

Community Resource Guide

Knox County Region



Mission Statement

Ensure forever families for children and youth by delivering high-quality, evidence-based services in partnership with the community.

Department of Children's Services State of Tennessee Knox County Region

The Department of Children Services recognizes that in the Knox County Region we are fortunate to have a number of great agencies, institutes, churches, and faith based organizations with a common goal - to serve the Knox County Region.

Each of these great organizations in this directory strives to serve and support individuals and families and the community at-large. This resource directory does not include every possible resource in the Knox County Region, however it does contain a great number of services utilized by the families we have and will continue to serve. Several of these organizations also produce very comprehensive community resource directories such as Compassion Coalition's Salt & Light Guide and Knoxville Knox-County Community Action Committee's Head Start / Early Head Start Program.

At The Department of Children Services we envision providing the best available and appropriate services to all children and families in need of services in The Knox County Region. If you would like your organizations information to be added to this directory, please contact our office @ 865-329-8879.

Resource Linkage Services
Knox County Region

EMERGENCY NUMBERS

CHILD ABUSE HOTLINE:

Department of Children Services

PHONE: 1-877-237-0004

Adult Protective Services

Phone: 1-888-277-8366

Ambulance, Fire, Police

Phone: 911

Knoxville City Service

Phone: 311

Information & Referral Search

Phone: 211

Knox County Sheriff's Department

Phone: 865-215-2444

Knoxville Police Department

Phone: 865-215-7000

Drug/Crime Hotline

Phone: 865-215-7212

Knoxville Volunteer Emergency

Phone: 865-546-4821

Rescue Squad

Mobile Crisis Services (Adults & Children)

Phone: 855-274-7471 (toll free)

National Domestic Violence Hotline

Phone: 1-800-799-SAFE
(7233)

Poison Control

Phone: 1-800-222-1222

Local Hospital Information

Area Hospitals

Baptist Hospital for Women

Children's Hospital

Fort Sanders Regional Medical Center

North Knoxville Medical Center

Parkwest Medical Center

Physicians Regional Medical Center

Turkey Creek Medical Center

University of TN Medical Center

Switchboard

865-218-6050

865-541-8000

865-541-1111

865-859-8000

865-373-1000

865-545-8000

865-218-7011

865-305-9000

Emergency Room

865-218-7111

865-541-8458

865-541-1285

865-859-1000

865-373-1280

865-545-7955

865-218-7112

865-305-9402

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Substance Abuse Referral Services

Next Step Initiative

Contact Person: Addie Arbach

Phone: 865-437-8358

Email: addielou62@hotmail.com

Facebook link: <https://www.facebook.com/nextstepinitiativetennessee>

Service:

Next Step Initiative is a free resource linking persons who suffer from addictions and substance use to a treatment program that best suits their needs. Next Step Initiative is also an advocacy based initiative that focuses on continuous contact and follow-up for each client. We are coalition based and partner with many agencies regionally, and out of state, and will explore every option to help our clients. We provide only one guarantee, and that is a commitment to do everything in our power to help those who are ready to take the next step toward recovery and living a healthy life, free of addiction.

Next Step Initiative finds programs that work with the clients insurance, and we also work with the uninsured, geriatric, pregnant, child and adolescent populations. Next Step Initiative can assist with making appointments and help arrange transport to the appointment, if needed and help resolve whatever issues are identified or discovered in the intake process.

Recovery Link Program

Phone: 865-374-LINK (5465)

Peninsula Outpatient Clinics

1451 Dowell Springs Blvd, 37909

Website: www.linktorecovery.com

Service:

Recovery Link is a free resource linking anyone with addictions and substance use to treatment programs. Recovery link is designed to connect this patient type to treatment, to a PCP, and with community resources, keeping them out of emergency rooms, jail, etc. and into the most appropriate care. We can also provide this service to individuals needing mental health treatment and/or individuals who need treatment as a requirement for legal cases, probation, DCS involvement, etc.

Recovery Link finds programs that work with the caller's insurance, regardless of payer source. (We also work with the uninsured, geriatric, pregnant, child and adolescent populations) Recovery Link can assist with making appointments with the caller and possibly arrange transport to the appointment, if needed. We also ensure follow-up with patients at 2 weeks and 1 month and encourage individuals to engage in longer term case management services. We refer to programs all over the East Tennessee Region.

The Recovery Link Walk-in Clinic runs from 9am-3pm Monday- Friday. No appointment needed. Located at Peninsula Outpatient Clinic- Knoxville, 1451 Dowell Springs Blvd, Knoxville, TN 37909 The Recovery Link Phone line runs from 8am-4:30pm Monday-Friday. Any missed calls will be returned within one business day.

A&D TREATMENT & Mental Health Programs

A New HOPE Counseling Center

Phone: 865-803-9336

6906 Kingston Pike, Ste. 102 A, 37919

Insurance: Blue Cross, Blue Shield, Blue Care; others are pending

Ages: 18 months to adulthood

Service:

A New Hope Counseling Center is designed for special needs kiddos and their families. Mild to Severe intellectual disability, autism and other mental health issues with which you need support. We offer services in the following manners.

- Individual therapy
- Group therapy
 - Anger management for boys and/or girls
 - Self-esteem and social skills for boys and/or girls
- Couples therapy
- Family therapy
- Therapeutic Supervised Visitation

A Prodigal's Path 2 Recovery, LLC.

Phone: 865-730-6628

600 W. Tri-County Blvd., Oliver Springs, 37840

Website: www.aprodigalspath.com

Insurance: Self Pay, Willing to work with anyone

Service:

We are a Veteran owned and operated treatment program. We offer an IOP program which is a 12-week course held 3 times a week for 3 hours per group session. The 12 Steps of AA and NA are combined with Life Skills to obtain and maintain sobriety/staying clean are central components of this program. The following services are offered:

- Drug & Alcohol Assessments
- DUI School
- Drug & Alcohol Use Screenings
- NAR ANON (Support Group)
- Individual & Group Counseling
- Intensive Outpatient Program
- D.O.T. –SAP Services
- Anger Management

All Ages Counseling

Phone: 865-523-9163

816 E. Oldham Avenue, 37917

Website: www.allagescounselingtn.com

Insurance: Most Insurance accepted; except Cigna and Humana

Service:

All Ages Counseling provides individual and family counseling. All Ages does provide TFCBT (trauma focused therapy), grief counseling and services are provided to children 2 and up using Child Centered Play Therapy. In addition supervision of visitations for families is available as well. The general office hours are 9am-5pm with 6pm being the latest appointments.

Alternative Counseling Center - Family

Phone: 865-687-8990

3105 Essary Drive, 37918

Fax: 865-687-1190

Website: www.alternativeshrinks.org

Insurance: Most accepted, including TNCare

Service:

ACC is an association of independent practitioners, working together as a team in one location. They provide individual family and group therapy, medication management, state certified IOP for sexual offenders, psychological testing and psychosexual risk assessment. They also work transgender male and females. They have Groups against domestic violence and abuse, for men and women and groups for alcohol and drugs. Office Hours: Monday – Friday from 8:00AM – 5:00PM

Group Schedule:

IOP for Offenders	Monday & Thursday	3PM – 5PM	
D. Violence – Men	Tuesday & Thursday	6PM	45 Sessions @ \$25.00
D. Violence – Men	Spanish - Thursday	6PM	45 Sessions @ \$25.00
D. Violence – Women	Thursday	6PM	45 Sessions @ \$25.00*
A&D Group -	Wednesday	6PM	\$25.00 per session*

*Insurance may cover

American Addiction Centers

Website: www.americanaddictioncenters.org

Phone: 877-355-6189

Insurance: UPMC Health System, Blue Cross Blue Shield, Cigna, Humana, United Behavioral Health, Harvard Pilgrim Health Care, Ameri Health, please contact about other insurances.

Service: AAC offers a full spectrum of treatment services to you, based upon your individuals needs as assessed through comprehensive evaluations at admission and throughout your participation in the program. We have treatment centers in California, Florida, Louisiana, Mississippi, Nevada, New Jersey, Rhode Island, and Texas. The following services vary per treatment sites:

- Medical Detox
- Residential Treatment
- Partial Hospitalization
- Intensive Outpatient Program (IOP)
- Outpatient Program (OP)

~ Lara Edington

An Open Mind, LLC

Phone: 865-335-7812

Life & Relationship Coaching
9111 Cross Park Drive, D200, 37923

Website: www.anopenmindllc.com

Insurance: No insurance accepted; private pay – details listed below.

Service:

Alcohol and Drug Assessments - \$100 for the assessment during business hours and \$125 after hours or on Saturdays.

***Mental Health Assessments - \$100 for the assessment and written report. \$25 extra fee for afterhours appointments and Saturdays.

Anger Management - Classes' schedules vary on the number of individuals that sign up at a time. Otherwise services are available for males and females ages 10 and up, on an individual basis to provide anger management skills and communication, trust, expression of feelings, etc.

Co-Parenting / Intimacy/ Relationship Coaching - Working with co-parents (no matter what relation to the child) on how to decrease co-parenting issues that can negatively impact the child's future. / Working with couples to increase the level of intimacy in their relationships. This focuses on Physical, Spiritual, Emotional, Intellectual, and Social intimacy. / Working with males and females ages 12 and up on Quality Time, Communication, Compatibility, Conflict Resolution, Trust, Finances, Intimacy, and Long Term Goals. This approach differs from traditional therapy in the sense that it focuses on the present and future and believes in radical acceptance of the past. ***This is also offered as Pre-Marital Coaching with slight variations.

Parent-Teen Coaching: - Working with parents and their teens to build stronger, less turbulent relationships. This focuses on Trust, Independence and Control, Communication, Conflict Resolution, Understanding, Family Stability, Expectations, and Time.

Teen Girls Building Self-Esteem & Social Skills Group:

Teen Girls Building Self Esteem

Age/Maturity Level of 14-18 years old

Mondays [from 5pm-6pm](#)

Cost is \$10 per child per group.

The Building Self Esteem Program is for girls who are struggling with their self-esteem due to low self-image, bullying, family conflicts, etc. The girls work together to develop friendships, share stories, and help one another through difficult times. Groups focus on emotional regulation, mindfulness, boundary-setting, validations, affirmations, coping skills, communication, relationships, and goal-setting for the future.

Social Skills Groups - Teen Adventure

Age/Maturity Level of 13-18 years old

Mondays [7pm-8pm](#)

Cost for both age groups is \$10 per child per group.

The Adventure Program is a social skills group that uses adventure-based activities to teach such skills as communication, conflict resolution, problem-solving, personal boundaries, frustration tolerance, anger management, and much, much, more! All of the activities are fun and high energy so the kids don't get bored and they are able to interact with other kids when they would normally choose to sit at home and play video games or other isolated activities.

Kids Adventure

Age/Maturity Level of 7-12 years old

Wednesdays [6pm-7pm](#)

Women's Group - This group is for women ages 18 and up who have struggled with relationships in the past or are having problems in their current relationship. They will gain support from the other women and education on how to break the cycle of bad relationships. This group is currently being offered on Tuesdays at 7pm and the cost of the group is \$10 per person.

All genders welcome. LGBTQ Friendly *we do not accept any insurance* Accept Cash, Check, or Credit. Work off of a sliding fee scale ranging from \$50 - \$85 per session. Groups are \$10.00 per person per group. Office Hours: Monday – Friday between the hours of 8AM – 8PM and Saturdays from 8AM – Noon.

AngelCare Behavioral Health Services

Phone: 865-236-0411

3839 Buffat Mill Rd, 37914

Insurance: TNCare – Blue Care/Amerigroup, Most private insurances, Self-pay; Income based Sliding Scale, Employee Assistance Programs

Services:

AngelCare Behavioral Health Services is a team of independent mental health practitioners whose goal is to serve the community at large. The community will be served by practitioners who specialize in various types of mental health needs. We provide a wide range of services which includes, but is not limited to:

- Individual Therapy
- Family Therapy
- EMDR
- Alcohol and Drug Assessments
- CBT
- Domestic Violence
- Anger Management
- Parenting
- Mental Health Evaluations, and more

Behavioral Health Group (BHG) Knoxville

Bernard Treatment Center

Phone: 865-522-0161

626 Bernard Avenue, 37921

Citico Treatment Center

Phone: 865-522-0661

412 Citico Street, 37921

Insurance: No Insurance accepted; Private pay only

Service:

BHG’s mission is to be the best-in-class network of opioid addiction treatment facilities by producing superior patient outcomes. We accomplish this goal by providing each person who enters our programs with a medically based treatment experience in accordance with our governing bodies. BHG’s Patient-Centered Treatment program uses a two-pronged approach to address the medical and behavioral aspects of opioid addiction. This Medication Assisted Treatment (MAT) uses Methadone or Buprenorphine (aka: Suboxone) to address a patient’s physical dependence on Opioids, and team-based Behavioral Counseling to address a patient’s psychological dependence. Self-payment available. Hours: Monday – Friday from 5:30AM – 11:30AM and 6AM -9AM on weekends

Bradford - Adults & Adolescents

Phone: 865-693-9326

301 South Gallaher View Rd Suite 300, 37919

Phone: 888-577-0012 (toll free)

Website: www.bradfordhealth.com

Insurance: TNCare, Commercial insurance and private pay

Service:

Bradford Health Services offers a wide variety of treatment options and services for assessment, detox-stabilization, and addiction therapy for pain management patients, intensive outpatient and residential hospitalization. Also serves pregnant women.

Confidential Help

- Free Alcohol and drug consultations
- Trained staff will listen to your concerns
- 24 hours a day, 7 days a week

- We will recommend a course of action for you and your family

Adult Care

- Residential Inpatient with medical detox
- Partial Hospitalization
- Intensive Outpatient
- Family Support
- After Care

Adolescent Care

- Residential Inpatient with medical detox
- Intensive Outpatient
- Family Support
- After Care

Emergency Consultation Service

ECS is a community service program designed to assist other healthcare organizations, social service agencies, and law enforcement authorities with placement assistance for person in need of alcohol and drug services. Our goal is to provide free on-site consultation at the referring agency's location so as to ensure that all patients are seen in a timely manner. Trained ECS consultants are available 24 hours a day, seven days a week.

Specialty Services

Special services are also available for specific groups. Please contact directly for more information:

- Athletes Program
- Extended Care Program
- Healthcare Professional Program
- Law Enforcement/ First Responders Program
- Legal Professional Program
- Military Personnel Program

Buffalo Valley, Inc. - Adults

501 Park Avenue South
Hohenwald, TN 38462

Website: www.buffalovalley.org

Insurance: TNCare

Service:

Buffalo Valley, Inc. currently provides alcohol and substance abuse treatment, including Levels I-IV residential, out-patient treatment, detox and services for Veterans. We also provide emergency shelter, transitional housing, and affordable permanent housing to those in our service area. Buffalo Valley, Inc. offers case management, job training and job placement services, as well as GED screening, and vocational rehabilitation. Buffalo Valley, Inc. can also provide psychological evaluations, self-esteem enhancement training, and life skills counseling. Buffalo Valley, Inc. works with Community Correction Services and Federal Probation to help people recover instead of doing jail time. Office Hours: Monday - Friday from 8:00AM – 5:00PM

Phone: 800-447-2766 (toll free)

Phone: 931-796-5427

CADAS (Council for Alcohol and Drug Abuse Services)

207 Spears Avenue – (Adults & Adolescents)
Chattanooga, TN 37405

Website: www.cadas.org

Insurance: Accepts TNCare, most other insurances except Medicare

Service:

Phone: 877-282-2327 (toll free)

Phone: 423-756-7644

Fax: 423-756-7646

CADAS provides alcohol and drug treatment services for adults and adolescents and accepts dually diagnosed individuals (including Depression, Bi Polar Disorder and other Mental Health issues). Services include intensive outpatient services available both in the morning and evening and residential services with 24/7 clinic care that provides respite, detoxification and therapeutic treatment services. Hours: 24 Hours; 7 Days a Week.

Camelot Care Centers

103 Donner Drive, 37830

Website: www.thecamelotdifference.com

Phone: 865-481-3972

Fax: 865-481-0319

Insurance: TN Care, Blue Cross Blue Shield, Comp Sych, Beacon, Magellan, Humania , CoverKids Service:

Camelot is an agency that truly cares about the well-being of family and children and we diligently work to keep children from having to leave their home with into state’s custody or to a higher level of care. Camelot Care Centers offer a variety of program including:

- Intensive In-Home (CCFT) Counseling *
- Outpatient Therapy
- Case Management
- Aftercare Services
- A-CRA for Juvenile Service*
- Trauma Focus Therapy
- Therapeutic Foster Care
- Medication Management
- Mental Health & A& D Assessments

***These two services are youth services only**

Office Hours: Monday – Friday from 8:30AM – 5PM

Care Connect

7220 Wellington Drive, 37919

Insurance: Amerigroup & Blue Care

Website: www.careconnecttn.org

Phone: 865-474-1299

Services:

Our facility specializes in helping the people of East Tennessee in their quest to overcome addiction by offering intensive non-residential therapy. Our menu of outpatient and physician services exist to provide you with the level of treatment you need on a schedule you can handle.

PHP (Partial Hospitalization Program) – 9am to 4pm, 4 to 5 days a week.

IOP (Intensive Outpatient Program) – flexible schedule 9am to 4pm, 3 to 4 days a week.

In-home counseling - Men/women, flexible schedule, up to 3 times/week

Outpatient counseling - Men/women, flexible schedule, individual/ group, 1-2 times/week

Physician assisted recovery - Evaluation, medication management, and therapy

Aftercare- Upon completion of any program we offer support and group therapy on a flexible schedule at least once a week. Our goal is to foster a true community of recovery and we welcome all alumni and graduates of our program to share and stay involved with new arrivals. Many of our experienced and caring staff know addiction and recovery from experience.

We offer a full range of services to support personal change through recovery. These services include the following:

- | | |
|------------------------------|---------------------------------------|
| Art Therapy | Group Therapy |
| Yoga/mindfulness | Parenting Classes |
| Structured A&D assessments | Trauma informed counseling |
| Anger Management | In home follow up care |
| Job placement | DCS and Legal support |
| Financial planning | Nutrition Education |
| Suboxone/Vivitrol injections | A catered lunch every day in facility |

Celebrate Recovery Programs

Faith Promise Church

Contact Number: (865) 251-2590
Day Group Meets: Monday
Time Group Starts: 6:00 p.m.
Celebration Place: N/A
The Landing: N/A
Email: celebrate@faithpromise.org

Fountain City UMC

Contact Number: (865) 310-4783
Day Group Meets: Tuesday
Time Group Starts: 6:30pm
Email: jgargis@me.com

Cherokee Health Systems

2018 Western Avenue, 37921
Website: www.cherokeehealth.com

Phone: 866-231-4477 (toll free)

Insurance: Medicaid, TNCare, most other insurances, sliding scale fee

Services:

Cherokee Health Systems provides integrated behavioral health and primary care services. The service array includes medical care with behavioral interventions when appropriate; individual, group and family psychotherapy; crisis services; comprehensive women's healthcare; child development assessments; autism treatment for children; and programs for individuals who misuse alcohol and drugs. Office hours are Monday through Friday 8-5. Evening and Saturday appointments are available at the Western Avenue location.

Compass Intervention Center

Phone: 888-266-7279

7900 Lowrance Road, Memphis, TN 38125
Website: www.compassinterventioncenter.net

Insurance: Accepts most insurance including Amerigroup, United Healthcare Community Plan, Blue Care, TNCare Select, Tri-Care and commercial insurances.

Services:

Compass Intervention Center is a 108-bed psychiatric Residential Treatment Center for male and female children ages 5 to 17. Our program is designed to help successfully treat and rehabilitate children struggling with behavioral, psychiatric and chemical dependency issues. Our treatment programs include:

- TF-CBT and Trauma Groups
- Dialectical behavior therapy (DBT)
- Animal Assisted Therapy
- Art Therapy
- Expressive Therapy
- Individual, Group, & Family Therapy
- 12-Step Substance Abuse Recovery
- Year-Round Education which includes GED & College Preparation

Cornerstone of Recovery

Phone: 855-925- HOPE (toll free)

1214 Topside Rd, Louisville, TN 37777

Website: www.cornerstoneofrecovery.com

Insurance: Most Private Insurances, Self-payment available (Not accepted Medicaid/TNCare) Service:

Cornerstone of Recovery is an addiction treatment center, located in East Tennessee. Cornerstone offers a remarkable recovery experience for those suffering from chemical dependency and addiction. Cornerstone is a place where substance abuse and mental health issues can be brought out into the open and worked through so that healing may take place.

Services range from intensive outpatient treatment, residential treatment, relapse prevention, outpatient and support living, and continuous care/aftercare. Cornerstone prides itself on having an assorted variety of treatment programs for everyone. Program Hours: 24 Hours; 7 Days a Week

Covenant Counseling & Consultation

Phone: 865-337-7375

3214 Tazewell Pike, Suite 203, 37918

Fax: 865-238-0331

Website: www.covenantccs.org

email: donna@covenantccs.com

Insurance: Amerigroup, Blue Cross Blue Shield Commercial & Anthem, Blue Care, Blue Care Select, TN Cover Kids., Medicaid, Cigna, Humana, Magellan (State Employees Only), Tri-Care, Champva, and Traditional Medicaid/Medicare.

Services:

Covenant Counseling & Consultation Services (CCCS) mission is to provide Christian and Clinical counseling to at-risk youth and families with a holistic approach to their mental, emotional, spiritual and behavioral needs. CCCS partners with C.O.N.N.E.C.T. Ministry which is a non-profit community agency. We are a neutral agency, providing individual and group therapy, case management and assessments, as well as mental health training seminars. Our services include, but are not limited to the following:

- Alcohol & Drug Assessments *
- Alcohol & Drug Treatment
- Intensive IOP
- Anger Management/Conflict Resolution
- Homemaker Services *
- Intensive In-Home Family Services

Mental Health Assessment *
Mental Health Case Management *
Parenting
Parenting Capacity Assessment *
Psychotherapy and Counseling

Re-entry Program- Ex-Offender
Program *
SAFE Veterans Program *
Sitter Service *

* - Insurance does not pay for this service type Office Hours may vary.

Cumberland Heights

P.O. Box 90727
Nashville, TN 37209

Website: www.cumberlandheights.org

Insurance: Most Private Insurances, Self-payment available (Not accepted Medicaid/TNCare)
Service:

Cumberland Heights is a nonprofit alcohol and drug-addiction recovery center. With our treatment at Cumberland Heights we provide the highest quality care for adults, adolescents and families who suffer from or are affected by this disease. We cover Adolescents to Adults with the following services:

- Inpatient Care: Adolescents (14-18), Young Adults (18-25), Adult Men, Adult Women
- Outpatient Care and Extended Care for Adolescents and Adults
- Sober Living – Offsite Sober Living facilities are structured, substance free and safe.
- Family & Children Services –We help educate and guide patients families toward a life of recovery
- Still Waters - 12 Step Immersion program from Men and Women

~Dr. Penny R. Lukin

Adult & Child Psychological Services

118 Huxley Road Suite 4, 37922

Insurance: Medicaid, Out of Network, Tricare, UHC, other private insurance /TNCARE not accepted
Service:

Treatment is tailored to each individual's, couple's, and family's situation. A variety of different treatment approaches are available depending on the problems presented. Specific techniques are used as needed within the context of a total treatment plan and therapeutic relationship.

