitan Government of Nashville and Davidson County

Animals

- SAFPAW
Call 615-474-8390 or text for a faster response; only small breed dogs and cats at this time
- Metro Nashville Animal Care & Control

Trash & Debris Cleanup

844-965-1386

Food:

- Meals provided at the city's shelters
- [Find a Food Pantry](#) near you via Second Harvest of Middle Tennessee map
- Second Harvest of Middle Tennessee – Nashville Farmers Market Friday, Jan. 30, 2026, 10am-2pm
- In Spiritus Food Pantry Hours M-W & F 8:30am - 12:30 pm and Thursday 12:30 pm - 4:30 pm.
- Brown's Diner in the Vandy/Belmont area is providing FREE hot food Friday – updates on FB
- The Turnip Truck is offering FREE soup + bread Friday
- Madison Community Co-op, 752 Madison Square, 11am, 1pm, 5pm-8pm
- Mobile Pantry, Centennial High School, 5050 Mallory Lane

Additional Resources

- Winter Storm Recovery Fund: United Way, call 211 or text your zip code to 898-211
- Needs Tracker www.NashvilleResponds.com

To help those impacted by the storm

[Volunteer Opportunities](#)



3055 Lebanon Pike, Nashville, TN 37214 | 615-862-6432

Family Assistance Programs – Nashville, TN

Food & Emergency Pantry Support

The HELP Center: Food pantry + supportive services

Contact: (615) 750-2145

The Salvation Army: Food boxes, housing help, clothing

Contact: (615) 242-0411

Catholic Charities – McGruder Center: Food pantry, financial guidance

Contact: (615) 242-1554

Second Harvest Food Bank: Mobile pantries, SNAP outreach

Contact: (615) 329-3491

The Branch of Nashville: Food pantry (appointment required)

Contact: Antioch, TN [Online form](#)

Housing & Rental Assistance

Metro Action Commission: Emergency rent, mortgage, utilities

Contact: (615) 862-8860

NeedLink Nashville: Rent and utility aid

Contact: (615) 269-6835

MDHA: Section 8, Housing Choice Vouchers

Contact: (615) 252-8400

THDA: Housing Choice Voucher program

Contact: (615) 815-2200

Affordable Housing Resources: Homebuyer education & mortgage help

Contact: (615) 251-0025

Utility & Energy Support

Metro Action – LIHEAP: Energy assistance for families

Contact: (615) 862-8860

NeedLink Nashville: Utility assistance

Contact: (615) 269-6835

Family Support & Counseling

Metro Social Services: Case management, counseling

Contact: (615) 862-6432

Family & Children’s Service: Counseling, crisis line

Contact: (615) 320-0591

Jewish Family Services: Family counseling

Contact: (615) 356-4234

Family Safety Center: Domestic violence support

Contact: (615) 880-1100

Financial Coaching

Nashville Financial Empowerment Center: Free financial counseling

Contact: (615) 748-3620

State & Federal Support

Davidson County DHS: TANF, SNAP, Medicaid

Contact: (615) 532-4000

Financial Assistance for Displaced Families – Davidson County, TN (Winter Storm Jan 2026)

Winter Storm Recovery Fund

- Administered by United Way & Community Foundation of Middle Tennessee.
- Covers immediate needs: food, supplies, cleanup, debris removal.
- How to apply: Call 2-1-1 or text ZIP code to 898-211.

FEMA Assistance (Pending Major Disaster Declaration)

- Will provide Individual Assistance for temporary housing, home repairs, uninsured losses.
- Monitor announcements via [FEMA.gov](https://www.fema.gov) or call 1-800-621-3362.

SNAP Replacement Benefits

- For households with food loss due to power outages (≥ 12 hrs).
- Submit Affidavit (HS-3003) via [OneDHS portal](#) within 10 days of loss.

Salvation Army Financial Aid

- Provides short-term help for rent, electric, water bills, and food.
- Apply via [SAHelp online portal](#); limited weekly slots.

Program	Coverage	How to Apply
Winter Storm Recovery Fund	Food, supplies, cleanup	Call 2-1-1 / Text ZIP to 898-211
FEMA Assistance	Housing, repairs, uninsured losses	Monitor FEMA.gov / Call 1-800-621-3362
SNAP Replacement	Spoiled food replacement	OneDHS portal within 10 days
Salvation Army Aid	Rent, utilities, food	Apply via SAHelp portal