Office Hours: Monday – Friday from 9:00AM- 5:00PM

Phone: 865-671-0780

Fax: 865-671-0822

E.M. Jellinek Center

130 Hinton Avenue, 37917

Website: www.emjellinekcenter.org

Insurance: No Insurance accepted. Private Pay only; some grants are available.

Service:

The E. M. Jellinek Center has been helping men with chemical dependence and/or co-occurring disorder issues to recover from the devastating cycle of addiction for over forty years. By expanding our services to include a residential treatment program we believe that we can provide a valuable resource to men who require this level of care.

Phone: 865-525-4627

Ensemble Recovery

417 Holly Street, Knoxville, TN 37917

Website: www.ensemblerecovery.com

Phone: 865-770-4003

Phone: 855-334-5668 (toll free)

Insurance: Blue Care for all services, UHC-medical and psychiatric

Services: We offer a unique, integrated addiction treatment program combines long-term primary care services with outpatient treatment (including individual and group therapy) and mental health treatment. Our services are designed to be utilized collectively or individually. We provide: Primary Care, Outpatient Addiction Treatment Services, Psychiatry Help and Medication Assisted Treatment.

Florence Crittenton

1531 Dick Lonas Road, 37909

Website: www.fcaknox.org

Phone: 865-602-2021

Fax: 865-602-2039

Insurance: TNCare

Services:

Square One – is an intensive outpatient program (IOP) with ground-breaking substance abuse treatment and rehabilitation program for adolescents (13 to 17). As a dual-diagnosis program, Square One seeks to serve clients dealing with addiction in conjunction with serious emotional or behavioral problems. Office Hours: Monday – Friday from 8:00AM – 5:00PM

Focus Treatment Centers

2210 Sutherland Avenue, Suite 115, 37919

Website: www.focustreatmentcenters.com/treatment-centers/Knoxville

Phone: 865-622-7116

Insurance: Blue Care, United Health accept Ameri-group, Medicare

Service:

Intensive Outpatient Program for Eating Disorders - Our program consists of 3 to 4 sessions per week depending on clinical need. Each of our groups are three-hours in length with 6 to 10 patients per group. The sessions are in the late afternoons/ early evenings in order to provide intensive treatment with the least amount of disruption to the patient's work, school, or family schedule. The groups are "open," with new patients coming in as other clients move on to less intensive levels of care. This is a place of hope, a place to heal, and a place to truly discover who you are. We also offer support groups for families and friends, and other individuals who wish to support someone with an eating disorder. Office Hours: Monday – Friday 9AM – 6PM

Grace Biblical Counseling Center

Oak Ridge Highway, 37931

Website: www.gracebc.org/counseling

Phone: 865-985-0660

Email: counseling@gracebc.org**Insurance:** Private Pay for Counseling, Peer Counseling is Free

Services:

Peer Counseling - Out center offers peer counseling services free of charge to members of the community. These peer counselors have undergone training in biblical counseling and participate in weekly supervision with the Director. These are some limitations to our peer counseling ministry. First, the term of the counseling is limited to 12 sessions. Second, for individual

counseling, there is a same-sex requirement for counselor and participant. Third, there are some struggles that fall outside of the scope of our peer counseling ministry. These limitations are:

1. Any situation involving child abuse, geriatric abuse, or domestic violence
2. Suicide and/or self-injury
3. Homicide and/ or significant threats to any person's safety
4. Severe eating disorders, where physical harm is occurring or possible
5. Psychosis, where the counselee's mind is breaking from reality
6. Severe drug addiction
7. Anyone diagnosed with a personality disorder

If an individual does not qualify for participation in our peer counseling ministry, we will make a concerted effort to refer him or her to the appropriate provider for help.

Personal Counseling - Our center, through its Director, offers personal counseling to individuals, couples, and families. The Director brings over a decade of experiences and extensive theological and biblical counseling training to bear on problems in living. The fees for this service range from \$50 to \$65 per session.

Redemption Groups - In the spring and fall our center oversees several restoration groups designed to help struggling individuals experience the grace of God through these specialized communities of faith. In the summer as needed, the center offers various support groups for some of these groups to bridge the gap between semesters.

Health Connect America

4405 Central Avenue Pike Suite 103, 37912

Website: www.healthconnectamerica.com

Phone: 865-247-7045

Fax: 865-249-8458

Insurance: TN Care, CoverKids, Blue Cross Blue Shield Commercial*

Services:

Comprehensive Child and Family Treatment - services are high-intensity, time-limited, goal-specific services designed to provide stabilization and deter the 'imminent' risk of states custody for the child/youth, CCFT services concentrate on child/family/guardian behaviors and interactions with the goal of reaching an appropriate point of stabilization so the individual can be transitioned to a less intensive outpatient service. CCFT services can be provided in home, community, or office-based settings using a frequency appropriate for the intensity and imminent risk presented by the clinical situation. This service is for ages 3 to 18 years old. HCA serves all counties in Tennessee.

Outpatient Mental Health Counseling - services offer a wide, comprehensive range of flexible and responsive interventions tailored to the individuals child's and family's needs. Out clinical staff utilizes cognitive/behavioral approaches and other therapeutic services to teach families new skills so that client/family can more effectively manage their lives. This program serves all ages.

Intensive Outpatient Program - services provide integrated treatment for co-occurring substance abuse and mental health issues. IOP services are designed to prevent higher levels

of care, help sustain long-term sobriety, mental health and support clients remaining in their permanent homes and environments. Our agency serves ages 12 to 17 in our adolescent program and over the age of 18 in our adult program. We offer a gender specific women's group that allows mothers to bring children under the age of 2 with them to the group.

Health Connect Clinic - was established to support the therapeutic services provided to our clients and their families by offering psychiatric assessments with medication management. This service serves children and adults with mental, behavioral, and/or emotional disturbances resulting in significant functional impairments in major life activities.

Healthy Mind Counseling Service, Inc.

Phone: 865-588-3173

5410 Homberg Drive, Suite 14, 37919

Website: www.healthymindcounseling.com

Insurance: Accept most private insurances; do not accept TNCare.

Service:

FAMILY SESSIONS - facilitate communication, relationship building, and conflict resolution. Married couples, dating couples, parents and children, siblings, extended family members, etc. need resolution of issues or better skills in coping with situations as they arise. The family sessions will follow the same general format as the individual. Healthy Mind Counseling Services strongly encourages parents and/or guardians be included when working with children. The caregiver can provide information about the history of the child/children as well as areas of concern.

INDIVIDUAL SESSIONS - Your first visit with your therapist will consist of talking about you, your history, and the issue you are attempting to resolve. During subsequent sessions, you identify goals for your treatment plan and begin working at that resolution. Your therapist will work with you utilizing their education, experience and resources through talking and problem solving helping you to gain insight and coping skills.

Office Hours: Monday – Friday from 8:00AM – 5:30PM

Helen Ross McNabb Center

Phone: 865-637-9711

201 W. Springdale Avenue, 37917

Fax: 865-637-1278

Children and Youth Center

600 Arthur Street 37921

Phone: 865-523-8695

Website: www.mcnabbcenter.org

Insurance: All TNCare, Some Commercial Insurances and some grant programs

Services:

Adult Services ~

Mental Health Services

The Helen Ross McNabb Center offers a full array of programs for mental health care, addiction and co-occurring treatment, recovery and social services to meet the needs of adults in our community. Our staff of qualified mental health and addictions/recovery professionals interacts daily with our community partners such as psychiatric hospitals, physicians, social

service agencies, the courts and of course, family and friends to ensure the best care for the persons we serve. Our Service array includes:

- Outpatient Services
- Tennessee Health Link
- Military Services
- Behavioral Health Safety Net
- Program of Assertive Community Treatment (PACT)
- Intensive Long-term Support
- Rehabilitation & Recovery

Substance Abuse & Co-Occurring Services

The Helen Ross McNabb Center provides a continuum of care for adults battling substance abuse and chemical dependency disorders. Our Service array includes:

- Intensive Outpatient Programs
- MOMS Outpatient Services
- Medical Detoxification
- Great Starts
- Residential Rehabilitation
- Women's Liaison
- Silver Linings Outpatient Services

Social Services

The Helen Ross McNabb Center serves as a safety net for our community's most vulnerable citizens, providing services that strengthen and improve lives. Our Service array includes:

- Homeless Services and Outreach
- Supportive Housing Services
- Inpatient Targeted Transitional Support
- HIV/AIDS Outreach & Prevention
- Building Stable Lives Life Coach

Crisis Services

The Helen Ross McNabb Center provides crisis services for individuals experiencing domestic violence, substance abuse and/or psychiatric crises, and also provides emergency shelter for individuals in crisis situations. Our service array includes:

- Mobile Crisis Unit
- Crisis Stabilization Unit
- Medically Monitored Crisis Detoxification
- Domestic Violence Crisis Services
- Sexual Assault Crisis Services

Sexual Assault Center of East Tennessee

SACET is located 2455 Sutherland Avenue, Building B, and Knoxville, TN 37919

The Sexual Assault Center of East Tennessee was founded in 1973 as the Knoxville Rape Crisis Center and remains one of two comprehensive, community sexual assault agencies in the state of Tennessee; serving 16 counties. The mission of the SACET is to provide excellent and compassionate services for survivors of sexual assault and to empower communities through education and social change.

The 24/7 crisis hotline is (865) 522-7273.

SACET has four program areas, which include:

- *Sexual Assault Nurse Examinations*
- *Advocacy*
- *Therapy*
- *Education and Outreach*

Criminal Justice Services

The Helen Ross McNabb Center provides a continuum of care for adults involved in the criminal justice system. Services include psychiatric assessments, medication management, case management, advocacy, counseling, and crisis intervention.

- Jail-Based Mental Health Services
- Knoxville Early Diversion Program
- Criminal Justice Mental Health Liaison
- Forensic Services

Children Services (Helen Ross McNabb continued) ~

Early Childhood Intervention and Prevention Services

The Helen Ross McNabb Center is recognized as a regional expert in trauma and abuse therapy. Many children experience some difficulty as they grow from infancy through adolescence. These difficulties can cause behavioral problems, anxiety, depression, uncontrollable anger and even suicidal thoughts and behaviors. Additionally some children need help after experiencing trauma in their life and have much to gain by receiving early intervention and adequate care when facing these struggles.

The good news is mental illness can be diagnosed and treated. Early identification and treatment is critical to minimizing harm related to an illness. Furthermore, access to care is proven to accelerate recovery and equip individuals with needed resources to manage a mental illness. The Center operates numerous evidenced-based programs and recognizes the importance of maintaining the fidelity of these models.

- Healthy Families East Tennessee
- Therapeutic Preschool
- Regional Intervention Program
- Mother Goose
- Kids on the Block
- Child Abuse Prevention

Mental Health Services

Mental illness affects 10% of children and adolescents in the United States. Many of these children experience some difficulty as they grow from infancy to adolescence. These difficulties can cause behavioral problems, anxiety, depression, uncontrollable anger and even suicidal thoughts and behaviors. Additionally some children need help after experiencing trauma in their life and have much to gain by receiving early intervention and adequate care when facing these struggles.

- Outpatient Services
- Tennessee Health Link
- In-home Counseling
- Continuous Treatment Team
- Comprehensive Child and Family Treatment
- OnTrack TN
- Mobile Crisis Unit

- Intellectual Developmental Disabilities Services
- ChildNet East Tennessee

Substance Abuse & Co-Occurring Services

The Helen Ross McNabb Center provides an array of services for adolescents dealing with substance abuse and co-occurring issues. These services range from prevention to residential services.

- Adolescent Prevention Program
- Adolescent Community Reinforcement Approach (A-CRA)
- Redirections & Intervention
- Residential Services

Social Services

The Helen Ross McNabb Center serves as a safety net for our community's most vulnerable citizens, providing services that strengthen and improve lives.

- Emergency Runaway and Homeless Care
- Emergency Shelter Care
- Youth Transitional Living
- Foster Care
- Non-offending Parenting Group
- Parent Place
- Project NOW
- Sisters Saving Sisters

School-Based Services

Mental health problems can interfere with the way children think, feel and act. These problems are real and painful and can lead to school failure, family conflicts, drug abuse, violence, or even suicide. A young person's current and future ability to be productive can be limited by mental health problems. In addition, these problems can be very costly to families, communities and the health care system (TN Department of Mental Health and Substance Abuse Services.)

The Helen Ross McNabb Center provides individual, group and family counseling and case management services in select East Tennessee schools. School-based mental health services give children living with mental health issues the opportunity for health and success in their education and community.

- Bridges
- BASIC
- Behavioral Health Liaison

Juvenile Justice Services

The Helen Ross McNabb Center provides a continuum of care for youth involved in the juvenile court system. Services include case management, counseling, and crisis intervention.

- Innerchange
- Home Base
- EXIT

Hope of East Tennessee, Inc.

Phone: 865-482-4826

188 Raleigh Rd. Oak Ridge, 37830

Website: www.hopeofet.org

Insurance: All TNCare and commercial Blue Cross Blue Shield Service:

Outpatient Services - offers daily groups that meet for three hours four times weekly over 8 weeks. Each session includes education about addictions, learning and practicing coping skills needed for lasting sobriety, and group therapy. Strong emphasis is placed on the use of 12 Step programs for support and principles for change. Hopes intensive outpatient program is a routine part of the program for residents of Opportunity House who requires/needs intensive outpatient treatment.

Opportunity House & Women's Transition - are recovery residence which operates as a therapeutic community. The term therapeutic community means that much of the decision making power is in the hands of the men who live there. The principle of peers helping peers has been established to be one of the most effective models of recovery. Each program has a set of requirements to qualify and parameters regarding the length of stay.

Our weekly fee covers room, board, and counseling provided at the residence. Drug screens are included. A drug screen is performed at admission and randomly or "for cause" during the stay. Contact directly for more information. Office Hours: Monday- Friday from 8:00AM - 4:00PM

Journey Pure at Serenity Network/ Serenity Women's Center Phone: 865-247-5196

6628 Central Avenue Pike, 37912/ 2636 Maryville Pike, 37920

Website: <https://journeypureserenitynetwork.com/>

Insurance: Amerigroup, United Healthcare, most commercial insurances Service:

28 DAY RESIDENTIAL SUBSTANCE ABUSE REHABILITATION PROGRAM

This is a 28 Day Program for both Adult Men and Women, including women that are pregnant. This program is designed and dedicated to provide the level of care necessary for individuals whose addiction is severe enough to require treatment services and recovery support on a daily, highly intensive basis. This level of care is designed to be an entry point to recovery services with Journey Pure at Serenity Network or may be used subsequent to failure at a lower intensity level of care of prolonged relapse. Detoxification Services are offered at this level of care.

Our services include:

Individual, Group and Family Counseling
Medical Supervision
Gender Specific Groups
Serenity Recovery Women's Center

Anxiety Reduction, Life Scripts
Behavioral Trigger Groups
Relapse Prevention Groups
Coping Skills Training Groups

Chemical Dependency Ed. Groups
Art Therapy
Spirituality
Groups

12 Step
Groups
Activities Therapy

DETOXIFICATION SERVICES

Journey Pure at Serenity Network offers Medically Monitored Detoxification Services for those individuals withdrawing for Opiate Addiction. Our programs use a Physician Ordered Detox Protocol that safely supports withdrawal from addiction from either illicit/street drug opiates such as Heroin or abused prescription opiate medications. We also offer Medically Supervised Detoxification Services for Alcohol and Benzodiazepine Dependence. Our Physician Ordered Protocols safeguard against seizures as well as high blood pressure and very rapid pulse rates. These services are accessed while receiving services in our Residential Treatment Included in these services are:

- Physician performed medical history and physical exam and supervision
- Lab testing to include urine drug screens and other indicated panels
- Nursing services support
- Counseling staff support
- Duration for these services for Opiates, Alcohol and Benzodiazepine Detox is seven days.

PARTIAL HOSPITALIZATION/DAY TREATMENT REHABILITATION PROGRAM

This is a One Month Program for both Adult Men and Women, including women who are pregnant. This program is designed and dedicated to providing the level of care necessary for those individuals whose addiction is severe enough to require getting their treatment on a daily, highly intensive basis but have a secure enough home and support system that they do not require staying in a 24 hour a day staff secure environ. Services are provided 5-7 days a week, dependent upon severity of need. This level of care is often used as a step-down from our Residential level of care or can be used as a starting point for treatment. In certain circumstances, Ambulatory Detoxification Services can be combined with this level of care. Individuals at this level of care will receive the full complement of treatment services we can provide.

INTENSIVE OUTPATIENT TREATMENT PROGRAM

This is a four to six week treatment program meeting three to four days a week for minimum three hour sessions for Adult Men and Women, including women who are pregnant. This level of care is designed for those individual requiring a significant level of treatment services to adequately address the severity of their addiction. However they do not require the intensity of an Inpatient or a Partial Hospitalization level. This may be a starting point for their primary treatment

or also may be used as a "Step Down" from a higher level of care. In certain circumstances, a patient may also receive concurrent Ambulatory Detoxification Services for Opiate Withdrawal.

KIDLINK Treatment Services

Phone: 877-454-3703

1000 Health Park Drive, Building 3 Brentwood, TN 37027

800-726-4032

Insurance: TNCare, Blue Care Blue Shield, single care agreements

Website: www.kidlinktreatmentservices.com

Services:

KidLink Treatment Services (KTS) is a comprehensive referral service for children and adolescents requiring residential behavioral healthcare in the country. KTS provides assistance to parents, social service and court agencies, as well as other referral sources by locating the most clinically appropriate treatment setting for children and adolescents suffering from a variety of mental health disorders. Our specially trained staff will provide assistance gathering the necessary information regarding the child or adolescent and can answer any questions you may have about accessing services. We provide this service with the guiding principle of doing what is in the best interest of the children and adolescents requiring care. Our TNCare Residential Treatment Centers:

Facility	Location	IQ >	Ages	Gender	Treatment Tracts/Unit
Cedar Grove	Murfreesboro, TN	60	10-17	Male	SA, SR, P/B
Hermitage Hall	Nashville, TN	54 65	9-17 8-17	Male Female	SA, SR, TI
Facility	Location	IQ>	Ages	Gender	Treatment Tracts/Unit
Compass Intervention Center	Memphis, TN	69	6-17	Male Female	P/B, PTSD/SA
McDowell Center	Dyersburg, TN	50	13-17	Male	P/B, D/L
Mountain Youth Academy	Mountain City, TN	65	6-17	Males Females	PB, TF
Natchez Trace Youth Academy	Waverly, TN	69	12-17	Male	P/B, VP/PTDD/SA
Oak Plains Academy	Ashland City, TN	69	11-17	Male Female	P/B, PTSD
Laurel Heights	Atlanta, GA	50	4-17	Male Female	P/B, AP, D/L, Non-Verbal A/PDD, Non-Verbal Autism/PDD, AP

(SA-Sexual Abusive, SR-Sexual Reactive, P/B-Psych/Behavioral, TI-Trauma Informed PTSD/SA-Substance Abuse Component, D/L-Dual/Low Functioning, TF-Trauma Focus, VP-Vocational Program, P/B-D-Psych./Behavioral for Deaf and hard of Hearing, Non-Verbal A/PDD- Non-Verbal Autism/PDD and AP-Autism Program)

Kingston Academy

183 Fiddlers Lane, Kingston, TN 37763

Phone: 865-376-2296

Email: Referrals.Kingston@sequelyouthservices.com**Insurance:** All TNCare, most private insurance

Service:

Kingston Academy is a 52 bed PRTF that provides evidenced-based treatment when working with children and adolescents, ages 5-17 years old, with mood-, anxiety- and trauma-related diagnoses. The program is medically supervised by our Board-Certified Child and Adolescent Psychiatrist, who oversees and supervises the medical and psychiatric needs of the residents at Kingston Academy. Clinical staff with specialized training provide weekly therapy sessions to assist with deconstructing trauma, developing more effective coping strategies and evaluating and intervening within complex family systems. The professional staff create interventions grounded in Cognitive Behavior Therapy (CBT), Dialectical Behavioral Therapy (DBT), and Eye Movement Desensitization and Reprocessing (EMDR) within a context of Trauma-Informed Care. In addition to those therapeutic interventions, Kingston Academy also utilizes a variety of expressive therapies, including Recreational therapies, Equine-based Therapy and Pet Therapy to support children and adolescents who may benefit from this type of intervention. In addition to the residential program, Kingston Academy also offers a Day School program, which can offer services to local school districts that are needing support with complex needs of their students with behavioral health diagnoses. The program is accredited through the Joint Commission and is licensed by the Department of Mental Health and Substance Abuse. Our private school located on campus is licensed by the TN Department of Education and approved by DCS, Education Division.

Admission Criteria

- Males and females ages 5 to 17
- Must have a DSM-5 diagnosis describing a specific Axis I diagnosis (Depressive Disorders, Bipolar Disorders, PTSD, Disruptive Mood Dysregulation Disorder, Anxiety Disorders)
- Full-scale IQ above 70
- Less intensive and less restrictive clinical settings have been attempted without success and/or have been ruled out due to safety concerns
- Demonstrated need for a highly structured environment and is unable to maintain stability in a community setting requiring 24 hour care to maintain safety and security

Koinonia Counseling Center

New Vision Training Center

Phone: 865-584-6374

1608 Midpark Road, 37921

Fax: 865-584-6613

Insurance: TNCare, most private Insurance

Service:

Email: Training@newvisionag.com

We offer services for individual therapy, family therapy, groups and classes for varies therapeutic services. We also offer bilingual certified training in domestic violence, play therapy, and anger management. We also offer OneEighty Domestic Abuse Services which include, but are not limited to:

Domestic Abuse Prevention

Anger Management Classes

Victim Impact Classes

Parenting Classes

Office Hours: Monday – Friday from 9AM – 4:30PM

Life Changers Outreach

Phone: 865-403-0149

202 Sugar Hollow Road, Pigeon Forge, 37863

Insurance: Program is free (\$500.00-1 time donation required, but not required)Website: www.lifechangersoutreach.com

Service:

Our 12-month discipleship program for men and women struggling with various types of addiction, offers a non-medical, non-psychiatric approach that focused on achieving inner-healing for deeper rooted issues that are often at the center of addiction. Life Changers Outreach overcomes lives of addiction and abuse through Biblical studies, Christian counseling, and worship. Enrollment fee is required upon admission. Office Hours may vary.

Mental Health Association of East TN

Phone: 865-584-9125

9050 Executive Park Drive, Suite 104-A, 37923

Fax: 865-824-0040

Website: www.mhaet.com

Service:

MHA of East TN is dedicated to promoting mental health awareness, wellness, and recovery in our communities. MHA serves the community by collaborating with other agencies and professions to promote mental health; works for the understanding of mental illness through education; advocates for the strengthening of all mental health services.

Office Hours: Monday – Friday from 8:30AM – 5:00PM

Mirror Lake Recovery Center

Phone: 877-369-2344 (Toll Free)

999 Girl Scout Road, Burns, 37029

Website: www.mirrorlakerecovery.com**Insurance:** Aetna, Blue Cross Blue Shield, Cigna, Humana, Tricare and others

Service:

Mirror Lake Recovery Center provides life-changing treatment services to men and women, aged 18 and above, who have been struggling with substance abuse and chemical dependency, and who also may be experiencing a co-occurring mental health disorder. With a variety of treatment modalities and a wide range of therapeutic activities and opportunities, Mirror Lake Recovery Center is uniquely prepared to empower men and women to confidently and successfully walk the path of long-term recovery. Mirror Lake offers: Detox, Residential Services, Partial Hospitalization and The ReNew Program.

Norris Academy

Phone: 865-494-5554

17 Ridgeway Road, Norris, TN 37828

Email: Referrals.Norris@sequelyouthservices.com**Insurance:** All TNCare, most private insurance

Service:

Norris Academy specializes in the treatment of children and adolescents with Autism Spectrum and other Neurodevelopmental diagnoses. Norris is classified as Psychiatric Residential Treatment program (PRTF) and is medically and supervised by a Licensed, Board Certified Child/Adolescent Psychiatrist who serves as the Medical Director of the program and clinical staff are licensed or license-eligible Master's level providers. The program is staffed with a Registered Nurse 24 hours a day and has access to clinical, educational and group living staff with specialized

training in the treatment of Neurodevelopmental diagnoses. The program is designed to provide supportive, therapeutic care and evidence-based treatment for individuals ages 5-17 that require a highly structured environment to stabilize unsafe behaviors. These individuals are experiencing emotional, behavioral and/or psychological difficulties that require more than outpatient treatment, but not requiring acute inpatient hospitalization. Residents with more intense needs can receive additional support from Registered Behavioral Technicians who, under the supervision of a Board Certified Behavior Analyst, provide more intensive care to address those specialized needs. Norris Academy additionally offers therapeutic transitional living program in adjacent apartments for advanced learners who identify an interest in developing more specific independent living skills. The program provides 24 hours a day, 7 days per week therapeutic care for 43 individuals. The program is accredited through the Joint Commission and is licensed by the Department of Mental Health and Substance Abuse as well as having a school on campus that is licensed by the TN Department of Education and approved by DCS, Education Division.

Admission Criteria

- Males and females ages 5 to 18 years old
- Must have a DSM diagnosis describing an Autism Spectrum Disorder, Intellectual Disability or other neurodevelopmental disorder as well as a co-occurring Axis I mental health diagnosis
- Less intensive and less restrictive clinical settings have been attempted without success and/or have been ruled out due to safety concerns
- Demonstrated need for a highly structured environment and is unable to maintain stability in a community setting requiring 24 hour care to maintain safety and security

Omni Community Health – The Omni Family of Services

Phone: 1-877-258-8795

Website: <http://www.theomnifamily.com/>

Fax: 1-800-309-1601

Insurance: - *All major forms of payment accepted, along with TNCare and most other insurances.*

Service:

Comprehensive Diagnostic & Evaluation Services

Formal and informal evaluation of individuals based on psychosocial, biosocial and cognitive measures.

Individual, Family & Couples Therapy

Identification of an individual or group's problems by examination of experiences or issues.

Treatment utilizes trauma-informed and evidence-based approaches to help enhance and achieve wellness.

Group Therapy

Therapy in which a group of people come together to discuss their problems under the supervision of a therapist. These services are customized to meet the immediate and emergent needs of the group/community.

Intensive Outpatient Program

Comprehensive service inclusive of up to 9 hours of weekly group, individual and family treatment to help promote behavioral stability and emotional health.

Comprehensive Child & Family Treatment (CCFT)

Highly intensive, time-limited, goal-specific services designed to provide stabilization and deter out of home placements for children & youth.

Case Management/HealthLink Care Coordination

Community based support that focuses on preventative care, chronic illness management and collaboration with external healthcare providers and other community partners through our care coordination model.

Continuous Treatment Team (CTT)

Recognized as one of the most intensive programs to assist chronically mentally ill adults, children, adolescents and juvenile offenders.

Medication Management & Evaluation

Program to find the optimal level of medication to aide those in the recovery process.

Family SOS/FITT

A system of support to help families discover each member's passion and purpose, identify existing strengths and needs, enhance skills to prevent and manage crisis and help build the closeness and unity within each family served.

Supportive Housing

An evidence-based housing intervention that combines affordable housing assistance with wrap-around supportive services for people experiencing acute and persistent mental illness symptoms.

Relative Caregiver Program *

Array of home and community based services for families raising related children to help stabilize and support kinship placements and to prevent those children from entering or re-entering state custody.

School-Based Intervention Services

Behavioral support and intervention services for school systems' special education departments.

Therapeutic Family Preservation & Reunification Services *

Family support, family visitation and family violence intervention services designed to prevent entry into state custody by preserving, supporting and protecting families, as well as maintaining family relationships while working toward reunification.

Consultation & Outsourced Staffing Services

Provides expertise in program analysis, development and design and/or assisting with short or long-term child welfare/behavioral health staffing solutions for agencies and state departments.

** These programs funded under agreement with the TN Dept. of Children's Services
- Some services limited to specific programs and/or locations*

Peninsula ~ A Division of Parkwest Medical Center

Covenant Health

Phone: 865-970-9800

P.O.Box 2000 Jones Bend Road
Louisville, TN 37777

Insurance: Accepts most commercial insurance plans, TNCare and private pay

Website: www.peninsulabehavioralhealth.org

Services:

Peninsula’s outpatient services provide a range of mental health services for children, adolescents and adults including:

- Psychiatric Evaluation & Medication Management
- Individual, Family and Group Therapy
- Recovery Education Center (Psycho-social Rehabilitation Programs)
- Peer Support Services and Support Groups
- Care Coordination
- Substance Abuse Services

Outpatient Services

Peninsula’s outpatient centers are located in Knoxville, Blount County, Sevierville and Loudoun County. Peninsula Hospital, a 155-bed treatment center, provides acute care inpatient mental health services for people of all ages. A team approach using psychiatrists, nurses, counselors and discharge planners ensures individualized treatment plans and interventions for people in crisis.

Office Hours may vary per location.

Outpatient Sites:

The Lighthouse
1451 Dowell Springs Blvd.

Loudon-Outpatient Center
423 Medical Park Dr., Suite 400

Blount- Outpatient Center
210 Simmons Street

Sevier- Outpatient Center
1104 Foxwood Drive

Behavioral Health Safety Net

Safety Net is a grant through the State of TN that covers services at Peninsula Outpatient Clinics. If a person is eligible, they can apply for Safety Net services and potentially receive Psychiatric medication management, therapy and groups, Recovery Education/WRAP services, and case management services through Tennessee Health Link, free of charge. Clients who complete a Safety Net application will also complete a Cover Rx application to cover the cost of medications (med copays still apply).

Eligibility Criteria for Safety Net:

- Person must have applied and been denied for TNCare
- Person must not have private health insurance
- Person must be a US citizen or qualified alien
- Person must be a resident of TN

- Person must be diagnosed with a Mental Health diagnosis
- Person must have a household income at or below 100% of Federal Poverty Level
- Person must be 19 years of age or older
- Person must not be in an inpatient facility or incarcerated, or an inmate.
- Person must not receive behavioral health benefits through the VA or another Safety net provider

Quest Family Care Inc.

Phone: 865-394-9075

2928 E. Magnolia Avenue, 37914

Insurance: Amerigroup, Blue Care, TNCare Select, Blue Advantage, Medicare Advantage HMO, Cover Kids, and Dual Special needs Plan

Service:

Quest Family Care is a privately owned agency that initiates provides and promotes services for people with mental illness and their families within the communities, in order to strengthen their independence, self-esteem and ability to participate in and contribute to community life. We provide: Kids Afterschool Therapy Group, Outpatient therapy, and Psychosocial Rehabilitation (PSR) services. Office hours may vary.

Recovery at Cokesbury

Phone: 865-246-0449

9919 Kingston Pike –Main Campus, 37922

Service:

RAC is a Biblically based program of recovery for individuals and/or their families suffering from addictions and/or emotional distress. RAC meets every Thursday night in Epworth Hall at the North Campus. Meal provided at 6:00pm. The service begins at 7:00pm. We then hear a testimony of recovery, read the 12 steps and Biblical comparisons. We hear a message that combines recovery principles with God’s word. Each week there are 15-16 small groups meet at 8:15pm. Church Office Hours: Monday – Thursday 8AM – 4PM and Friday 8AM – 12Noon.

Ridgeview Behavioral Health Services

Phone: 865-482-1076

240 W. Tyrone Road, Oak Ridge, TN 37830

Toll free: 800-834-4178

Website: www.ridgeview.com

HOPE | HEALING | RECOVERY

Service:

Ridgeview was founded in 1957 in Anderson County and has expanded over time its provision of mental health and substance abuse services to Campbell, Morgan, Roane, and Scott counties. We are a place where complex needs of individuals and families are met with hope and compassionate care from the first point of contact through the entire care experience. A hallmark of our services is our dedication to Best Practice Standards, to Evidence-Based Practices, and to the use of Electronic Health Record technology. Ridgeview aims to be responsive to the needs of the communities we serve by providing innovative programming that helps people realize their goals and supports the recovery and healing of individuals and families.

Outpatient Clinic Locations

Anderson County, 240 West Tyrone Road, Oak Ridge, TN 37830

865-482-1076

Campbell County, 110 North Tennessee Ave., Lafollette, TN 37766

423-562-7426

Morgan County, 830 Main Street, Suite 2, Wartburg, TN 37887
Roane County, 307 Devonia Street, Harriman, TN 37748
Scott County, 133 West 2nd Avenue, Oneida, TN 37841

423-346-6221
865-882-1164
423-569-7979

Outpatient and Clinical Services

THERAPY SERVICES

We provide individual, family, and group therapy to children, adolescents, and adults in a welcoming and safe environment. Same Day Access availability provides the ease and convenience to begin care today without waiting for an appointment. Ridgeview offers walk-in clinic availability at Anderson, Campbell, Roane, and Scott county clinic locations.

Aftercare/Medication Management Services

Providing medication assistance and monitoring to children, adolescents, and adults who are experiencing psychiatric and/or substance use issues to help alleviate symptoms of those conditions. We utilize a modified "Just-in-Time" method for ease of scheduling next-day medication management appointments.

CRISIS SERVICES (MOBILE CRISIS TEAM)

Providing community-based, client-centered emergency assessment to adults experiencing acute psychiatric symptoms. Telehealth technology makes it possible to provide timely, accessible care. With the confidence of safe, secure connections, a variety of services can be provided, including medication management, substance abuse treatment, and crisis intervention.

MIST (MOTHERS & INFANTS SOBER TOGETHER)

Improving the quality of life and the daily functioning of drug-exposed infants and families through the provision of outpatient alcohol and drug treatment services to new and expecting mothers, including evidenced-based individual and group therapy, case management, and a nurturing parent educational curriculum.

Criminal Justice and Mental Health Liaison Services

Bridging the mental health needs of people who have involvement with the criminal justice system through the provision of assessment, educational groups, and referral and linkages to housing, job placement, and community resources. Forensic Services provide specialized court ordered assessments by clinical psychologist.

Integrated Care Services

Providing collaborative integrated and co-located care services with health clinics in Scott County to improve the overall health and well-being of persons experiencing mental health, substance abuse, and primary health needs.

Adult Community-Based Services

Outpatient Substance Abuse Services (STOP Program)

Providing harm reduction alcohol and drug treatment to individuals with co-occurring needs through the use of individual therapy, telehealth group therapy, case management, and evidenced-based education and recovery groups, giving participants the opportunity to receive intensive ongoing supports as they work towards achieving their own individual recovery.

Tennessee Health Link care Coordination Services

A team of professionals providing whole-person, patient-centered, coordinated care for individuals with medical and behavioral health conditions. Providing in home and community based services and supports to empower individuals and increase self-reliance by linking and referring participants to services, advocating for their health and well-being, monitoring their follow through with other services, and assisting with reaching their housing, therapy, and vocational goals, while preventing the need for higher levels of care and hospitalization.

Supervised Residential Program

Providing safe and secure enhanced supportive housing to individuals with chronic and persistent mental illness in a 24-hour supervised therapeutic environment with a curriculum of psychoeducational activities, daily living/recovery skills, and recreational activities to build on the foundation of recovery.

Transitional Housing Program

Providing safe and secure, short-term housing, with an emphasis on re-integration into a permanent and sustainable community living environment. Transitional housing offers case management supports.

Psychosocial Rehabilitation Program

Providing psychiatric rehabilitation and psychoeducation services to individuals requiring assistance with vocational, occupational, and interpersonal skill building with an emphasis on the restoration of community functioning and well-being for participants.

Peer Support Centers

Peer-led wellness services focusing on social, community, and self-advocacy skill building with essential programming emphasizing mental health well-being and recovery.

Supportive Employment (Matched Success)

Meeting the client's need for job readiness and competitive employment through intensive preparation, support, job coaching, and follow through.

Inpatient Services

Ridgeview's Inpatient Psychiatric Unit provides comprehensive assessment and crisis stabilization treatment for individuals 18 years or older who are experiencing an acute episode of mental illness with or without co-occurring substance abuse problems. Our foremost goal is to provide highest quality care and treatment to individuals in a safe, therapeutic environment that promotes hope, healing, and recovery. The inpatient program consists of a multidisciplinary team approach including psychiatrists, pharmacists, nurses, social workers, and psychiatric technicians.

For assessing admission to the Inpatient Unit, please contact Crisis Services at 1-800-870-5481.

Children and Youth Services

Children and Youth TN Health Link Care Coordination Services

Children and Youth TN Health Link is a voluntary partnership between the child, the parents, and the Care Coordinator designed to improve the child's social, educational, emotional, and behavioral situations. This service provides advocacy, referral, linkage and direct support to families. Care Coordinators provide services within the natural environment of the child and family, including home, school, and community. TN Health Link services build upon the strengths of each family in an effort to empower the child and the family to achieve their stated goals. Care Coordinators teach new coping skills, assist in the development of behavior management plans and provide a crucial link between families, schools and other community agencies in an effort to assure mental health stability for children.

Therapy and Family Support Specialist Services

Providing individual, group, and family therapy, in addition to Family Support Specialist services to children and families experiencing mental health and substance abuse issues.

Respite Services (RESPITE ROCKS)

Providing respite for the parents and/or care givers of children who exhibit challenging behaviors resulting from emotional disturbance or co-occurring disorders.

Mental Health Observation and Assessment Services

Providing school-based assessments and clinical recommendations for Head Start students under 5 from low income families in Anderson and Morgan counties for the purpose of identified risk and prevention.

Prevention Programs (Project Basic & Tennessee Prevention Network)

Providing school-based mental health and substance abuse education, prevention, early intervention, and teacher and parent consultation.

School Based Therapy Services (STAR PROGRAM)

The purpose of the STAR program is to provide therapeutic services to students and their families within the school setting. The Master's level therapists work collaboratively with school employees to best serve the emotional and behavioral health needs of the students. All children and their families will receive an extensive evaluation to insure individualized treatment and to encourage family participation. STAR offers individual, group, and family treatment designed to help children and their families learn healthier ways of interacting with each other and to promote overall well-being. STAR services currently offered in Oak Ridge City Schools, Clinton City Schools, Morgan County Schools, Sunbright School, and Oneida City Schools.

Ross Behavioral Group

127 West Jackson Avenue, Suite 201, 37902

Website: Rossbg.com

Phone: 615-338-6341

Insurance: Blue Cross, Blue Shield, Blue Care, TRICARE, TENNCARE, and all other forms of insurance. We also offer a sliding scale for clients that can prove a need

Ages: 3 years to adulthood

Therapists in the Knoxville Office: Dr. Amy Skinner and Dani Huckaby

Services:

Our center is a warm and caring environment where you can find understanding, acceptance and practical help. We are counseling professionals trained and experienced in addressing the needs of the individual, couple, family and child.

Our services include:

- Individual Therapy
- Family Therapy
- Play Therapy
- Couples Therapy
- Addiction Therapy

SpringBrook Behavioral Health System

Phone: 864-834-8013

One Havenwood Lane
Travelers Rest, SC 29690

Insurance: TNCare, most commercial insurance carriers, and private pay.

Website: www.springbrookbehavioral.com

Autism Spectrum and Related Disorders Anchor Program - Minimize Stimulation. Accelerate Learning. Decrease Behaviors. These three principles guide SpringBrook Behavioral Health's program for children and adolescents with Autism Spectrum Disorders. Our clients achieve positive behavioral outcomes through a combination of psychiatric treatment and innovative therapeutics such as:

- Occupational and Speech Therapy
- Specialized Treatment and Education Areas
- Biofeedback
- High Staffing Ratio
- Visual, Regimented Schedules
- Year-round Special Education Program

Steps House, Inc.

Phone: 865-573-7152

P.O. Box 23202, 37933
712 Boggs Avenue, 37920

Fax: 865-609-9291

Website: www.stepshouse.net

Insurance: No Insurance accepted/ self –supporting, call for additional information.

Service:

Residential Recovery Support Program

Steps House offers a residential recovery program for men over 18 years old with substance abuse and/or chemical dependency issues. This community-based, group living situation is designed to break the cycle of homelessness. It also provides a strict, disciplined environment that is a highly structured course on recovery from addiction, life skills, discipline and responsibility. Program Hours: 24 Hours; 7 Days a Week

Veterans Service Program

Phone: 865-609-2829

Our GPDO (Grant Per Diem Only) Homeless Program is licensed by the State of Tennessee, Department of Mental Health and Developmental Disabilities as a supportive living facility. This

program is a collaborative effort between Steps House and the Department of Veteran's Affairs and is designed to help end the cycle of homelessness among our nations Veterans. Steps Program utilizes a multitude of services within the VA as well as community based services in order to provide a holistic, comprehensive approach to addressing each veteran's problems.

Susannah's House

923 Dameron Avenue, 37921

Website: www.susannahshouse.org

Phone: 865-200-4759

Fax: 865-315-7044

Insurance: There is NO COST and NO INSURANCE is required for the IOP

Service:

Susannah's house is a faith-based organization sponsored by Cokesbury United Methodist Church that exists to serve the spiritual, physical and emotional needs of mothers and their prenatally exposed infants who are recovering from substance abuse. Our mission is to provide a source of help and hope to these mothers and their children. Mothers (Pregnant women are welcome) who are in ongoing recovery from substance abuse who have completed alcohol and drug assessment and have followed its recommendations, or who have children with Department of Children's Services involvement due to family substance abuse, or who have had children under the jurisdiction of the court system due to parental substance abuse. Children may be in foster care or other care or may have been returned to parental custody. Women may be referred by an agency or may call and schedule an appt. on their own!

Basic Recovery Program occurs on M, W, and F from 10 am-2pm, and lunch is served at no cost. Childcare is provided FREE of charge for mothers enrolled in the Intensive Outpatient Program. Classes consist of: Trauma Groups, Process Groups, Recovery Skills, 12 step classes, Parenting, Bible Study, Healthy Nutrition, Child Nutrition & Development, Anger Management, Boundaries, Healthy Relationships, Relapse Prevention, as well as several other components. Electives may include Art, Exercise, Cooking on a Budget, Etc. Individual and Group Therapy are provided on-site. AA/NA Groups Available.

TMHCA

200 West Fifth Avenue, 37917

Website: www.tmhca-tn.org

Phone: 888-539-0393 (Toll Free)

Phone: 865-281-3683

Insurance: TNCare, TN Medicaid

Service:

PeerLINK is designed to match a team of Certified Peer Recovery Specialists with an individual who is in need of immediate care or will soon be discharged from local psychiatric hospital or treatment center. Services include peer mentoring, support, advocacy, and skill building through regular, individual contact and group sessions. The primary function of the program is the development of a supportive and trusting relationship between the person in recovery and a team of people with similar life events or experiences. Office Hours: Monday – Friday from 9:00AM – 5:00PM

Teen Challenge of East Tennessee

3121 Martin Luther King Jr. Avenue, 37915

Website: www.teenchallengeusa.com

Insurance: Services are currently free

Service:

Residential Drug Treatment Program

Teen Challenge National has a long-term substance abuse residential program in the United States. Our office will assist in explaining the specifics about the program and help assist with make the proper arrangements for entrance into a residential program. Program is available for youth ages 13 to 18 years of ages and for both men and women over the age of 18. Some charges may apply with varied programs. (Residential Facilities are not located in Knoxville) Office Hours: Monday – Friday from 9:00AM – 5:00PM

The Counseling Center

The TC Counseling Center offers Christian counseling for families and individuals who have any life –controlling problems such as drugs, alcohol, fear, rebellion, marital problems, anger, etc.... Our main focus is to point people away from these problems by pointing them to their only solution- Jesus Christ.

Tennessee Department of Corrections

Phone: 865-546-8933

Fax: 865-521-0921

Community Resource Center

8417 Kingston Pike, 37919

Website: www.tn.gov/correction

Service:

The Tennessee Department of Correction (TDOC) implemented Day Reporting/Community Resource Centers which serve as alternatives to incarceration by placing eligible participants in structured and intensive outpatient programs. The programs provide resources and services to offenders to assist them as they work towards becoming productive citizens in their communities. We provide services to convicted felons (past or present) in a wide variety of areas such as:

- Housing
- Child Support Matters
- Driver's License
- Employment
- Parenting Classes

TENNova Behavioral Health

Phone: 865-740-9490

Physicians Regional Medical Center

900 East Oak Hill Avenue, 37917

Website: www.tennova.com**Insurance:** TNCare, Most private insurance

Service:

Program provides inpatient services. Services offered include alcohol and drug treatment, assessments, medical detox for mental health only, individual and group therapy and after care services. Also serves pregnant women. Must be 18 years and older. Hours: 24 Hours; 7 Days a Week

The Mend House

308 Knox Road, 37918

Phone: 865-801-9061

Website: www.themendhouse.com

Service:

The Mend House's Sober Living Community provides service in excellence to its residents. We take great pride in programming to the needs of our men:

Our Sober Living Community Provides (non-insurance covered service):

- Sober Living
- Food
- Linens
- Toiletries
- Hygiene Items
- Cleaning Supplies
- Recovery Literature
- 4 Community Outings
- 2 Nutritional Classes
- 12-1Hour Fitness Sessions with a NCPT (Nationally Certified Personal Trainer)
- 28-56 off Campus 12 Step Meetings (Transportation provided)
- Random Alcohol and Drug Screenings

Hopewell 28 Day-A&D Counseling (non-insurance covered service)

The program is a cost-effective A&D Counseling Program and is perfect for people who need further treatment following detox or inpatient services. The program utilizes a 12-Step philosophy and other proven clinical treatment methods to help make positive changes in the resident's lives, to help insure addiction recovery success, and assist in making positive life decisions. The services include:

- Treatment Planning
- Weekly Assessments
- Weekly Goal Setting Group
- 16 Individual Counseling Sessions with a Nationally Licensed Alcohol and Drug Abuse Counselor
- 8 Group Counseling Sessions with a Nationally Licensed Alcohol and Drug Abuse Counselor
- Access to Family Counseling (Client, Family and Community Education)
- Referrals to other Mental Health Professionals (Psychiatrist, Psychologist, Nurse Practitioner)

The Northshore Group

Phone: 865-584-0171

1111 Northshore Drive Suite 490, 37919

Website: www.northshoregroup.com

Insurance: Private Insurance, self-pay available depending on the counselor.

Service:

The Northshore Group has specialties and clinical experience within the group that is indeed rich and comprehensive. Clinical services are provided for children, adolescents, seniors, adults, couples, and families. The Northshore Group provides various types of psychological evaluations, medication management, and psychotherapy. Office Hours: Monday – Friday from 8:00AM – 5:00PM

University of Tennessee

Psychological Clinic

Phone: 865-974-2161

208 Conference Center Building

600 Henley Street, 37996

Insurance: Fees are set based on a sliding scale.

Services:

Adult Services

Individual psychotherapy / Marital and couples counseling / Psychological evaluations

Child Services

Individual psychotherapy / Family therapy / Psychological evaluations

Intelligence and educational testing / Parent skills training .Office Hours: Monday – Thursday from 8:00AM – 8:00PM and Friday from 8:00AM - 5:00PM

Counseling Services

Clients of all ages and socio-economic groups, from Knoxville and the surrounding communities, are eligible for treatment at the Clinic. Most clients are self-referred, but we also receive referrals from other mental health agencies, private and public social service agencies, physicians, and other professionals. Services are provided by Doctoral students in the Clinical Psychology program under the supervision of fully licensed clinical psychologists.

Veritas Collaborative

Phone: (919) 908-9730

Treatment sites in Durham, NC, Richmond, VA, Atlanta, GA, and Charlotte, NC

Website: www.veritascollaborative.com

Insurance: BCBS, Aetna, ComPsych, Cigna, MultiPlan, Magellan, Tricare, Medicaid, Kaiser, Optima, and single case agreements with most other insurances.

Service:

Veritas Collaborative envisions a world in which all persons with eating disorders and their families have access to best-practice care and hold hope for a cure. Some of what we offer includes:

- Evidence-based care
- Treatment tailored to the individual in a gender-diverse and inclusive environment
- Therapy, psychiatry, internal medicine and nutritional rehabilitation specific to eating disorders.
- Serving Children, Adolescents, and Adults. Ages 8yrs+

*Programs vary by location & level of care

Village Behavioral Health

Phone: 865-970-1263

2431 Jones Bend Road

Phone: 800-255-8336 (toll free)

Louisville, TN 37777

Fax: 865-970-1875

Website: www.VillageBH.com

Insurance: Blue Care, Amerigroup, Cover Kids, Tri-Care, most private insurance

Services:

Village Behavioral Health specializes in helping children, ages 13-17, who are struggling with mental health and/or addiction issues. We are a residential treatment center and alcohol and drug treatment center with a strong academic program addressing the emotional and educational needs of the child. We treat adolescents who suffer from:

- Mood Disorders such as Depression, Bipolar, and Anxiety
- Chemical Dependence and/or abuse of Alcohol and Drugs.
- Trauma from Physical, Emotional, or Sexual Abuse
- Personality Disorders
- Behavioral Disorders and other Behavioral Problems
- Difficulty in School Environment
- Equine & Pet Therapy

Youth Villages

9111 Cross Park Drive Suite E475, 37923

Website: www.youthvillages.org

Insurance: TNCare,

Service:

Intercept

The Intercept intensive in-home services program is an effective alternative treatment for children and youth who otherwise would be placed in foster care, residential treatment, detention centers, hospitals or other juvenile facilities. Diverting youth from these out-of-home placements, Intercept family intervention specialists provide guidance and treatment resources for youth and families in their own homes. Office Hours: Monday – Friday 8:00AM- 5:00PM

Phone: 865-560-2098

Phone: 866-791-9224 (toll free)



Your One Stop Shop for Addiction and Mental Health Referrals >>>

Tennessee REDLINE

- Alcoholism
- Drug Dependence
- Gambling Addiction
- Eating Disorders
- Depression
- NAS
- PTSD
- Resources for Domestic Violence
- Smoking/Tobacco
- General Mental Health
- HIV/Aids
- Free Literature (shipped to your door)
- Federal Marketplace Assistance
- Shelters and Transitional Living

1.800.889.9789 >

Call us toll free 24/7

This project is funded by the Tennessee Department of Mental Health and Substance Abuse Services.

AFTER SCHOOL / MENTOR & YOUTH PROGRAMS

Amachi Knoxville

Knoxville Leadership Foundation

The Regas Building

318 North Gay Street, Suite 210, 37917

Website: www.klf.org

Service:

Amachi is a Nigerian Word that translates to "Who knows but what God has brought us through this Child?" This program serves children who have a parent incarcerated in state or federal prison, between the ages of 4-17 who reside in Knox County. Amachi is a community based, one-on-one (or couple and child) relationship that is expected to meet a minimum of one hour a week for one year. Mentors are screened and trained prior to being matched. Amachi Knoxville commits to provide each mentor with ongoing training, support, and encouragement for the duration of the relationship with the mentee. Office Hours: Monday – Friday from 8:00AM – 5:00PM

Phone: 865-524-2774

Fax: 865-525-4213

Big Brother Big Sister of East Tennessee

318 North Gay Street, Suite 100, 37917

The Regas Building

Website: www.tennesseebig.org

Service:

The mission of Big Brother Big Sister of East TN is to make a positive difference in the lives of children and youth (ages 6-18) in need of positive role models, primarily through professionally screened and supported one-to-one relationships with caring volunteer adults. The intent of our mentoring service is to transform young people's lives and enrich their families, thus helping to strengthen our communities and society as a whole. Office Hours: Monday – Friday from 8:30AM – 5:00PM

Phone: 865-523-2179

Fax: 865-524-3466

Community Based Mentoring

This is our traditional match in which adult mentors are paired with children ages 6-16, with the commitment to see each other 2-4 times per month for a couple hours. Each match is hand-selected by our team based on shared interests, geography and personality.

Many relationships between Bigs and Littles fall under our Community-Based programs. This simply means that the mentoring takes place somewhere in the community. Outings are focused on creating purpose using the REACH concept.

Mentor 2.0

The Mentor 2.0 program focuses on college readiness and success for high school students, particularly those who are slated to become first-generation college students. Mentors and mentees communicate through weekly writing activities, discussing

important topics such as professionalism, perseverance, self-advocacy, college financial aid, and career choices. In addition to email communication, mentors and mentees meet in-person eight times per year at Big Brothers Big Sisters-sponsored activities. These activities will be held throughout the school year, on weeknight evenings.

Site Based School Mentoring

Some of the biggest supporters of our School-Based Mentoring program are actually teachers. They see the impact on their students – they are happy, have greater self-confidence, and are eager to succeed.

Although it takes place at schools, our School-Based Mentoring program isn't limited to the classroom. Of course, some Littles do talk with their Bigs about class, or do homework, or read together, but it's perfectly fine to shoot hoops in the gym or play on the playground. At the end of the day, it's really all about starting a friendship, providing guidance and inspiring them to reach their potential.

Special Program

Amachi Program - Having a mom or dad in prison can make growing up more difficult. Children with an incarcerated parent often need additional support and guidance. Big Brothers Big Sisters Amachi program helps broaden their perspectives on what they can achieve in life. Amachi, a Nigerian word of hope from the Ibo people, means "who knows but what God has brought us through this child." Our Amachi Program connects children with role models from all walks of life, but particularly those from local religious organizations.

Boys & Girls Clubs of Tennessee Valley

John D. Lee Administrative Offices

967 Irwin Street,

Website: www.bgctnv.org

Service:

The Boys & Girls Clubs strive to meet the youth development needs in their communities. Club members have the opportunity to learn, grow, give back to the community, discover their needs, set goals, and meet new friends. The Club is a safe place where young people can come to enjoy themselves and their friends. Ages 5 to 17 accepted. Service based on income. Summer Hours: Monday – Friday from 7:30AM – 6:00PM School Year Hours: Monday – Friday from 2:00PM – 7:00PM

Phone: 865-232-1200

Fax: 865-232-1201

Boys & Girls Club Knoxville Sites:

Richard L. Bean Detention Center

3323 Division Street, Knoxville, TN 37919
(865) 215-6510
(865) 215-6520
<http://rlbean.bgctnv.org/>

Norwood Elementary School

1909 Merchant Drive, Knoxville, TN 37912
(854) 232-1254
<http://norwood.bgctnv.org/>

Haslam Family Club University

957 Irwin Street, Knoxville, TN 37917
(865) 232-1214
<http://haslam.bgctnv.org/>

Vestal

522 Maryville Pike, Knoxville, TN 37920
(865) 232-1216
(865) 232-1217
<http://vestal.bgctnv.org/>

North Ridge Crossing

3916 Carus Road, Knoxville, TN 37918
(865) 232-1220
<http://northridge.bgctnv.org/>

Walter P. Taylor

316 McConnell Street, Knoxville, TN
37915
(865) 232-1222
(865) 232-1223
<http://walterp.bgctnv.org/>

Regal Entertainment Group - Teens

967 Irwin Street, Knoxville, TN 37917
(865) 232-1210

Halls/Powell

1819 Dry Gap Pike, Knoxville, TN 37918
(865) 232-1218
(865) 232-1219
<http://hallspowell.bgctnv.org/>

Northwest Middle School

5301 Pleasant Ridge Road, Knoxville, TN
37921
(865) 232-1266
<http://northwest.bgctnv.org/>

Middlebrook

8831 Middlebrook Pike, Knoxville, TN
37923
(865) 232-1248
<http://middlebrook.bgctnv.org/>
West Park Baptist Church

Montgomery Village

4530 Joe Lewis Road, Knoxville, TN 37920
(865) 232-1224
(865) 232-1225
<http://montgomery.bgctnv.org/>

Western Heights

1331 West Oldham Ave, 37921
(865) 232-1226
(865) 232-1227
<http://westernheights.bgctnv.org/>

City of Knoxville Parks & Recreation

Phone: 865-215-4311

Lakeshore Park 5930 Lyons view Pike, 37919

Website: www.knoxvilletn.gov/government/city_departments_offices/parks_and_recreation

Service:

The Parks and Recreation Department offers a wide variety of activities for each member of the family to enjoy. Several after school programs and summer programs are held at many of our sites. Ages of services vary; for information, please contact a location in your community.

Recreation Center for Youth Locations:

Cal Johnson Recreation

507 Hall of Fame Drive
865-522-3177

Christenberry Community

931 Oglewood Ave.
865-637-5991

Deane Hill Recreation

7400 Deane Hill Drive
865-690-0781

Cecil B. Webb Recreation

923 Baker Avenue
865-577-0651

Cumberland Estates Recreation

4529 Silver Hill Drive
865-588-3442

Dr. E.V. Davidson

3124 Wilson Ave.
865-971-4746

Lonsdale Recreation

2700 Stonewall
865-546-0696

Richard Leake Recreation

3511 Alice Bell Road
865-525-2031

West Haven Recreation

3622 Sisk Road
865-546-1315

Milton Roberts Recreation

5900 Asheville Highway
865-546-4536

Girls Inc.

1796 Oak Ridge Turnpike, Oak Ridge, TN 37830

Website: www.girlsinctnv.org

Phone: 865-482-4475

Email: ahunsaker@girlsinc.net

Service:

Girls Inc. offers after school program throughout Knox and Anderson County Schools. We are delivering Girls Inc. curricula program and teaming up with existing community partners to bring intentional, engaging, and empowering programs to more girls within our region. Our services are currently in the following schools, but increase daily:

Beaumont Elementary
Green Magnet
Inskip Elementary
Lonsdale Elementary
New Hope Elementary
Northwest Middle

Pond Gap Elementary
South Doyle Middle
South Knox Elementary
West View Elementary
Whittle Springs Middle

Girl Talk, Inc.

318 N. Gay Street, Suite 101, 37917

The Regas Building

Website: www.girltalkinc.com

Phone: 865-851-7064

Email: info@girltalkinc.com

Service:

Girl Talk, Inc. is a leadership development and mentoring program that exists to develop girls into strong, confident, self-sufficient women. Key components of our program include leadership development, self-esteem & confidence building, mentoring, college & career readiness, community service, and abstinence education. Programs and services included the following:

Mentoring

Our group mentoring approach provides our girls with caring adults who will be their support, their guide, their confidant, and a positive role model through life's biggest challenges. Girl Talk, Inc. recruits mentors who are matched with a group of girls to build relationships with that group, implementing the standards of Girl Talk through curriculum and mentoring outings twice monthly. One outing is planned by Girl Talk staff and the other outing is planned by the mentors.

The Girl Talk Sleepovers

The Place Where Transformation Happens

The Girl Talk sleepovers are a place where our girls receive group mentoring and get to express real emotions, feelings, issues, fears and insecurities. Girl Talk Inc. began with a small group of girls who came together to have sleepovers and spend time together. This small group became what is now Girl Talk Inc. Our sleepovers are "the place where transformation happens". Our sleepovers are structured around a curriculum that digs deep and gets into the hearts of our youth. It consists of discussions like "why am I so valuable?", "The Beauty that Lies Within", or "Why does my future matter so much?"

Our Annual Retreat

Girl Talk hosts a retreat each year to empower our girls to just be who they are! We want girls everywhere to know that they can be comfortable in their own skin and love themselves just the way God made them.

Girl Talk Career Tours

Girl Talk partners with professional women in our community known as our "She-Pros" to provide them an opportunity to inspire and empower our girls by sharing personal and professional career challenges and successes, as well as to impart important career development strategies for success.

Girl Talk College Tours

Girl Talk plans annual college tours for girls to raise the awareness and importance of education and college. It allows us to challenge our girls to begin thinking about their future and how important education is to their future. Our college tours also allow our girls to see themselves as college students with the hopes of it eventually becoming a reality to them. "If we can get a girl to see the value in herself, then she will begin to see the value in her future".

School Based Program

Each semester, inside of several Knox County Schools, Girl Talk helps girls learn how to better understand and address the issues they face. Through 10 weekly after school sessions, facilitated by Girl Talk mentors, girls develop confidence leadership skills, and career development strategies that they can use throughout their lifetime. Girl Talk provides curriculum based group mentoring to increase self-worth, self-esteem, and to help provide girls the tools they need to be successful in school, at home, and in society.

Office Hours: Vary

Just Lead Ministry

Phone: 865-637-3227

Emerald Youth Foundation

1620 N. Central Street, 37917

Website: www.emerald youth.org

Service:

Emerald Youth Foundation's mission is to raise up a large number of urban youth to love Jesus Christ and become effective leaders who help renew their communities. Emerald Youth Foundation offers JustLead, a youth development ministry, which provides fun and meaningful growth experiences where young people can connect to adults in church congregations. Activities include: **Faith Development, Academic Reinforcement, Relationship Building, and Health Improvement.** Office Hours: Monday – Friday from 8:00AM – 5:00PM.

JustLead Ministry Site Locations & Growing:

North Knoxville

Emerald Avenue UMC

1620 N. Central Street (Main)

Lincoln Park UMC

3120 Pershing Street

First Baptist Roseberry City

217 Hiawassee Avenue

Smithwood Baptist

4914 Jacksboro Pike

East Knoxville

E.V. Davidson Community Center
(Indoor pool)
3124 Wilson Avenue

Hope Central of Knoxville
1944 Woodbine Avenue

West Knoxville

Laurel Church of Christ
3457 Kingston Pike

Mount Moriah FBH
2001 Western Avenue

Sansom Sports Complex
234 Dale Avenue

Additional Areas/Partners

Fellowship of Christian Athletes
502 S. Gay Street, 401

Hillcrest UMC
1615 Price Avenue

KIDS Rule At The CLO
Knox County Public Defender’s Community Law Office
1101 Liberty Street, 37919
Service:

Afterschool Program – This program is available for children in grades 1-5 meet on Tuesdays and 6-8 meet on Thursdays. Kids have an opportunity to be in a safe environment, to learn, create, make good friends, build their self-esteem, and learn to make healthy choices and self-confidence while developing good relationships with others. Business Hours: Monday – Friday from 8AM – 4PM

The First Tee of Greater Knoxville
2351 Dandridge Avenue, 37915
Website: www.thefirstteegreaterknoxville.org
Service:

The First Tee of Greater Knoxville has programs and activities geared at helping each participant gain the tools needed to overcome conflicts and challenges, maintain

Mount Zion
2714 Brooks Avenue

Peace & Goodwill Baptist
1723 Washington Avenue

Second UMC
3120 Perching Street

Virginia Avenue Ministry
2201 Virginia Avenue

Western Heights Baptist Center
1230 W. Scott Avenue

Oak Valley Baptist
194 Hampton Road

The Restoration House of ET
2205 Village Place Way

Phone: 865-594-3066

Phone: 865-673-8584

positive attitudes, and develop core values which are major contributors in obtaining long term success. During the school year, we offer an after school program for students in the 1st – 8th grades. During the summer months, we continue to offer both educational and recreational opportunities for our participants for the ages of 6 to 17. Office Hours: Monday-Friday Dawn to Dusk (General 8 AM – 7PM)

Thrive Lonsdale

Phone: 865-544-5881

1319 Connecticut Avenue, 37921

Website: www.thrivelonsdale.com

Service:

Thrive Lonsdale seeks to connect children with deep spiritual, emotional, academic and physical needs with caring adults who have been blessed with abundance in those areas. Unlike many after school/mentoring programs, Thrive Lonsdale is explicitly Christian. We recognize that their spiritual needs far outweigh their physical needs. We recognize that physical poverty often stems from poverty in other areas and we seek to address the spiritual, emotional and academic deficits that can rob children of their potential.

Mentor Program

Mentorship is one of the most beautiful gifts you can give a child. Children need consistent, loving, and stable adults who can pour truth into their lives. Although we seek to provide care in all areas of need, nothing compares to a one on one investment into a child's life.

Group Mentoring Program

Consistent loving discipline is a vital component of our mission to equip our children relationally. Our after school program provides much more than academic assistance. When children have no one at home who can read, it is critical that we work to expand their vocabulary and help them understand and finish their homework with individual attention. We also see that children who lack emotional maturity need guidance from adults who possess wisdom and health.

After School & Summer Programs

Our after school & summer programs provides much more than academic assistance. When children have no one at home who can read, it is critical that we work to expand their vocabulary and help them understand and finish their homework with individual attention. We also see that children who lack emotional maturity need guidance from adults who possess wisdom and health.

Office Hours: 9:00am to 6:00pm Monday – Friday

UUNIK Academy

P.O. Box 5872, Knoxville 37928

Website: www.uunikacademy.org

Phone: 865-384-4475

Email: uunik.academy@gmail.com

Service:

UUNIK academy, Inc. is rites of passage program that is dedicated to transforming African-American youth into respectful and respectable African-American adults.

UUNIK ('unique') Academy meets every Saturday from 9am to 1pm. Our youth, ages 10-17, have activities which include academics, leadership and life skill enrichment. We provide transportation as well as meals for our participants.

UUNIK is an acronym that encompasses 5 of the 7 principles of Kwanzaa (Nguzo Saba): Umoja - Unity, Ujaama - Collective economics, Nia - Purpose, Imani - Faith, and Kujichagulia - Self Determination.

Wesley House Community Center

1719 Reynolds Avenue, 37921

Website: www.wesleyhouse.com

Phone: 865-524-5494

Fax: 865-524-5495

Services:

C.A.R.E.S. (Children's After-school Recreation, Education, and Support)

CARES provides tutoring in Math, Reading and Composition five days a week, as well as home work time. We follow the children's grades each nine week period and meet with each child's teacher to find if the student needs additional help in particular subjects. We also ask if there are any discipline problems or any assistance needed with the parent. We will then meet with the parent and review both the teacher's comments, concerns, and the course of action that we and the school are taking.

P.A.C.E. (Performing Arts and Cultural)

PACE program offers free instruction to children in the areas of violin, piano, art, dance, and voice. PACE also offers instruction in Soccer and Tennis.

S.T.E.P. (Summer Time Enrichment Program)

STEP is a full day program that starts after schools let out for summer break. Participants enjoy tutoring, arts & crafts, field trips, swimming, and special events. Breakfast and lunch are served daily. Program Hours: Monday – Friday from 7:30AM – 5:30PM

YMCA of East TN – Afterschool Care

Service:

YMCA of East Tennessee offers afterschool care at 14 locations throughout Knox County. Students in grades Kindergarten – Fifth are invited to join YMCA Child Care Services, a licensed child care program. This program is conducted in cooperation with the Knox County school system.

Locations

Ball Camp Elementary
789-0769

Pleasant Ridge Elementary
237-1154

Bearden Elementary
973-4074

Sarah Moore Greene
560-6632

Beaumont Magnet School
973-1210

Shannondale Elementary
936-0827

Blue Grass Elementary
560-6617

Spring Hill Elementary
237-1477

Cedar Bluff Elementary
438-6173

Sunnyview Elementary
865-560-6637

Farragut Intermediate
789-9041

West Side Y Branch
865-690-96622

Green Magnet School
973-1130

Halls Elementary
560-6630

Hardin Valley Elementary
560-6619

North Side Y Branch
865-560-6630

Northshore
789-9201

Y.W.C.A. - Phyllis Wheatly

Phone: 865-546-0651

124 S. Cruze Street, 37915

Service:

After School Enrichment Program

ASEP provides a safe, nurturing environment with structure and accountability for middle-school students at no cost to those who qualify. Students aged 10 to 14 are invited to attend. Services are available from 3:00PM to 6:00PM daily during the school year with occasional extended hours during holiday breaks and teacher in-services days.

SKIP (Summer Kids In Play)

SKIP is a popular summer option for families needing a safe place for their kids during the summer break, but it's more than a safe place. This 8 ½ week summer day camp offers enriching programming for kids aged 5 to 14. SKIP focuses on keeping cost low for busy parents, cultivating a love of reading, and leading social and cultural development.

Y-TEENS

Y-Teens is designed to create future leaders out of young women, ensuring that girls have opportunities beyond high school and that our society has capable women leaders from all backgrounds. Girls in grades 6 to 12 are eligible to participate. Clubs led by adult facilitators exist in local middle schools, high schools, and community centers throughout Knox County. Focus areas include leadership training, service learning, and mentoring and students get to participate in fun, inspiring activities like community service, mentoring, workshops on life skills, etc. – Contact Y-Teens Coordinator @ 865-523-6126.

ALCOHOL & DRUG SUPPORT SERVICES

Al-Anon (Knoxville Area)

Phone: 865-525-9040

Alateen

Phone: 865-971-4779

1409 Magnolia Avenue #4, 37917

Website: www.knox-al-anon.org

Service:

Al-Anon is a "worldwide fellowship that offers a program of recovery for the families and friends of alcoholics, whether or not the alcoholic recognizes the existence of a drinking problem or seeks help. Alateen is part of the Al-Anon fellowship designed for the younger relatives and friends of alcoholics through the teen years. Hours: Hours vary; call system provides detailed information.

Celebrate Recovery North Knoxville

212 Hotel Rd, 37918

Phone: 865-310-4783

Service:

Celebrate Recovery is a Christ centered biblically based program of recovery for all of those dealing with life's struggles. Every Tuesday night we will begin our night with a meal starting at 6:00 p.m. At 7:00 p.m., we will have our contemporary styled worship service. This service includes the reading of the 12 steps with their biblical comparisons, testimonies and then the sharing of the good news of Jesus Christ. We also have a program called "Celebration Place" for youth 5 – 13 years of age.

East TN Intergroup of Alcoholics Anonymous

5833 Clinton Highway #202, 37912

Phone: 865-974-9888 (Central Office)

Helpline Phone: 865-522-9667

Website: www.etiaa.org

Email: www.etiaa@msn.com

Service:

AA offers a helpline for individuals seeking general information about meetings and minimal counseling from recovering Alcoholics. Helpline Hours: 9:00AM – 10:00PM

Narcotic Anonymous

Phone: 866-617-1710 (toll free)

The Greater Smokey Mountain Area

Service:

The Greater Smokey Mountain Area of Narcotics Anonymous is a service committee formed to provide NA groups in East Tennessee assistance in carrying our message. This support is provided through many services including public information, published meeting listings and fellowship events. The cities in our area are Clinton, Dandridge, Farragut, Jefferson City, Kingston, Knoxville, and Maryville. Access to meeting schedules available by phone and on-line.

Recovery at Cokesbury

Phone: 865-246-0449

9919 Kingston Pike –Main Campus, 37922

Service:

RAC is a Biblically based program of recovery for individuals and/or their families suffering from addictions and/or emotional distress. RAC meets every Thursday night in Epworth Hall at the North Campus. Meal provided at 6:00pm. The service begins at 7:00pm. We then hear a testimony of recovery, read the 12 steps and Biblical comparisons. We hear a message that combines recovery principles with God's word. Each week there are 15-16 small groups meet at 8:15pm. Church Office Hours: Monday – Thursday 8AM – 4PM and Friday 8AM – 12Noon.

Additional Celebrate Recovery Programs**Faith Promise Church**

Contact Number: (865) 251-2590

Day Group Meets: Monday

Time Group Starts: 6:00 p.m.

Celebration Place: N/A

The Landing: N/A

Email: celebrate@faithpromise.org

Birth Control & Pregnancy Counseling Services

A Step Ahead East Tennessee

P.O. Box 5281, 37928

Phone: 85-249-7851

Website: www.AStepAheadEastTN.org

Service:

We cover the cost of several long-acting, reversible contraceptives; we cover the cost of your “Well Women” testing including STI testing and pregnancy testing. Call today to schedule your appointment at 865-65-STEP2 (865-657-8372)

emPowerhealthUSA

Phone: 865-770-0838

Website: www.empowerhealthusa.com

Phone: 615-686-2090

Service:

VTM's program provides education on numerous birth control methods as well as Neonatal Abstinence Syndrome. Upon completing the education, any form of birth control discussed in the education is offered free of charge and provided by the Knox County Health Department. VTM will provide free transportation to and from education appointments as well as \$50 for time away from work, child care, etc.

Criteria for the program:

- Currently prescribed an opioid or
- Currently in treatment for substance abuse
- Not Post-Menopausal, had a Tubal Ligation, or Hysterectomy

We will educate pregnant women and assist with getting them a method after delivery.

HOPE Resource Center

Phone: 865-236-0350

2700 Painter Avenue, 37919

Website: www.knoxvillehope.com

Service:

Are you facing an unplanned pregnancy? Are you considering all the options available to you? Would you like someone to listen to your concerns? The medical staff and consultants at HRC are ready to serve you during this time. HRC offers pregnancy and STD testing, confidential consultation, ultrasound (restriction apply), peer support and Parenting Classes for 1st time moms with benefits (Schedules run by semester). HRC also has a medical mobile clinic that visits. Office Hours: Monday from 9:00AM – 7:00PM, Tuesday & Wednesday from 9:00AM – 5:00PM, Thursday from 9:00AM – 1:00PM and Friday from 9:00AM – 5:00PM.

Knoxville Center For Reproductive Health

Phone: 865-637-3861

1547 W. Clinch Avenue, 37916

Website: www.kcrh.com

Service:

Knoxville Center for Reproductive Health is a small not-for-profit educational reproductive health center dedicated to providing women with a wide range of medical services, including pregnancy testing, routine gynecological care, medical abortion (Abortion Pill) up to 9 weeks, surgical

abortion up to 16 weeks, Morning After Pill, family planning counseling, and contraceptive (birth control) options. Our goal is to deliver comprehensive yet low-cost reproductive services in a supportive, nonjudgmental, knowledge-based environment, which respects individual choice and religious practices and affiliations. Office Hours: Monday - Thursday from 9:00AM - 5:00PM and Friday from 9:00AM - 4:00PM

Planned Parenthood

Phone: 865-694-7155

710 North Cherry Street, 37914

Website: www.ppmet.org

Service:

This center provides counseling services for pre and post pregnancy services. Planned Parenthood also provides education regarding reproductive health services and is dedicated to providing women with contraceptive information, options counseling in times of unplanned pregnancies, as well as sound gynecological and medical care. Office Hours: Monday & Wednesday from 9:00AM - 5:00PM, Tuesday 10:00AM - 4:00PM, Thursday from 9:00AM - 7:00PM from Friday & Saturday (Open on alternating days) 8:00AM - 4:00PM

Pregnancy & Adoption Services

Phone: 865-212-4942

Catholic Charities

119 Dameron Avenue, 37917

Pregnancy Help Center-UT Campus (Available by appointment only)

Website: www.ccetn.org

Email: info@ccetn.org

Service:

An unexpected pregnancy is a hard thing to face. You don't have to face it alone. We can help by listening and providing information you can trust. Talk to someone who really cares. (24 Hour helpline: 1-877-990-4673) Office Hours: Vary

Our services include:

- Free Pregnancy Testing
- Non-judgmental & Caring Advise
- Friendship & Emotional Support
- Medical, Legal & Educational Referrals
- Pregnancy & Prenatal Information
- Service Agency Referrals
- Adoption Information
- Pregnancy Options Information
- Post-Abortion Counseling

DISABILITY & REHABILITATION

After Stars After School & After Stars 4 Teens

West Park Baptist Church

Phone: 865-690-0031

8833 Middlebrook Pike, 37923

Website: www.westparkbaptist.org Email: afterstarsafterschool@yahoo.com

Service:

After Stars is an after school program for children, teens and young adults (through age 22 or senior year of high school) with intellectual disabilities and/or autism. It is offered Monday through Friday from 3:00PM – 5:45PM. After Stars requires that children be toilet trained, ambulatory, no significant act of violence toward self or others and have an intellectual or developmental disability or autism.

Autism Society of East Tennessee (ASA-ETC)

Phone: [865-247-5082](tel:865-247-5082)

123 Center Park Drive, 37922

Website: www.asaetc.org

Email: info@asaetc.org

Service:

Our mission is to provide support services, advocacy, education, and public awareness activities for all individuals with Autism Spectrum Disorders and their families as well as educators and other professionals by providing:

- Conferences, workshops, and multiple education opportunities
- Autism Specific Database Access
- Social skills programs for children with ASD and typical peers, as well as family activities
- Support to parents and professionals via email, newsletter, parent representatives

Office Hours: Monday – Friday from 8:30AM – 4:00PM

Blind & Visually Impaired Services

Phone: 800-628-7818 (In-State only - toll free)

520 W Summit Hill Drive, 37902

TTY: 800-270-1349 (Long Distance)

Service:

Tennessee Services for the blind and visually impaired provides specialized services to persons who have dual sensory impairments. Services may include counseling and guidance in coping with vision loss, instruction in communication skills, home management skills, personal management, orientation and mobility, and other activities related to independent living. Office Hours: Monday – Friday from 8:00AM – 4:30PM.

Cerebral Palsy Center of Knoxville

Phone: 865-523-0491

241 E. Woodland Avenue, 37917

Website: www.cpcenter.org

Service:

CP Center empowers adults with cerebral palsy and other developmental disabilities to live meaningful lives as fully participating members of the community. They offer a range of services, including family support services, group homes and home based assistance. Office Hours: Monday – Friday from 8:30AM – 4:30PM

Child Find

Phone: 865-594-1530

Knox County Schools

Fort Sanders Ed. Dev. Center, Room 210
501 South 21st Street, 37916

Website: <http://knoxschools.org/Domain/3929>

Service:

Child Find identifies children between the ages of 3 and 5 with special educational needs. Educational needs are determined through parent interview and child evaluation. Areas evaluated may include, but are not limited to: vision, hearing, speech and language, motor, cognitive and adaptive development. Following evaluation, if a child is determined to be in need of special educational services, an individual plan of services will be developed. Office Hours: Monday – Friday from 8:00AM – 4:00PM

DIDD (ET Region)

Phone: 865-588-0508

Division of Intellectual Developmental Disabilities

Fax: 865-594-5180

Langley Building
520 West Summit Hill Drive, Suite 201

Service:

The Division of Intellectual Developmental Disabilities (DIDD), within the Tennessee Department of Finance and Administration, is the state agency responsible for providing services and supports to Tennesseans with intellectual disabilities. DIDD provides services directly or through contracts with community providers in a variety of settings. These settings range from institutional care to individual supported living in the community. Office Hours: Monday – Friday from 8:00AM – 4:30PM

Disability Resource Center

Phone: 865-637-3666

900 East Hill Avenue, Suite 205, 37915

Fax: 865-637-5616

Website: www.drctn.org

Service:

The disABILITY Resource Center (dRC) is a Center for Independent Living. (CIL) we are a community-based non-residential program of services. We are designed to assist people with disabilities to attain independent lives. In order to achieve independence, we strive to eliminate physical and attitudinal barriers in our community. Office Hours: Monday – Friday from 8:30AM- 4:30PM.

Goodwill Industries-Knoxville, Inc.

P.O. Box 11066, 37939

Website: www.gwiktn.org

Services:

Goodwill Industries-Knoxville's mission is to provide vocational services and employment opportunities for individuals with barriers to employment. We are able to achieve our mission with the support of our community.

Goodwill Industries-Knoxville, Inc. has three comprehensive employment and training centers dedicated to providing vocational rehabilitation, job training and employment opportunities for people. Office Hours: Monday – Friday from 8:00AM – 4:30PM

Hearing & Speech Center

The University of Tennessee

1600 Peyton Manning Pass, 37996

Service:

The Hearing and Speech Center provides diagnostic and treatment services for children, adolescents, and adults who have problems with communication skills. The clinical services are provided by students-in-training under the supervision of highly qualified clinical supervisors who hold certification awarded by the [American Speech-Language-Hearing Association](#). Hearing & Speech Center provides education and counseling for these families. Office Hours: Monday- Friday from 8:00AM – 5:00PM

Phone: 865-588-8567

Fax: 865-588-0075

Phone: 865-974-5451

Audiology Services: 865-974-5453

Helen Ross McNabb Center

201 W. Springdale Avenue, 37917

Children and Youth Center

600 Arthur Street, 37921

Website: www.mcnabbcenter.org

Services:

Intellectual Developmental Disabilities Services

Intellectual Developmental Disabilities Services provides case management to children, ages 3-21 (18-21 if still in school system), dually diagnosed with a behavioral/emotional disorder and an intellectual or developmental disability. The focus of the program is to increase success in the home, school, and other community settings through education and support.

Mother Goose

Mother Goose is a community outreach program that focuses on the brain development of infants. The program teaches crucial interaction in the formative first steps of an infant's life. The program creates important infant stimulation groups for children up to age 5. Parents or caretakers focus on visual development, knowledge needs, and

language skills of their infant. Mother Goose teaches parents how to interact with their children, and how to stimulate their children's curiosity and develop their concentration using play, music, and reading or reciting stories.

Therapeutic Preschool

Therapeutic Preschool is a 10 week intensive outpatient program for children ages 4-5 who have experienced a traumatic event, such as abuse or neglect. These children have special emotional requirements that many child care or school facilities are not equipped to accommodate. The program provides cognitive and developmental stimulation, therapeutic behavioral treatment, nurturing, structure and help with basic skills. The preschool also provides case management and therapy services for children, ages 2-8.

Knoxville Area Community Center For The Deaf

3731 Martin Mill Pike, 37920

Website: www.kcdtn.org

Service:

Offers interpretation services and serves as an advocate for hearing-impaired individuals. Also offers various community services, such as sign language classes, in an attempt to educate the public regarding hearing loss. Office Hours: Monday – Friday from 8:30AM – 5:00PM

Phone: 865-579-0832

TTY: 865-573-5640

Muscular Dystrophy Association

412 North Cedar Bluff Road, #402, 37923

Website: www.mda.org

Service:

MDA is here every step of the way, ready to provide resources and guidance, traditional support groups and ways to connect with others online. MDA provides clinics, support groups, summer camps, equipment loans and much more to those with muscular dystrophy. Office Hours: Monday – Friday 9AM – 5PM

Phone: 865-588-1632

NAMI (National Alliance on Mental Illness)

Website: www.namiknox.org

Service:

NAMI is the National Alliance on Metal Illness, the nation's largest grassroots organization for people with mental illness and their families. NAMI is dedicated to the eradication of mental illnesses and to the improvement of the quality of life for persons of all ages who are affected by mental illnesses. NAMI relies on volunteers at all levels of the organization. Office Hours: Times Vary

Phone: 865-566-6566

Open Arms Care

Phone: 865-694-8463

7325 Oak Ridge Hwy#200, 37931

Website: www.openarmscare.org

Service:

OAC is a nonprofit that provides Intermediate Care Facility Services for adults and children with mental retardation and developmental disabilities in a non-institutional through Residential and Day Services Programs. It is OAC's responsibility to provide the support and services needed by each client to meet his or her highest potential in all aspects of life. This involves the building of skills and behaviors that enable the client to be less dependent upon others. Office Hours: Monday – Friday from 8AM – 5PM

Options for Community Living**ETHRA**

Phone: 865-691-2551

9111 Cross Park Drive, Suite D-100, 37923

Website: www.ethra.org

Service:

The Options for Community Living services are designed to assist individuals with functional limitations remain independent at home through the provision of a variety of supportive in-home services. Individuals 18 years of age or older with functional limitations. These limitations are referred to as limitations with activities of daily living, such as bathing, dressing, eating, mobility, communications, and other problems that would limit an individual's ability to live at home safely. Office Hours: Monday – Friday from 8:00AM – 4:30PM

Patricia Neal Rehabilitation Center

Phone: 800-PAT-NEAL

Fort Sanders Regional Medical Center

(728-6325)

1901 Clinch Avenue, 37916

Phone: 865-541-3600 (local)

Website: www.patneal.org

Service:

Patricia Neal offers a comprehensive, team approach to care. Physical, occupational, recreational, behavioral medicine and speech language therapists work with physiatrists to develop individual plans of care designed to return patients to a normal lifestyle as quickly as possible. In addition, rehabilitation nurses collaborate with specialists to teach self-care techniques and provide education to help patients reach optimal functionality. Office Hours: Monday – Friday from 8:00AM – 4:30PM

Rehabilitation Center

Phone: 865-690-8961

East Tennessee Children's Hospital

Phone: 865-693-3941

1025 Children's Way, 37922

Website: www.etch.com/rehab.cfm

Service:

The Rehab Center provides a physician-directed rehabilitation services to nearly 1, 500 area children each year. The center's pediatric specialists in speech pathology, occupational and physical therapy, nursing nutrition, clinical psychology and social work provide comprehensive, family centered evaluation, treatment and a summer day camp offer additional resources to children and their families. Rehab Center offers pediatric services in Speech Pathology, Occupational Therapy, Physical Therapy, Social Work and Nutrition. Office Hours: Monday – Friday from 7:30AM – 5:00PM

Sertoma Center, Inc.

1400 East Fifth Avenue, 37917

Website: www.sertoma.com

Services:

Individuals interested in receiving services should first apply through the Tennessee Division of Intellectual Developmental Disabilities at (865) 588-0508. To be eligible for services, the individual must have a primary disability of Mental Retardation and be a resident of Tennessee. He or she must be at least 22 years old.

Life Enrichment Center

For individuals who are between jobs, don't work full time, or are unable to work, Sertoma Center offers a variety of programs focused in our Life Enrichment Center. Learning labs include arts therapy, cooking and nutrition, current events, horticulture therapy, daily living skills and more.

Residential Living

The Residential Habilitation and Supported Living Programs offered at Sertoma Center provide a wide range of living experiences for the people that we serve. The people in these programs choose where they live from a variety of options presented to them. The homes are beautifully decorated throughout, and are accessible where needed. Applicants must have a referral for the Department of Mental Health and Mental Retardation.

Supported Employment

Sertoma Center believes that employment is the foundation for self-esteem, a tool that maximizes independence and contributes to self-sufficiency. We believe that everyone, no matter how challenged, has the capacity to engage in meaningful paid work. Office Hours: Monday – Friday from 8:00AM – 5:00PM

Shangri-La Therapeutic Academy of Riding (STAR)

11800 Highway 11E, Lenoir City, 37772

Website: www.rideatstar.org

Service:

Phone: 865-524-5555

Fax: 865-524-5563

Phone: 865-988-4711

Our mission is to foster personal achievement by providing therapeutic experiences using horse related activities for person with disabilities or other special challenges. STAR serves children and adults from Anderson, Blount, Campbell, Fentress, Knox, Loudon, Jefferson, Monroe, McMinn, Roane, and Sevier counties. We work with individuals starting at age four to seniors with physical, mental and neurological disabilities or those considered at-risk. Office Hours: Monday – Friday 8AM – 4:30PM

Social Security Administration

8530 Kingston Pike, 37919

Phone: 800-772-1213 (toll free)

TDD Service: 800-325-0778

Website: <http://www.socialsecurity.gov/atlanta/southeast/tn/tennessee.htm>

Service:

Provides personal assistance for social security, number applications, lost card replacement, answers to general and specific questions about Social Security, claims for monthly disability, survivors and retirement payments, handles problems of people already getting Social Security, and provides a Speaker Bureau. Also administers Supplemental Security Income Program for the needy, aged, blind, and disabled.

Step, Inc. (Support and Training for Exceptional Parents) Phone: 800-280-7837 (toll free)

712 Professional Plaza

Greeneville, TN 37745

Website: www.tnstep.org

Service:

The primary purpose of the program is to support:

- Families who have school-aged or younger children with severe disabilities
- Adults with severe disabilities who choose to live with their families
- Adults with severe disabilities not supported by other residential programs funded by state or federal funds

Services can include but are not limited to: Respite care, day care services, home modifications, equipment, supplies, personal assistance, transportation, homemaker services, housing costs, health-related needs, nursing and counseling. Office Hours: Monday – Friday 8:00AM – 5:00PM or feel free to contact us via our website.

The Arc Knox County

Sunshine Services

3000 North Central Street, 37917

Website: www.sunshinekarc.com

Service:

Phone: 865-546-9431

Fax: 865-546-7960

Employment Services

Supported Employment offers job placement in the community, job coaching and long-term follow-along to eligible referrals from Vocational Rehabilitation. This program provides opportunities for competitive employment while offering a level of support that meets the individual's needs. Job interests are determined through a series of assessments and every effort is made to locate a job in the individual's area of interest. Consideration is given to an applicant's skills, transportation options, etc.

Residential Program

Beta Homes are residential programs serving adults with intellectual disabilities and/or mental illness. There are two 10-person group homes with 24/7 staff supervision. Training by staff promotes personal growth and development for residents who require consistent structure and supervision. Residents generally work at Sunshine Industries or participate in the Retirement Program. The supervised and structured living environment allows individuals the opportunity to live successfully in the community.

The Independent Living Program serves residents living in the community at different locations in the north Knoxville area. Some own their own homes, some live in an agency-owned apartment building, and the rest live alone or with a roommate in an apartment.

The ILP provides support services to adults with intellectual disabilities who live in the community. It offers training in independent living skills such as cooking, cleaning, and money management. Services are individualized to the needs of each person. This program is designed for individuals for whom shadow supervision is sufficient to live successfully on their own. Staff members educate residents in preparing grocery lists based on diet and budget and depositing and cashing paychecks, as well as providing a safeguard that all bills are paid on time.

TEIS (Tennessee's Early Intervention System)

2726 Island Home Blvd. 37920

Phone: 800-852-7157 (toll free)

Phone: 865-579-3099

Website: <http://tn.gov/education/topic/tennessee-early-intervention-system-teis>

Service:

TEIS is a voluntary educational program for families with children ages birth through two years of age with disabilities or developmental delays. The primary goal of EI is to support families in promoting their child's optimal development and to facilitate the child's participation in family and community activities. It is the parents who provide the real early intervention by creatively adapting their child care methods to facilitate the development of their child, while balancing the needs of the rest of the family. Weekly home visits provide caregivers support and information, and teach them skills that will help them promote development in their child. Office Hours: Monday- Friday from 8:00AM – 4:30PM

Tennessee Relay Center

Voice Phone: 1-800-848-0299 (Toll Free)

Additional #'s: 1-800-848-0298 (TTY), 711 (Fast Access Line), 1-866-503-0262 (Customer Service)

Service:

This service provides relay information services via telephone for hearing impaired persons. Hours: 24 Hours; 7 Days a Week

Tennessee School For The Deaf

Phone: 865-579-2500

2725 Island Home Blvd.

Fax: 865-579-2484

Website: www.tsdeaf.orgEmail: tsd@tsdeaf.org

Service:

The Tennessee School for the Deaf offers an individualized and comprehensive educational program. The school provides a total learning environment that utilizes state of the art curricula, materials and methods for the purpose of preparing students for adult life. Students are equipped academically, vocationally, physically, emotionally and morally to meet the daily challenges presented by society.

This school provides technical assistance to local school system plus residential and day school programs. Serves children ages 4-21 years old that are certified deaf or hearing impaired. Office Hours: Monday – Friday from 8:00AM – 4:30PM

Tennessee Voices For Children

Phone: 865-523-0701

P. O. Box 20847, 37940

Fax: 865-523-0705

Website: www.TNVoces.org

Service:

Services include: support, advocacy, education, training, respite, public policy, information, referrals, and prevention in the area of mental health. Office Hours: Monday – Friday from 8:00AM – 5:00PM

The Disability Rights

Phone: 800-342-1660 (toll free)

Website: www.disabilityrightstn.org

TTY: 888-852-2852

9050 Executive Park Drive, Suite 101-B, 37923

Local Phone: 865-670-2944

Service:

Disability Rights Tennessee (DRT) advocates for the rights of Tennesseans with disabilities to ensure they have an equal opportunity to be productive and respected members of our society. DRT provides services to people with disabilities across the state with numerous issues, including employment discrimination, safety in schools, abuse and neglect, and access to community resources and services.

University Genetics Center

Phone: 865-305-9030

The University of TN Medical Center

1930 Alcoa Highway, Building C, Suite 290, 37920

Website: <http://www.utmedicalcenter.org/university-genetics-center-home/>

Service:

The University Genetics provides a wide range of services to infants, children and adults with confirmed or possible genetic disorders, individuals with a family history of a genetic disorder, and families with or at risk for hereditary cancer syndromes. Office Hours: Monday- Friday from 8:00AM – 4:00PM

Vocational Rehabilitation

Phone: 865-594-6060

Regional Office

520 West Summitt Hill Drive, Suite 301, 37902

Site Location-Knox County Career Center

Phone: 865-594-2741

2700 Middlebrook Pike, 37921

Website: <http://tennessee.gov/humanservices/topic/vocational-rehabilitation>

Service:

The Division of Rehabilitation Services is responsible for the Vocational Rehabilitation (VR) Services program, which includes determination of eligibility, determination of the nature and scope of VR services and the provision of employment-focused rehabilitation services for individuals with disabilities consistent with their strengths, priorities and resources. Office Hours: Monday – Friday from 8:00AM – 4:30PM

DOMESTIC VIOLENCE ASSISTANCE

Alternative Counseling Center -Family

3105 Essary Drive, 37918

Website: www.alternativeshrinks.org

Phone: 865-687-8990

Fax: 865-687-1190

Service:

ACC is an association of independent practitioners, working together as a team in one location. They provide individual family and group therapy, medication management, state certified IOP for sexual offenders, psychological testing and psychosexual risk assessment. They also work transgender male and females. They have Groups against domestic violence and abuse, for men and women and groups for alcohol and drugs. Office Hours: Monday – Friday from 8:00AM –5:00PM,

Group Schedule:

IOP for Offenders	Monday & Thursday @ 3PM	2 Hour Session
D. Violence – Men	Tuesday & Thursday @ 6PM	45 Sessions @ \$25.00
D. Violence – Men	Spanish - Thursday @ 6PM	45 Sessions @ \$25.00
D. Violence – Women	Thursday @ 6PM	45 Sessions # \$25.00
Alcohol & Drug Group	Wednesday @ 6PM	Insurance covered/ \$25.00 per session

Helen Ross McNabb Center

201 W. Springdale Avenue, 37917

Services:

Domestic Violence Services

Our caring staff works with women, men and their children who have experienced domestic violence to help them find the support and resources they need to live a life free from abuse.

The Domestic Violence Crisis Hotline is (865) 637-8000.

Kent C. Withers Family Crisis Center

Phone: 865-637-8000

The Kent C. Withers Family Crisis Center is a place of refuge for women experiencing domestic violence and their children. While at the shelter, women receive on-site counseling and case management to help them through this challenging time. Additionally, our 24-hour crisis hotline, (865) 637-8000, is housed in the crisis center. This hotline provides a number for victims to call any-time-of-day access to information on emergency shelter, support groups and other domestic violence services from caring, knowledgeable staff.

Some of the services offered are:

- Safe emergency shelter
- Counseling and support groups
- 24-hour crisis hotline
- Court advocacy and accompaniment
- Specialized services for children
- On-site services at the Family Justice Center

- Referrals for housing, legal services, employment and education
- Community-based advocacy in Knox, Roane, and Anderson counties
- Education and information on domestic violence and abuse
- Access to the Language Line for services for those with limited English proficiency

Outreach Programs

For victims of domestic violence who may not need or want to enter shelter, we offer several outreach programs, such as long-term case management, specialized youth services for victims age 13-24, elder advocacy, aftercare from shelter, and rural outreach in Anderson and Roane County. Services offered by our outreach programs include safety planning, court advocacy, assistance filing orders of protection, community support groups, and referrals to community resources.

In May of 2006, our domestic violence programs became part of the Knoxville Family Justice Center which is a one-stop entry way for victims of domestic violence. Outreach advocates are housed at the Family Justice Center to provide community-based services to victims of domestic violence. The Family Justice Center is located at 400 Harriet Tubman Street in Knoxville and accepts walk-ins Monday through Friday between 8:00a.m.-4:00p.m.

Transitional Housing

Phone: 865-256-0575

Survivors of domestic violence face significant challenges as they start a new life without their abuser. Our Transitional Housing program is available for female and male victims of domestic violence, sexual assault, dating violence or stalking who need help starting over. We provide financial assistance (when available), safety planning, advocacy and case management for up to 24 months to survivors and their children to help them achieve self-sufficiency by securing and maintaining safe, permanent housing. We have six on-site apartments, in addition to our community-based assistance for those who find housing in the community. We are ADA accessible and have a Spanish speaking staff member.

Joy Baker Center

Phone: 865-522-4673

Salvation Army

409 N. Broadway Street, 37917

Services:

The Joy D. Baker Center serves women with or without children affected by domestic violence and also serves as a shelter for homeless women with children. Safety is a top priority in our monitored, secure facility. In addition to providing housing and meals, our 24-hour staff serves as counselors and liaisons with both the court and the school systems and can assist with job placement or referrals to other agencies. Program Hours: 24 Hours; 7 Days a Week

Knoxville Family Justice Center
400 Harriett Tubman Street, 37915
Website: www.fjcknoxville.org

Phone: **865-521-6336 (for services)**
Phone: 865-215-6800 (Administrative Office)

Service:

If you or someone you know is a victim of domestic violence, help is available. The Knoxville Family Justice Center is a safe place with caring and trained staff available to help victims of domestic violence and their children. Some of our services include:

- Safety planning
- Danger assessment
- Orders of Protection
- Prosecution
- Civil legal assistance
- Counseling
- Support groups
- Language interpretation
- Access to shelter
- Employment assistance
- Housing – short and long term
- Childcare
- Services for the elderly, individuals with disabilities and other special populations

Hours: Helpline – answered during office hours and voicemail picks up after hours referring to various places/Office Hours: Monday – Friday from 8:00AM – 4:00PM

Knoxville Police Department/Special Crimes Unit
KPD DV Unit located @ Family Justice Center

Phone: 865-215-6810

Service:

The Special Crimes Unit provides services to domestic violence victims ranging from safety planning, Order of Protection assistance, and case investigation. The unit investigates the physical and/or sexual abuse of persons under the age of eighteen. The unit handles all missing person cases, including adults and juvenile runaways. In addition, this unit investigates reports of human trafficking. Investigators follow up with victims to assist in obtaining warrants. Office Hours: Monday – Friday from 8:00AM – 4:00PM

Knox County Sheriff's Office Family Crisis Unit

Phone: 865-215-6820

Website: www.knoxsheriff.org

Service:

The Family Crisis Unit investigates, provides immediate safety crisis counseling information and referral, and support to victims of Domestic Violence, Child Abuse and Elder Abuse. The unit demonstrates the department's emphasis on prosecuting the offenders and offering support to the victims. Located at the Family Justice Center, this unit handles all calls related to domestic violence, child abuse, animal abuse, and elder

abuse. Detectives follow up with victims to assist in obtaining warrants. Includes a computer forensics investigative unit and offers community prevention and awareness programs.

Oneighty Stopping Domestic Violence

Koinonia Counseling Center

Phone: 865-584-6374

1608 Midpark Rd, 37921

Services:

Oneighty – is an evidence based deterrent to domestic abuse. Domestic abuse most often continues if there is not some form of intervention. Interventions that include education and therapy give abusers the best opportunity to stop their seemingly uncontrollable, often violent, behaviors. Oneighty combines a 24 week evidence based program with therapeutic, individual and group interventions through our Batter Intervention Group, Anger Management group and an array of other services.

Serenity Shelter (KARM)

Intake/Admission

Phone: 865-673-6540

Location Confidential

Direct Site Office

Phone: 865-673-6551

Service:

Serenity Shelter, ministry of Knox Area Rescue Ministries, is a residential recovery program for women seeking restoration from the effects of addiction, domestic violence and/or homelessness. In a distinctly Christian environment, Serenity addresses the complex issues that have led to destructive life choices while providing the tools and support to live a meaningful life.

Serenity Shelter is a biblically-based program that offers:

- Individual and group counseling
- Spiritual support in a Christian environment
- Life skills classes
- Mentoring
- Addiction recovery

Various activities are planned with the women of Serenity Shelter including Bible studies, craft days, game nights and celebrations. You can find out more about joining this beautiful group of women by attending a Vision Meeting. Program Hours: 24 Hours; 7 Days a Week/Office Hours: Monday - Friday from 8:30AM – 5:30PM

Susan Joyce Schmiesing, LCSW,

2322 Johnston Street, 37921

Service:

Mrs. Schmiesing is an approved sex offender treatment provider. She is able to administer psychosexual evaluations and provide group therapy as required for sexual offender treatment. Please call for additional information.

Phone: 865-679-1955

Email: susanj1997@yahoo.com

YWCA Knoxville

420 W. Clinch Avenue, 37902

Website: www.ywcaknox.com

Service:

Victim Advocacy Program

The YWCA Victim Advocacy Program (VAP) is a community-based domestic violence program in Knox County with advocates in both criminal and civil courts, and the only program with bilingual/bicultural advocates (Spanish/English/Arabic/French). The YWCA is an onsite partner at the Knoxville Family Justice Center. YWCA advocates are stationed at the Family Justice Center, in court, and out in the community.

YWCA advocates provide comprehensive victim support, including safety planning and crisis intervention, education on victim's rights and victim compensation, navigation of the justice system, accompaniment to court, referrals for and assistance accessing essential services, support group, and following-up services.

The YWCA offers support groups in English and Spanish to women who have experienced domestic violence. Tuesday evenings at 6:00 – call for location (English) / Wednesday evenings at 6:30 – call for location (Spanish)

Culturally Specific Advocacy is available:

Bilingual Advocate (Spanish speaking)

Immigrant/Refugee Advocate

African American Community Advocate

Office Hours: Monday – Friday from 8:00AM – 4:00PM

Phone: 865-523-6126

EDUCATION/TRAINING-CHILDREN/YOUTH

Back on Track

Phone: 865-588-8567

Goodwill Industries

Website: www.gwiktn.org

Service:

Back on Track is helping young adults find their next careers steps. This program, part of the Workforce Innovation and Opportunity Act, is a collaborative effort between Goodwill Industries-Knoxville and CAC Workforce Connections to provide vocational services at no cost to youth between the ages of 16-24.

No-Cost Services Provided

- Career Assessment and Planning
- Educational Assistance
- Financial Literacy
- Paid and Unpaid Work Experience
- Support Services
- Job Placement Assistance

Eligibility Requirements

- Between the ages of 16-24
- Not currently enrolled in/attending school
- Meet income eligibility requirements
- Have the desire and drive to participate

Office Hours: Monday – Friday from 8:00AM- 4:30PM

Workforce Connections

Phone: 865-544-5200

CAC (Community Action Committee)

2700 Middlebrook Pike, 37921

Website: www.knoxcac.org

Services:

The Youth Program provides services to economically disadvantaged adolescents and young adults who are in school but at-risk for dropping out, or who have completed high school or the Hi-SET but are interested in post-secondary education, or who have already dropped out but would like to improve their work and educational situation.

Case managers assess the individual needs and assist in providing resources to meet those needs. Focus is on improvement in work opportunities and life skills designed to help young people make positive changes and reach their goals. Services are provided by case managers / career specialists assigned to local schools or at the American Job Center. Some services may be provided by local service provide. Office Hours: Monday – Friday from 8:00AM- 4:30PM

Emerald Academy

220 Carrick Street, 37921

Website: www.emeraldacademy.org

Services:

Emerald Academy is Knoxville's first college preparatory charter school. We are committed to the singular focus of growing all our scholars into leaders. We are a K-8 School of high expectations that creates the right learning culture for city students to thrive through our innovative use of time, personalized focus on each scholar and strong partnerships with scholar's families and the community.

We believe that all students should read at or above grade level by third grade. We are committed to have our students perform in the top 5% of the state within our first decade of existence. We will develop in our scholars the skills, habits and values for them to graduate from high school, enroll in college and succeed in life. Office Hours: Monday – Friday from 7:30AM to 4:30PM.

Helen Ross McNabb Center

201 W. Springdale Avenue, 37917

Children and Youth Center

600 Arthur Street, 37921

Website: www.mcnabbcenter.org

Services:

Kids on the Block - is a free educational service that uses child-sized puppets to teach children about topics such as abuse, bullying, nutrition and drug prevention. The troupe performs shows for children in kindergarten through 5th grade in four priority areas: personal safety, violence prevention, drug prevention and mental health. Important topics within those areas include abuse, divorce, obesity, bullying, nutrition and stranger danger. Children are taught about these difficult-to-discuss subjects in a non-threatening and fun way.

Job Corp

American Job Center Knoxville

2700 Middlebrook Pike, 37921

Website - www.jobcorps.gov

Services:

Job Corp is job training and education program offered to young adults ages 16 through 24 who qualify. While enrolled, Job Corps will provide your meals, books, tools, uniforms, basic health care and a place to live. Job Corps provides the opportunity to earn a high school diploma or GED and offers training and certification in a variety of career technical training areas. Office Hours: Monday – Friday from 8:00AM to 5:00PM.

Phone: 865-249-7223

Fax: 865-249-7826

Phone: 865-541-6647

Phone: 865-637-1278

Phone: 865-384-7341

Phone: 865-544-5200

Knox County Public Library

Phone: 865-215-8750

Lawson McGhee –Main Library
500 West Church Avenue, 37902

Website: www.knoxlib.org

Service:

Knox County Public Library offers an assortment of services for all members of the family. Many services are available from reading groups to free computer workshops. The library also offers services for the blind and physically handicapped to deaf and hard of hearing. Main Library Hours: Monday - Thursday 9:00AM - 8:00PM Friday 9:00AM - 5:30PM, Saturday 10:00AM - 5:00PM and Sunday 1:00PM - 5:00PM

Site Locations:

ETHC: McClung Collection
601 S. Gay Street
865-215-8801

Farragut Branch
417 N. Campbell Station Rd
865-777-1750

Mascot Branch
1927 Library Drive
865-933-2620

ETHC: Knox Cty Archives
601 S. Gay Street
865-215-8800

Fountain City Branch
5300 Stanton Rd.
865-689-2681

Murphy Branch
2247 Western Avenue
865-521-7812

Bearden Branch
100 Golfclub Rd
865-588-8813

Halls Branch
4518 E. Emory Rd.
865-922-2552

North Knoxville Branch
2901 Ocoee Trail
865-525-7036

Burlington Branch
4614 Asheville Highway
865-525-5431

Howard Pinkston Branch
7732 Martin Mill Pike
865-573-0436

Norwood Branch
1110 Merchants Drive
865-688-2454

Carter Branch
9036 Asheville Highway
865-933-5438

Karns Branch
7516 Oak Ridge Highway
865-470-8663

Powell Branch
330 W. Emory Rd
865-947-6210

Cedar Bluff Branch
9045 Cross Park Drive
865-470-7033

Sequoyah Branch
1140 Southgate Rd
865-525-1541

Corryton Branch
7733 Corryton Rd
865-688-1501

South Knoxville Branch
4500 Chapman Highway
865-573-1772

Knox County Schools

Phone: 865-594-1800

Andrew Johnson Building, 15th floor
912 S. Gay Street, 37902

Website: www.knoxschools.org

Services:

Knox County Schools system services the City of Knoxville and the surrounding county of Knox in one school system. Knox County Schools offer various forms of educational services from children to adults. Administrative Office Hours: Monday – Friday from 8:00AM – 4:30PM

Byington Solway

Phone: 865-693-3511

www.knoxschools.org/byingtonsolway

The mission of Career-Technical Education is to help empower students for effective participation in a global society. CTE programs are designed to contribute to the broad academic achievement of all students by showing the relevance of academic content through real world application. These programs also develop their ability to work independently, understand the importance of team work, think creatively and solve problems through the use of technology. Located at Karns High School.

Dr. Paul L. Kelley Volunteer Academy

Phone: 865-525-0069

www.knoxschools.org/kelley

Paul L. Kelley Volunteer Academy fondly known as KVA is a non-traditional school sponsored by the Simon Youth Foundation (syf.org). KVA's motto is "Start Here Go Anywhere", KVA's mission is to challenge those students unsuccessful in a traditional school setting, to "SEE the Future" – Support, Empower, Educate. Students have an opportunity to "Start" again and our faculty and staff support, empower and educate each student as he or she earns a high school diploma. We firmly believe that a KVA graduate has the ability to "Go Anywhere".

Fort Sanders

Phone: 865-594-5035

www.knoxschools.org/ftsanders

Fort Sanders School is unique in that it serves children throughout Knox County. The majority of students attending Fort Sanders School are eligible to receive special education services. Most of the students attending Fort Sanders School are preschool age (three through five years old) and participate in a partial day program. Additionally, there is one Comprehensive Development Classroom-Activities Based (CDC-A) serving school aged students (six through twenty-two years old). This CDC-A class serves multi-handicapped, medically fragile children whose needs are best met in a specialized setting.

Knoxville Adaptive Education Center

Phone: 865-909-9020

www.knoxschools.org/kaec

KAEC serves select students in grades K through 12 from all schools in Knox County who require a structured and supportive school environment with a strong mental health component. Students access the Intervention Program at KAEC through the IEP Team process.

North Knox Career and Technical Education Center

Phone: 865-922-7576

www.knoxschools.org/northknoxctec

North Knox Career and Technical Education Center is located on the north-east end of the Halls High campus. Currently, Mr. Mark Duff, Halls High School principal, serves as the lead administrator. Mr. H. B. Jenkins serves as the Halls High School assistant principal and directs North Knox CTE programming for students of the Halls and Gibbs communities.

Parents As Teachers

Phone: 865-594-1159.

Parents As Teachers is a research based parent education and family support program serving families starting with pregnancy and continuing until their child enters kindergarten. Its approach consist of personal visits by Parent Educators, group meetings, periodic developmental, health, vision and hearing screenings and a resource network to help families identify and connect with needed resources. PAT is a free program designed to provide books, activities, and support to parents. By understanding what to expect during each stage of development, parents can easily capture the teachable moments in everyday life to enhance their child's language development, intellectual growth, social development, and motor skills. Enrollment criteria: Knox County families with children under 3 years of age. Income guidelines may apply in certain areas.

Richard Yoakley Alternative School

Phone: 865-594-3790

www.knoxschools.org/yoakley

Richard Yoakley School is a unique alternative program with a behavior management plan with academic, vocational, and social skills curriculum to enable students to learn acceptable skills so they may return to their home schools.

Title-I Pre-K Program

Fair Garden Pre-school

Phone: 865-594-1320

www.knoxschools.org/fairgarden

Title I (Education Consolidation and Improvement Act-ECIA P.L. 97-35) is part of the ESEA Act first passed by Congress in 1965. Its purpose is to provide and operate programs in high poverty areas, for children who need extra educational assistance to perform at the level for his/her age and grade level. Funds are distributed to Title I schools for additional personnel, the purchase of materials and supplies, and staff development opportunities. This Pre-K program is supported by county government, Department of Human Services, and our local school system. Serves children ages 3 and 4 years old.

Voluntary Pre-K Program
(Governors Pre-K)

Phone: 865-594-1529

The voluntary pre-k program is funded by the Tennessee State Lottery and by the Great Schools Foundation. We also offer a variety of activities to develop a child's thinking, language, physical and social rules that govern their school environment and learn how to act and interact with others in the new environment. Serves children age 4 years old.

Site Locations:

- | | |
|--|----------------------------|
| Amherst Elementary | Halls Elementary |
| Belle Morris Elementary | Karns Elementary – 2* |
| Bonny Kate Elementary | Sam E. Hill F.C. Center |
| Brickey-McCloud Elementary | Pleasant Ridge Elementary |
| Carter Elementary | Ritta Elementary |
| Cedar Bluff Pre-School Center – 3* | Sarah Moore Greene Academy |
| Christenberry Elementary | South Knox Elementary |
| Cooper Ridge Elementary | Spring Hill Elementary |
| Dogwood Elementary | Sunnyview Primary |
| East Knox County Elementary | West Haven Elementary |
| Fair Garden Preschool | West Hills Elementary |
| Gibbs Elementary | West View Elementary |
| Fort Sanders Educational Development Center -2 | |

(*# of classes)

KnoxWorx
Knoxville Leadership Foundation

Phone: 865-524-2774

The Regas Building
318 North Gay St, Suite 210, 37917
Website: www.klf.org
Service:

Youth Build Knoxville

This workforce development program enrolls 16-24 year old high school dropouts in a construction training program. This program also includes access to HiSet attainment and case management. Office Hours: Monday – Friday from 8:00AM – 5:00PM

**Knoxville – Knox County Head Start/
Early Head Start Program
CAC (Community Action Committee)**

Phone: 865-522-2193

Fax: 865-522-2338

2400 Piedmont Street, 37921

Email: kkchs@comcast.net

Service:

Head Start is a comprehensive preschool program for low income children and their families. Head Start provides children, including those with special needs, with services that actively encourage and promote social, emotional, intellectual (school readiness skills), physical growth and development. Head Start fosters good health through well child checks and dental exams, current immunizations, nutrition and lead risk assessments. Parent involvement is one of the cornerstones of the program and parents have many and varied opportunities to participate in their child's education and development. Support services are available for families including social services, mental health and disability services, and transportation. Head Start receives USDA reimbursement and nutritious meals are provided based on the hours the child attends the center.

EARLY HEAD START is a comprehensive program for low income infants, toddlers, and pregnant women and their families. The same services provided in Head Start are available for infants and toddlers.

Head Start and Early Head Start services are provided in a variety of options:

- Center-based part day services, typically 4 hours each day in a Head Start Center
 - Center-based full day services, for families with child care certificates. Centers open from 6:30 a.m. to 6:00 p.m. Hours are based on the needs of the parent (working or in school/job training)
 - Home-based services, teacher visits in the home weekly for intensive parent training and support. Parent and child attend socialization (group play day) twice a month
- Office Hours: Monday – Friday from 8:00AM – 4:45PM

Site Locations:

Anderson – South
4808 Prospect Road, 37920
865-573-1846

Claxton – West
2400 Piedmont Street, 37921
865-971-5845

North Ridge Crossing
1008 Breda Drive, 37918
865-689-1183

Kiwanis-East, Building I
2400 Prosser Road, 37914
865-521-6551

Kiwanis-East, Building II
2330 Prosser Road, 37914
865-637-2639

L.T. Ross- Central
2247 Western Avenue, 37921
865-637-6244

Tennessee Volunteer Challenge Academy

3965 Stewarts Lane, Nashville, TN 379218

Website: www.tnvolunteerchallenge.com

Service:

TNVCA is quasi military program for at-risk youth (16-18 years old) that focuses on life-coping skills development academic excellence, and self-discipline. TNVCA sets high standards and focuses on helping the cadets reach their highest potential to be successful in the program and beyond.

Phone: 629-888-5868



EDUCATION/TRAINING/EMPLOYMENT – ADULTS

Adult Education

Tennessee College of Applied Technology

1100 Liberty Street, 37919

Website: www.KnoxTCATAdultEd.com

Phone: 865-415-2379

Phone: 844-323-7323

Service:

Tennessee offers free adult education classes and testing in every county of the state. Students can earn a high school diploma by taking the High School Equivalency Test (HiSET). Tennessee Adult Education division delivers educational services to adults who are over the age of 17 lacking a high school diploma and no longer under compulsory attendance to public high school. The following are available:

- High School Equivalency prep classes during the day, at night, and on the weekends
- Online classes for Distance Learners
- Basic computer skills
- Workforce Preparation
- Individualized and small group instruction
- English for Speakers of Other Languages (ESOL)

American Job Center

2700 Middlebrook Pike, Suite 100, 37921

Website: www.tnccknox.org

Phone: 865-594-5500

Service:

The American Job Center in Knoxville is ready to assist job seekers with a variety of services. Whether you are recently unemployed or are just out of school and looking for your first job, let the American Job Center help you with your search. Training services are also available through the center based on need and income. Office Hours: Monday – Friday from 8:00AM to 5:30PM

American Red Cross of Tennessee Mountain Valley

6921 Middlebrook Pike, 37909

Website: www.redcross.org

Phone: 865-584-2999

Service:

American Red Cross helps East Tennesseans prevent, prepare for, and respond to emergencies. We offer a range of health and safety classes that teach you new skills, keep you knowledgeable, confident and ready to respond in almost any emergency situation. With courses to cover all key areas of training, available online and in classrooms across the country, Red Cross classes deliver the training you seek, when, where and how you need it. This is done through a variety of services such as Disaster Relief, Assistance to Military Families, and safety/education programs:

CPR

First Aid

AED (Automated External Defibrillator)

BLS (Basic Life Support)

CNA

Baby Sitting & Child Care

Swimming

Lifeguarding & Water Safety

For additional information, please call for dates and times of information sessions. Office Hours: Monday – Friday from 8:00AM – 4:45PM

CAC (Community Action Committee)

2247 Western Avenue, 37921

Phone: 865-546-3500

Website: <https://cacamericorps.org>

Services:

AmeriCorps

Email: cacamericorps@knoxcac.org

AmeriCorps is a national service program of working volunteers who commit to a year of service building communities and solving problems. Open to 17 years old and older. Members earn a monthly stipend, health insurance, and an educational award for tuition and/or student loan repayments. Community service areas are: environmental education; water quality improvement and recycling of waste; and urban agriculture. Office Hours: Monday – Friday from 8:00AM-4:45PM

Christian Men’s Job Corps

Angelic Ministries

Phone: 865-523-8884

P.O. Box 3034, 37927

Fax: 865-637-1883

Website: www.knoxcmjc.org

Service:

Knox Christian Men’s Job Corps exist to provide a Christian context in which men in need are equipped for life and employment; and a mission context in which men help men. Each Student is individually matched with a trained mentor, attends a series of Life Management, Personal Development and Job Readiness classes. Each student receives weekly training in how to build a life on a Christian foundation. Each cycle of classes lasts for 14 weeks. Classes meet on Tuesdays and Thursday from 6:00PM – 8:00PM.

Educational Opportunity Center

Phone: 865-974-4466

University of Tennessee

Fax: 865-974-3961

1914 Andy Holt Avenue

25 HPER Building, 37996

Website: <http://web.utk.edu/~utkeoc/eoc.shtml>

Service:

The Educational Opportunity Center (EOC) assists low-income, first-generation participants to complete secondary school requirements and enroll in postsecondary education programs.

The EOC provides the following services:

- Provides information about opportunities for postsecondary training, student financial aid, academic assistance, and career options
- Advises participants regarding academic preparation, admissions testing, deadlines for applications, course requirements, etc.
- Offers information and training in financial and economic literacy on topics such as basic personal income, household money management, financial planning skills, and basic economic decision-making skills

- Counsels and assists in areas of admissions, application completion, and career testing and exploration
 - Assists with financial aid, including defaulted students loans, reinstatement of financial aid eligibility, and completion of the Free Application for Federal Student Aid (FAFSA)
 - Provides referrals to other agencies and institutions as appropriate
 - Conducts workshops on attending and surviving college, with lessons in reducing test anxiety, ACT preparation, and funding for college.
- Office Hours: Monday-Friday from 8:00AM – 5:00PM

Fountainhead College of Technology

3203 Tazewell Pike, 37918

Website: www.fountainheadcollege.edu

Phone: 865-688-9422

Phone: 888-218-7335 (toll free)

Service:

Fountainhead College of Technology offers fast-track technical education programs in Knoxville, TN that prepare graduates for some of the fastest growing fields:

- Computer Programming
- Application Development
- Computer Programming
- Electronic Wireless Communication
- Electronic Technology
- Health Information Management
- Information Technology
- Network Security & Forensics

Office Hours: Monday – Thursday from 8AM – 7PM, Friday 9AM – 4pm

Johnson University

7900 Johnson Drive, 37998

Website: www.johnsonu.edu

Phone: 865-573-4517

Fax: 865-251-2337

Service:

Johnson University has helped students explore their passions and pursue their calling since 1893. The University's three-fold educational approach blends Arts & Sciences and Bible & Theology with Professional Study areas, preparing students for meaningful impact on the world in the name of Christ.

The Johnson University System offers more than 70 [associate's](#), [bachelor's](#), [master's](#), and [doctoral](#) programs across three campuses - [Tennessee](#), [Florida](#), and [Online](#) - as well as localized [ExtendEd](#) sites across the country. Office Hours: Monday- Friday from 8:00AM-5:00PM

Lincoln Park Technology & Trade Center

Knox County Schools

535 Chickamauga Avenue, 37917

Website: <https://www.greatschools.org/tennessee/knoxville/2152-Lincoln-Park-Technology-And-Trade-Center/>

Phone: 865-689-1454

Fax: 865-689-1456

Service:

Lincoln Park Technology & Trade Center is part of Knox County Schools. The LPT & Trade Center offers training and skills in the Home Economics Center, trade and skills training with PHCC (Plumbing Heating Cooling Contractors Association), AGC (Associated General Contractors, and Knox County Apprentice Training for electrical and welding. Office Hours: Monday, Tuesday, Thursday from 7:30AM-9:00PM and Wednesday, Friday from 7:30AM- 4:30PM

Pellissippi State Community College

10915 Hardin Valley Rd

Website: www.pstcc.edu

Service:

Pellissippi State Community College supports and develops career-path associate's degrees, associate's degrees for Blount, and surrounding counties. Pellissippi State offers credit courses to high school students as well. In partnership with the community, the College sustains the effort toward an ever-improving quality of life for residents of East Tennessee.

Additional Campuses PSCC:

Division Street Campus

3435 Division Street

865-971-5200

Strawberry Plains Campus

7201 Strawberry Plains Pike

865-225-2300

Magnolia Avenue Campus

1610 Magnolia Avenue

865-329-3100

Blount County Campus

2731 W. Lamar Alexander Parkway

865-981-5300

Admissions Hours: Monday – Friday from 8:00AM – 4:30PM

Information Center: Monday – Friday from 7:30AM – 7:30PM

Financial Aid Office: Monday 8:00AM – 6:00PM, Tuesday – Friday 8:00AM – 4:30PM

Roane State Community College

132 Hayfield Road, 37922

Website: www.roanestate.edu

Service:

Roane State provides post high school education and has dozens of options that will help you enter the workforce in one or two years. Roane state offers programs in nursing, health sciences, business law, education and technology. In addition to on-line courses Roane state also offers evening classes and schedule options. Admissions Hours: Monday – Friday 8:00AM - 4:30PM

Phone: 865-354-3000

Tennessee College of Applied Technology

1100 Liberty Street, 37919

Website: www.tcatknoxville.edu

Service:

The Tennessee Technology center at Knoxville that each citizen should have the privilege and opportunity to reach his or her maximum potential. Individualized instruction provides each student with the highest quality training possible in the occupational area of his or her choice.

Office Hours: Monday – Thursday from 7:30AM – 9:00PM

Several areas of training:

- Administrative Office Technology
- Automotive Technology
- Certified Nurse Assistant (CNA)
- Computer Information Technology
- Cosmetology
- Dental Assistant
- Heating, Ventilation, Air Conditioning
- Many other areas of training offered

Phone: 865-546-5567

University of Tennessee

Phone: 865-974-1000

320 Student Services Building, 37966

Website: www.utk.edu

Service:

The University of Tennessee not only offers post high school education, they also offered advance education with a Master's program and a PHD program. The University of Tennessee has several campus sites in operation across the state of Tennessee. You may contact the Knoxville admission office for more information. Office Hours: Monday – Friday from 8:00AM – 5:00PM

Virginia College

Phone: 865-745-4500

5003 N. Broadway, 37918

Website: www.vc.edu/college/knoxville-colleges-tennessee.cfm

Service:

Virginia College School of Business and Health in Knoxville, Tennessee, is preparing students for success in tomorrow's growing career fields. Virginia College School of Business and Health in Knoxville offers students fast-track career training in such exciting areas as:

- Business Administration
- Computer Networking
- Health and Medical
- Medical Assistant
- Cosmetology
- Technology Media Arts
- And More

Office Hours: Monday – Friday from 8AM – 5PM

Walter State Community College

Phone: 800-225-4770

500 South Davy Crockett Parkway, 37813

Website: www.ws.edu

Service:

WSCC offers a post high school education. WSCC has several campus locals in several East Tennessee Counties. For admission information, please contact the main campus located in Morristown, TN. Office Hours: Monday – Friday from 8:00AM – 4:30PM

Additional Community Colleges in the regional area:

Carson Newman College

www.cn.edu

Crown College

www.go4thecrown.com

ITT Technical Institute

www.itt-tech.edu

Knoxville College

www.knoxvillecollege.edu

Knoxville Institute of Hair Design

www.kihd.net

Maryville College

www.maryvillecollege.edu/

Professional Bartending School of Knoxville

www.knoxvillebartendingschool.com

Regency Beauty Institute

www.regencybeauty.com

South College

www.southcollegetn.edu

Strayer University

www.strayer.edu

Tennessee School of Beauty

www.tennesseeschoolofbeauty.com

Tennessee School of Therapeutic Massage

www.tennesseeschoolofmassage.com

Tusculum College

www.tusculum.edu

FOOD PANTRIES & THRIFT STORES

Angelic Ministries

1218 N. Central Avenue, 37917

Phone: 865-523-8884

Fax: 865-637-1883

Clothing, Hygiene, Household Items, Furniture

Hours: Tuesdays & Wednesdays from 8:00AM – 10:30AM – on a first come, first served basis. Clients may receive clothing and hygiene items every 90 days without a referral. We extend the following items once with a referral:

- Beds
- 2 large furniture items
- 2 small furniture items
- A food box
- A kitchen box
- A cleaning box
- Linens

Referrals may be obtained from a government agency, church or other organization and must be written on the organization's letterhead. The client's name, social security number and a detailed list of items requested must be included. Referrals are good for 60 days and may be also be faxed to 865-637-1883.

Baptist Center@ Montgomery Village

Phone: 865-577-6244

4601 Joe Lewis Road, 37920

Clothing – Hours: Friday's only 9:45AM to 11:30AM (Please go to the downstairs door)

Food Pantry - Service & Market – Hours: Tuesday from 10:30AM to 11:45AM

Worship & Lunch- Hours: Thursday from 10:30AM to 12Noon

Emergency Food – This includes nonperishables & toiletries on Monday & Thursday from 1PM to 3PM –once every 30 days. **Currently only serving the 37920 zip code**

Baptist Center@ Western Heights

Phone: 865-525-9068

1230 W. Scott Avenue, 37921

Website: www.whbcknox.com

Clothing & Food Pantry - Hours: Thursday from 8:30AM – 11:30AM

Bread of Life Food Pantry

Phone: 865-690-0031

West Park Baptist Church

8833 Middlebrook Pike, 37923

Food Pantry

Must bring a driver's license or picture I.D. Clients only allowed 1 visit every 30 days.

Hours: Friday Noon – 2PM, Tuesday and Friday from 4PM – 6PM

CAC/Food Programs

Phone: 865-546-3500

2247 Western Avenue, 37921

Fax: 865-546-0832

The Commodity Program distributes USDA surplus food to low income families in Knox County. Please call to confirm the next scheduled session. Please bring proof of income, proof of residency. Office Hours: Monday – Friday from 8:00AM – 4:45PM

C.A.R.E. Food Pantry

Phone: 865-966-5224

Farragut Christian Church
138 Admiral Road, 37934

Website: <http://farragutcc.com/get-connected/care-food-pantry>

Service:

The C.A.R.E. (Christians Actively Reaching Everyone) Food Pantry provides food to those who are hungry in the Farragut Community. We know that there are hungry children in school, working-poor, single-parent homes, and elderly on fixed incomes living in Farragut. It is our desire as a church to reach out to those who are hungry and help meet that need. Hours: Every Thursday (except holidays) from 6:00PM – 8:00PM.

Christ United Methodist Church

Phone: 865-922-1412

7535 Maynardville Pike, 37938

Website: www.christumcknox.com

Service:

Hours: Monday, Tuesday, Thursday from 10:00am – 2:00pm

Corryington Hospitality Food Pantry

7815 Corryton Rd, 37721

Phone: 865-687-8438

Food PantryRutherford Church hosts the Corryington pantry every 2nd and 4th Thursday of the month.

Hours: Thursday from 10:00AM - 2:00PM

Department of Human Services

2700 Middlebrook Pike, Suite 200, 37921

Phone: 865-594-6151

Service:

The Food Stamp program provides nutritional assistance benefits to children and families, the elderly, the disabled, unemployed and working families. Benefits are 100 percent federally funded. Since the nationwide implementation of the Food Stamp program in 1964, malnutrition has been virtually eliminated; however, hunger and food insecurity continues to exist in every state. Eligibility requirements do apply, contact for information. Office Hours: Monday – Friday from 8:00AM – 4:30PM

Expanded Food & Nutrition Education Program (EFNEP) Phone: 865-215-2340**UT/Agriculture Extension Service**

400 Main Avenue, Suite 560, 37902

Service:

The Expanded Food and Nutrition Education Program (EFNEP) is an educational program conducted by the University of Tennessee Extension, Department of Family and Consumer Sciences. EFNEP is targeted to families and youth with limited income, particularly families with young children.

Families and individuals who enroll in EFNEP receive a series of lessons, at no cost to them, on how to choose and prepare health foods. Education Focuses on...

- Selecting and preparing nutritious foods
- managing food resources wisely

- Handling foods safely
- Participating in regular physical activity

Office Hours: Monday –Friday from 8:00 AM – 5:00PM.

FISH

Main office: 800 Northshore Drive, 37919
(Episcopal Church of the Ascension)

Phone: 865-588-9200

East

St. Luke’s Episcopal Church, 37914

600 S. Chestnut Street

Hours: Monday, Wednesday, Friday from 10:00AM-1:00PM

Phone: 865-522-3474

North West

Fish Hospitality Pantry

122 W. Scott Avenue, 37921

Hours: Tuesday & Thursday from 10:00AM-1:00PM

Phone: 865-522-3474

South

United Methodist Church in Vestal

115 Ogle Street, 37920

Hours: Wednesday from 10:00AM-1:00PM, Friday from 10:00AM-4:00PM

Phone: 865-577-9600

Food In The Fort

Redemper Church

1642 Highland Avenue

Service: Food in The Fort distributes groceries to the underprivileged and homeless of urban Knoxville.

Food Pantry

Hours: The 1st & 3rd Wednesdays from 11AM – 2PM

Phone: 865-237-8166

Phone: 865-524-4552

Fountain City Ministry Center

Central Baptist Church of Fountain City

5364 N. Broadway Street, 37918 (Lynnwood Building Lower Level)

Website: www.fcministry.org

Email: fountaincitymc@gmail.com

Service:

Clothing (must be have proof of TANF/SNAP services):

Children’s clothing as available for children 12 years old and younger. Clients are limited to three outfits per child once every 4 months. Underwear and socks are provided when available. Clients are also eligible for coats and shoes every 4 months, as available. Hours: Tuesday, Thursday, Friday from 2:00PM – 4:00PM Wednesday from 6:00PM – 7:00PM

Phone: 865-688-5000

Food Pantry

Our food pantry doors are open to any Knox County resident. Positive identification and personal data are required, enabling us to keep permanent records of each client with dates of service. Clients are eligible for food once per month. Bread, toilet articles, detergent, diapers, personal hygiene and other items are distributed as available. Hours: Tuesday, Thursday, Friday from 2:00PM – 4:00PM, Wednesday from 6:00PM – 7:00PM

***Serving Residents in the following ZIP codes: 37721, 37849, 37912, 37917, 37918, 37924 and 37938 * Please bring a photo ID**

Habitat for Humanity

Phone: 865-690-4214

ReStore

1511 Downtown West Blvd.

Website: www.knoxvillehabitatforhumanity.com

Service:

Donations and purchases help to achieve the habitat for humanity mission of providing decent, affordable housing for those in need. The store stocks building materials, clothes, house wares, and they specialize in new and gently used building materials and supplies. Hours: Monday – Friday 9AM – 6PM, Saturday 9AM – 4PM.

Harvest Food Pantry

Phone: 865-637-1295

Harvest Christian Fellowship

2507 Washington Pike, 37917

Food Pantry - Hours: 10:00AM – 1:00PM, Some Fridays, Call for information on open dates.

Knox Area Rescue Ministries (KARM)

Phone: 865-673-6540

418 N. Broadway Street, 37927

Website: www.KARM.org

Services & Hours: Meals: Breakfast @ 6:30 AM – 8AM, Lunch @ 11:15AM – 1PM, and Dinner served@ 4:45PM – 6:00PM

Knox County School Clothing Center

Phone: 865-594-3791

1000 Central Avenue, 37917

Fax: 865-594-1107

Service:

Provides clothing for school age children currently enrolled in the Knox County Public School System. Also provides clothing in emergency situations such as fire. Parents must have a completed clothing card from the school for each child being served. Hours: Monday, Thursday & Friday from 8:30AM – 3:00PM (September – April).

Knoxville Scottish Rite Foundation

Phone: 865-524-3459

612 16th Street, 37902

Service:

Scottish Rite helps to assist with supplying shoes to school aged children. This service is only available during school operational months. Contact your child's school office for a referral. Office

Hours: Monday – Friday from 8:00AM - 4:30PM

Ladies of Charity

Phone: 865-474-9348

120 W. Baxter Avenue, 37917

Fax: 865-546-5863

Service:

Food Services

Provides emergency assistance to those in need; some services limited to 6 times in a year, must wait 30 days between visits. Hours: Monday-Friday from 9:30AM – 1:30PM

Thrift Store

Our Thrift Store provides low cost clothing and household items to anyone in need. This service is limited to 4 times a year; must wait 90 days between visits. Clothing is available from Infants to Adults. Office Hours: Monday – Saturday from 9:30AM – 4:00PM Vouchers accepted Monday – Friday prior to 4pm. ****Must bring a photo ID & Social Security Card****

Love Kitchen

Phone: 865-546-3248

2418 Martin Luther King Jr. Avenue, 37915

Website: www.thelovekitchen.org

Service & Hours:

Breakfast Meal: 12:30PM-1:30PM

Wednesday only

Lunch Meal: 1:00PM-2:00PM

Thursday only

Emergency Food Bag –Call and request a bag between 12PM – 1PM on Wednesday. Pick Up 4:30PM-5:30PM Wednesday only – ID for each resident food is required for (Photo ID, Social Security Card)

Manna House

Phone: 865-693-0353

Cokesbury UMC

Fax: 865-693-9704

9919 Kingston Pike, 37922

Service:

CUMC's Manna House food pantry is funded completely by donations and is open to anyone in our community who faces an emergency need for food. Clients can "shop" once a month rather than only having the option of pre-bagged food. **Requirement: Photo ID and something with your Social Security # printed on it.** Pantry hours: Tuesday & Thursday 10:00AM – 12 Noon, Wednesday 2:00PM – 4:00PM, Saturday 9:00AM – 11:00AM and Thursday Evenings from 5PM to 6:30PM

Services not zip code specific

New Hopewell Baptist Church

Phone: 865-577-6737

943 Kimberlin Heights Road, 37920

Hours: 2nd Wednesday of the month 9AM – 11AM during the summer and 2nd and 4th Wednesday of the month 9AM – 11AM (September – May)

Ridgeview Baptist Church

Phone: 865-688-8822

6125 Lacy Road, 37912

Services & Hours:

Clothing and Food pantry services are available every 3rd Saturday of each month from 11 am – 1pm (or by appointment for emergencies only).

St. James Episcopal Church

Phone: 865-523-5687

1101 North Broadway Street, 37917

Fax: 865-637-1007

Service & Hours:

Sack Lunches served Monday – Thursday from 11:30AM-1:00PM

Helping Hands –Lunch served every other Saturday *Must register first*

Salvation Army

Phone: 865-525-9401

409 N. Broadway Street, 37917

Fax: 865-524-7748

Service:

Clothing & Food Pantry

S.A. provides clothing and food to low-income persons in need. An appointment is required for services.

The following information is needed at your appointment time: Photo ID, Social Security card, proof of residence and proof of income Scheduling Hours: Monday – Friday from 9AM –3PM

Bread & Pastry Pantry

Hours: Tuesday & Thursday from 8:30AM – 11:00AM – Photo ID required

Shepherd of Hope Food Pantry

Phone: 865-966-9626

225 Jamestowne Blvd., 37934

Website: www.faithloves.org/shepherd-of-hope-food-pantry/

Hours: 1st Monday 3PM – 5PM, 3rd Monday 3PM -7PM every month

Local Thrift Stores:

Amvets

109 N. Seven Oaks Dr.

865-609-3188

Honey Rock Thrift Store

4105 Holston Drive #B, 37914

865-541-6111

Community Chest

Locations

1508 N. Central Ave

865-522-3200

122 West Scott Avenue

865-971-4417

Goodwill Industries (8 Knoxville Locations)

Website: www.gwiktn.org

Bearden

5307 Kingston Pike
865-588-8567

Broadway

2041 N. Broadway
865-524-0245

Chapman Highway

4201 Chapman Highway
865-573-3627

Cumberland Estates

5705 Western Avenue
865-588-9181

KARM Thrift Stores

Website: www.karm.org

Bearden

5917 Kingston Pike
865-521-0770 ext. 303

Downtown – Hall of Fame

733 Hall of Fame Drive
865-521-0770 ext.306

East Knoxville

2908 Knoxville Center
865-521-0770 ext. 307

Farragut

10612 Kingston Pike
865-521-0770 x328

Farragut

148 West End Avenue
865-675-6470

Halls

7026 Maynardville Hwy
865-922-9114

Hardin Valley

11509 Hardin Valley Rd
865-200-5335

Maynardville

3049 Maynardville Highway
865-745-1212

Halls

6840 Maynardville Pike
865-521-0770 x326

Karns

7224 Oak Ridge Hwy
865-521-0770 x 305

North Knoxville

3935 Western Avenue
West Haven Ctr. off I-640
865-521-0770 ext. 313

North Knoxville Merchants

314 Merchants Drive
In Merchants Plaza
865-521-0770 ext. 309

Pleasant Ridge

5412 Pleasant Ridge Rd.
865-240-4505

Powell

7623 Clinton Highway
865-362-5065

Rutledge

7805 Rutledge Pike
865-828-5663

Seventeenth Street

713 S. Seventeenth St
865-524-5995

No children’s items

Powell

3555 West Emory Road
865-521-0770 ext. 331

Rocky Hill

7702 S Northshore Dr.
865-521-0770 ext. 323

South Knoxville

4221 Chapman Highway
865-521-0770 ext. 304

West Knoxville

115 Sherlake Lane
Franklin Square
865-521-0770 ext. 312

Washington Pike United Methodist Church

2241 Washington Pike, 37917

Food Pantry

Hours: Thursday from 9AM -11AM

***Serving Residents in the following ZIP codes: 37914 and 37917* Please bring a photo ID**

Phone: 865-523-0603

West Park Food Pantry

Phone: 865-690-0031

West Park Baptist Church

8833 Middlebrook Pike, 37923

Food Pantry

Hours: Tuesday from 4PM – 6PM, Friday from 12noon- 2PM and 4PM – 6PM

***Serving Residents in the following ZIP codes: 37923, 37931, 37909* Please bring a photo ID**

FOSTER CARE/ ADOPTION

Goal:

We are the Department of Children Service strive each day to provide Permanency, Safety and Well-Being for every child in custody. Many of the following agencies who provide foster care and adopted services have worked with the Department of Children Services in achieving the same goal. The Department does not promote any one agency over another one of these listed.

Abby's One True Gift Adoptions

www.onetruegift.com

(866) 459-3372

Act of Love Adoptions

www.aactofloveadoptions.com

(800) 835-6360

Adoption Consultants in TN

(865) 769-9441

Bethany Christian Services

318 Erin Drive, Suite 10, 37919

www.bethany.org

(865) 588-5283

(800) 238-4269

Camelot Care

www.thecamelotdifference.com

(800) 390-6144

Catholic Charities of East Tennessee

3227 Division Street, 37917

www.ccetn.org

1-877-990-4673

Childhelp Foster Family Agency of East TN

www.childhelp.org

(865) 637-1753

Crittenton Family Foster Care

www.fcaknox.org

(865) 602-2919

***Department of Children Services
State of Tennessee – Knox Region
2600 Western Avenue, 37921
(877) DCS-KIDS – Statewide***

Harmony Adoptions of TN Inc.

131 Cherokee Heights Drive

Maryville, TN 37801

www.harmonyadoptions.org

(865) 982-5225 / (888) 440-9800

Heart To Heart Adoptions

www.hearttoheartadopt.com

(866) 712-3678

Helen Ross McNabb

www.mcnabbcenter.org

(865) 544-5016

Holston Homes

Holston United Methodist Home for Children

www.holstonhome.org

(800) 628-2986

Omni Visions Inc.

4709 Papermill Dr. Suite A103, 37909

<http://www.theomnifamily.com>

(865) 524-4393

Tennessee Children's Home

3831 Copper Ridge Rd, 37931

www.tennesseechildrenshome.org

(865) 584-0841

Youth Villages

www.youthvillages.org

(877) 983-6786

Grief Services

Compassionate Friends-Knoxville

Website: www.compassionatefriends.org

Hope Chapter Support Group

Phone: 865-687-2117 (Leave a message)

Second United Methodist Church

1524 Western Avenue, 37917

Service:

Support group offering friendship and understanding to families who are grieving the death of a child of any age, from any cause. (Walk-ins welcome) Meeting info: 2nd Sunday of each month at 2:00p.m.

UT Hospice

Cherokee Mills Building Suite 2270

Phone: 865-544-6277

Service:

Grief Support meeting offered the 1st and 3rd Tuesday of every month from 5p.m. – 6:30p.m.

Dinner is served at no charge. Anyone suffering a loss of a loved one is welcome. (All groups are free of charge.)

Forget You Not

Website: www.forgetyounotevents.com

Phone: 865-208-3004

Service:

Grief / Trauma is real. It is a Journey and Not a Destination, yet some people become stuck in their pain and have a hard time moving forward. It is important for everyone to grieve at their own pace and no one should tell them, "they should be over it by now". At Forget You Not we are here to provide support to the Survivors, No Matter Their Race, Age, Cause of Death, Diagnosis or Economic Status. Grief Does Not Discriminate.

Our Mission is to assist Parents, Children and All Individuals that have experienced grief or trauma resulting from the death or terminal illness of a loved one by providing: Education, Grief / Trauma Counseling Services (Certified Grief Recovery Method Specialist), Bereavement Coordinator Services, Case Management, Corporate Trainings and referrals to other service providers to receive tools that will help them Break Grief's Grip.

Katerpillar Kids Camp

Email: katerpillarkids@covhlth.com

Phone: 865-374-0864

Service:

Katerpillar Kids Camp is a special weekend day camp for children grades 1-12 who are grieving the loss of a loved one. The camp is a free community service provided by Covenant Hospice and sponsored by Variety – The Children's Charity.

HEALTH SERVICES

Affordable Care Act

Phone: 800-318-2596

Website: www.healthcare.gov

Cherokee Health Systems

Website: www.cherokeehealth.com

5th Avenue	538 West Fifth Avenue, 37917	Phone: 865-525-2104
Center City	2018 Western Avenue, 37921	Phone: 865-544-0406
East Knoxville	2202 M.L. King Avenue, 37914	Phone: 865-522-6097
Knox County Pediatrics	140 Dameron Avenue, 37917	Phone: 865-936-6100
North Knoxville	7714 Conner Rd St 105 Powell, 37849	Phone: 865-947-6220

Services:

Cherokee Health provides an integration of behavioral health and primary health care services. These services included, but at limited to Behavioral Health Intervention, Individual & Family Therapy, Crisis Intervention and Alcohol & Drug use programs. Sliding schedule services are available for those who don't qualify with insurance of other program options. Office Hours: Monday – Friday from 8:00AM – 5:00PM.

Cover Tennessee

Phone: 800-318-2596

Website: www.covertn.gov / www.healthcare.gov

Local Contact: Tennessee Community Services Agency

Phone: 865-966-6716

Office Hours: Monday – Friday 8:00AM – 4:30PM

Services:

Cover Tennessee was developed to create health insurance options that are affordable and portable, and meet the needs of the uninsured in our state. Cover Tennessee has three programs. CoverKids offers free comprehensive health coverage to qualifying uninsured children in Tennessee, age 18 and younger with a family household income less than 250 percent of the federal poverty level.

Free Medical Clinic of Knoxville

6209 Chapman Highway, 37920

Phone: 865-577-3733

Website: www.freemedicalclinic.net

Services:

Fax: 865-577-3744

Eligibility Requirements:

- Current employment (there is no minimum or maximum income level for eligibility)
- No medical insurance
- American citizen or have a "green card"

These three requirements may not be waived. If an individual is employed, their spouse and children over 16 are also eligible. Children are eligible until they are 19 years old, or until 24 years old if they are full-time students. Student status must be verified. The clinic does not see individuals on any type of disability/SSI or any type of assistance. Office Hours: Monday – Friday 9AM-12noon, 2PM – 5PM, with occasional clinic hours 5PM-7PM

Healthy Ways Clinic
East Tennessee Children's Hospital

Phone: 865-541-8810

2018 Clinch Avenue, 37916

Services:

The Healthy Ways Clinic at Children's Hospital is open to patients from 2 to 18 years old who have a BMI of 85% or greater. Patients are admitted to the clinic through a primary care referral form (access to form on-line). Office Hours Monday – Friday 8:00AM – 5:00PM

Interfaith Health Clinic

Phone: 865-546-7330

315 Gill Avenue, 37917

Website: www.interfaithhealthclinic.org

Service:

This program provides primary health care services, including an eye clinic, dental clinic, counseling services, and social services. Patients are seen by appointment only. IHC is designed primarily for low income, working, uninsured families. These's a sliding fee scale based on family income, please call or check website for information needed to qualify for services. Office Hours: Monday – Friday from 8:00AM – 8:00PM

Knox County Health Department

Phone: 865-215-5000 (main)

140 Dameron Avenue, 37917-6413

Website: www.knoxcounty.org/health

Services:

Satellite Clinic Services:

The following services are offered at the Teague and West clinic locations:

EPSDT physicals (well check-ups) for children on TennCare.

Most Site Office Hours: Monday – Friday from 8:00 AM – 4:30PM

- Preventive health Services, lice and scabies screenings and newborn screening tests.
- Women's health and family planning services
- Immunizations

Teague Clinic

405 Dante School Road, 37918
865-215-5500

West Clinic

1028 Old Cedar Bluff Road, 37923
865-215-5950

Centers of Excellence

Phone: 865-215-5080

The Centers of Excellence (COE) HIV specialty clinic provides HIV & AIDS case management, medical care, and nutritional counseling

Communicable Disease Clinic

Phone: 865-215-5370

CDC provides TB risk assessments, testing and treatment, confidential STD testing and treatment, and confidential HIV testing and treatment referral.

Dental Services:

Phone: 865-215-5110

Provide emergency dental care, routine dental services, and school-based dental programs.

Qualifications for clinical services:

- Knox County TennCare Dental Insurance recipients (up to age 21) may call to schedule appointments.
- All others (adults and children) must qualify through the Social Services Department (215-5400). Proof of income required.
- Closed for lunch 11:30AM – 12:30PM

Diabetes Management

Phone: 865-215-5170

Diabetes guide and meal planner and management classes are available

Environmental Health:

Phone: 865-215-5200

Subsurface Sewage disposal System (SSDS) Permits and Certificate to Completion (septic tanks)

Restaurant inspections

Food Handlers Training, English and Spanish (Halubridad en Restaurantes En Española)

Pediatric Clinic: (Managed by Cherokee Health)

Phone: 865-934-6100

The Knox County Health Department has partnered with Cherokee Health Systems to provide pediatric primary care. All patients seeking pediatric care services should go to Cherokee Health Services Pediatrics; located on the first floor of the main health department location, 140 Dameron Ave. Services include well child-care, immunizations, and care for acute and chronic illnesses.

Social Services

Phone: 865-215-5400

Social Services determine eligibility for Temporary Medicaid coverage for pregnant women, Knox County Indigent Care Program and Dental Program.

Travel/Immunization Clinic:

Phone: 865-215-5071

Provides adult and childhood vaccines:

- Recommended adults vaccinations such as flu, Hepatitis A and B, and tetanus-diphtheria have a fee.
- Travel Immunization for persons traveling outside of the United States. By appointment, Fee is required.
- Vaccines are free for Knox County children up to age 19 who are uninsured, underinsured, enrolled in or are eligible for or are American Indian/Alaskan Native.

Vital Records:

Phone: 865-215-5100

Birth certificates for persons born in Tennessee, Fee: short form \$8, long form \$15. Death certificates for deaths in Knox County, Fee: \$7.

WIC Clinic:

Phone: 865-215-5030

The WIC program provides nutrition education, breastfeeding support and supplemental foods to eligible:

- Pregnant Women
- Breastfeeding women up to 1 year postpartum
- Non-breastfeeding women up to 6 months postpartum
- Infants
- Children up to age 5

Women's Health Clinic:

Phone: 865-215-5320

Fax: 865-215-5340

- GYN Wellness Care including breast and cervical cancer screening
- Family planning and pregnancy testing (Cost of services based on income. Proof of income required at visit, by appointment.)

Knoxville Area Project Access

Phone: 865-531-2766

115 Suburban Rd, 37923

Website: www.knoxvilleareaprojectaccess.org

Service:

KAPA is a program sponsored by a network of physicians, hospitals, and healthcare clinics to help those without insurance obtain the healthcare services they need. If you qualify, some or your entire healthcare needs can be met at little or no charge to you. You must be a resident of Knox County and meet the income guidelines. You may contact us for additional information or you may apply at one at our main location or one of the additional locations listed services: primary care, specialty care, inpatient & outpatient, hospital services, mental health services, prescription drug services, bilingual enrollment and case management.

Network Partners:

Knoxville Academy of Medicine
 Covenant Health
 Tennova
 UT Medical Center
 East TN Children's Hospital

Helen Ross McNabb Center
 Knox County Health Department
 Interfaith Health Clinic
 Cherokee Health Systems
 United Way of Greater Knoxville

TENNCARE

Phone: 800-342-3145

310 Great Circle Rd, 37243

Nashville, TN 37243

Website: www.TN.gov/tenncare

Email: Tenn.Care@TN.gov

Services:

TennCare is one of the oldest Medicaid managed care programs in the country, having begun on January 1, 1994. It is the only program in the nation to enroll the entire state Medicaid population in managed care. TennCare services are offered through managed care entities. Medical and

behavioral services are covered by “at risk” Managed Care Organizations in each region of the state. Enrollees have their choice of MCOs serving the areas in which they live, except that some enrollees are assigned to TennCare Select. TennCare Select is a managed care plan for certain populations such as children in state custody and enrollees who may be living temporarily out-of-state. In addition to the MCOs, there is a Pharmacy Benefits Manager for coverage of prescription drugs and a Dental Benefits Manager for provision of dental services to children under age 21. Coordination of care is the responsibility of the enrollee’s primary care provider in his or her MCO.

Managed Care Organizations (MCO)

Provider	Phone	After hours:
Blue Care	800-468-9698	/800-299-1658
United Health Care Community Plan	800-690-1606	
TennCare Select	800-263-5479	/800-999-1658

<u>Help Line</u>	<u>Toll Free</u>	<u>Local</u>
English	1-800-269-4038	313-9972
Spanish	1-800-254-7568	227-7568
Kurdish/Arabic	1-877-652-3046	313-9840
Bosnian	1-877-652-3069	313-9382

HIV/AIDS Services

Hope Center

Phone: 865-374-0870

Fort Sanders Regional Medical Center

3001 Lake Brook Blvd, Suite 103, 37909

Website: www.covenanthomecareandhospice.com/hopecenter/ Email: hope_center@covhlth.com

Service:

Hope Center's mission is to provide the necessary tools, knowledge, and resources to the HIV community at no cost to the client. The goal is to increase access to care, and to decrease stigma and raise awareness. We are committed to providing a safe and judgment-free environment for persons infected or affected by HIV.

Hope Center offers caring support, information and hope, at no charge to patients and families affected by HIV or other serious illnesses. Hope Center also provides assistance with the needs of the newly diagnosed, care in last stages of life, and spiritual issues. Office Hours: Monday – Friday from 8:30AM – 5:00PM

HIV/AIDS Prevention and Outreach

Phone: 865-637-9711

Helen Ross McNabb Center

201 W. Springdale Avenue, 37917

Service:

HIV/AIDS Prevention & Outreach provides education and prevention services which include individual and group education, assessment, referral, individual risk reduction counseling and Oraquick HIV testing.

List Services Provided:

- Individual level risk reduction counseling
- Prevention education
- Outreach
- Public health awareness communications
- HIV testing

Knox County Health Department

Phone: 865-215-5080

140 Dameron Avenue, 37917

Website: www.knoxcounty.org/health/centersofexcellence.php

Service:

The COE Clinic serves adult (18 years and older) residents in Knox County and the East Tennessee Region (16 counties that surround Knox County) who are on TennCare, Knox County Indigent Care Program or are Ryan White eligible. Those with private insurance and Medicare may qualify through the Ryan White income guidelines. Additionally, a registered dietician provides nutritional counseling if needed. Pharmaceutical counseling is also provided, if needed. Finally, medical care managers are available within the clinic to link patients to other services. The COE recommends individuals contact the Communicable Disease Clinic at 865-215-5370 in order to be tested before being referred for services.

Positively Living

1501 E. Fifth Avenue, 37917

Website: www.positively-living.org

Service:

Positively Living serves vulnerable groups struggling to survive the challenges created by HIV/AIDS, homelessness, mental illness, addiction, and disabilities. Our mission is to improve the lives of the people we serve through advocacy, counseling, socialization, housing, case management and support. Financial assistance for rent, utilities, housing repairs, etc. is available for persons with AIDS who are homeless or at risk of being homeless.

Phone: 865-525-1540

Samaritan Ministry**Central Baptist Church of Bearden**

6300 Deane Hill Drive, 37919

Website: www.samaritancentral.org

Service:

This ministry serves people living with HIV/AIDS through direct support as well as a network of service providers. Office Hours: Vary

Phone: 865-450-1000 ex. 827

Fax: 865-584-2249

Email: smithmw@usit.net

Housing Services & Affordable Locations

Habitat for Humanity

501 Washington Avenue, 37917

Website: www.knoxvillehabitatforhumanity.com

Phone: 865-523-3539

Fax: 865-522-8081

Service:

Habitat for Humanity is an independent, nonprofit, ecumenical Christian housing *partnership* with those in need. Program is available for low income families who are able to pay a 20 year no interest mortgage, and must be willing to contribute at least 500 hours of sweat equity. Hours: Varies, based on availability of volunteers. Office Hours: Monday – Friday from 9:00AM – 5:00PM

Homeward Bound Programs

CAC (Community Action Committee)

2247 Western Avenue, 37921

www.knoxcac.org

Phone: 865-546-3500

Fax: 865-546-0832

Services:

This department provides a variety of programs to assist the homeless to achieve self-sufficiency. All programs offer comprehensive and integrated case management, outreach, crisis assistance, job, life, and basic skills training, GED preparedness, budget management, parenting classes, employability classes, housing placement and transportation assistance and other supportive services related to a customer's goal of achieving self-sufficiency. Office Hours: Monday – Friday from 8:00AM - 4:45PM

EMERGENCY SOLUTIONS GRANT PROGRAM (ESG)

The Emergency Solutions Grant provides cash resources when available to the staff to better serve the homeless clients of the above listed programs. Items regularly acquired through this grant include housing deposits, first month's rent, utility deposits, and other supportive services.

FAMILY SELF-SUFFICIENCY PROGRAM

This program is a long term case management program that works with families with children who are in a financial crisis and are homeless or at imminent risk of becoming homeless. A comprehensive family development plan is made and ongoing case management is provided with a goal of providing ongoing support that will move families who are in crisis towards self-sufficiency.

FAMILIES IN NEED (FIN) & PROJECT SUCCEED

A HUD funded re-housing program that offers outreach and case management to families with children who are residing in homeless shelters, streets, and hotels paid for by

charitable organizations, cars or places not meant for human habitation. Housing placement, advocacy, parenting classes, budgeting, employability, adult education, and assistance with accessing mainstream benefits are some of the supportive services provided. Case management is provided to assist with re-gaining housing and move towards self-sufficiency.

REACH (Resources Extended to Assist the Chronically Homeless)

Is a HUD funded street outreach and case management program for individuals & families who stay in camps, vehicles, & under bridges. The purpose is to bring people into shelters and/or housing, while addressing employability & substance abuse concerns.

HUD (Housing Urban Development)

Phone: 865-545-4370

John J. Duncan Federal Bldg.

710 Locust Street, 3rd Floor, 37902

Website: www.hud.gov

Service:

Programs of HUD describes the major mortgage, grant, other assistance, and regulatory programs of the Department. It is through these programs that HUD works to fulfill its mission of increasing homeownership opportunities, promoting access to decent affordable housing, strengthening communities through economic development, ensuring equal opportunity in housing and promoting participation of faith-based and community organizations. Office Hours: Monday – Friday from 7:30AM – 4:15PM

KCDC (Knoxville Community Development Corporation)

Phone: 865-403-1100

901 Broadway Street NE, 37917

Fax: 865-594-8791

Website: www.kcdc.org

Services:

KCDC provides housing options in Knoxville and Knox County specifically designed to meet the needs of families, seniors and disabled low-income residents. Premier properties offer high-quality, affordable housing with resident amenities in a neighborhood setting. The future of public housing is Rental Assistance Demonstration. In addition KCDC also administers Section 8 housing programs. Office Hours: Monday – Friday from 7:30AM – 4:00PM.

Section 8

Phone: 865-403-1234

Email: section8INFO@kcdc.org

Housing Choice Voucher programs offer low-income individuals and families the opportunity to search for both a housing type and neighborhood of their choice. Section 8

Vouchers can be used at any qualifying privately owned property, including single-family homes, townhomes and apartments. Office Hours: Monday – Friday from 8:00AM – 4:30PM

KCDC Properties:

Families

Austin Homes
957 E. Hill Avenue
865-403-1300

Autumn Landing
6331 Pleasant Ridge Road
865-403-1422

Five Points Infill Housing
Leasing: 317 McConnell St
865-403-1390

Lonsdale Homes
2020 Minnesota Ave
865-403-1350

Mechanicsville
Leasing: 1621 Jourolman Ave
865-403-1420

Montgomery Village
4530 Joe Lewis Road
865-403-1380

Nature's Cove
2639 Bakertown Rd #1201
865-403-1422

North Ridge Crossing
712 Breda Drive
865-403-1320

Passport Housing
901 Broadway, N. E.
865-403-1154

The Vista
957 East Hill Avenue
865-403-1300

Valley Oaks
3504 Oak Branch Circle
865-403-1320

Walter P. Taylor Homes
317 McConnell Street
865-403-1390

Western Heights
1621 Jourolmon Avenue
865-403-1420

Elderly/Disabled

Cagle Terrace
515 Renford Drive
865-403-1310

The Residences At Five Points
2061 Bethel Avenue
Knoxville, TN 37915
865-403-1390

Guy B Love Towers
1171 Armstrong Avenue
865-403-1360

Five Points Infill Housing
317 McConnell Street
865-403 -1390

The Manor at Northgate
4301 Whittle Springs Road
865-403-1410

Isabella Towers
1515 Isabella Circle
865-403-1340

The Residences at Eastport
317 McConnell Street,
865-403-1390

Northgate Terrace
4301 Whittle Springs Rd
865-403-1400

The Verandas
107 Flenniken Avenue
865-403-1384

Home Source East TN

Phone: 865-637-1679

109 Winona Street, 37917

Website: www.homesourcetn.org

Service:

HomeSource East Tennessee’s mission to strengthen our communities by providing sustainable housing opportunities is accomplished by:

- Offering Homebuyers Education
- Financial Fitness Training
- Pre-purchase Counseling
- In addition to Fair Housing & Renting Counseling
- Foreclosure & Mortgage Default Counseling

Office Hours: Monday – Friday from 8:00AM- 4:30PM Class sessions & times vary.

Knoxville Area Urban League

Phone: 865-524-5511

1514 East Fifth Avenue, 37917

Fax: 865-525-5154

Website: www.thekaul.org

Services:

The Urban League is a HUD approved non-profit counseling agency; in 1971 we became the first non-profit agency in Tennessee to be so designated. Today, our counseling program is well recognized throughout the state of Tennessee for the quality of work we do and the outcomes we achieve. Office Hours: Monday – Friday from 8:30AM – 5:00PM.

Our core programs include:

Pre-purchase Housing Counseling
Homebuyer Education
Budget and Credit Counseling
Fair Housing Education

Foreclosure counseling
Renters’ Rights
Mortgage assistance
HECM Reverse Mortgage Counseling

Knoxville Leadership Foundation

Homebuyers Readiness Program

The Regas Building

318 North Gay Street, Suite 210, 37917

Website: www.klf.org

Services:

Homebuyer Readiness Program (HRP) partners with you to create a personalized, step-by-step plan to manage your finances in order to attain your dream of homeownership. A program within KLF's Neighborhood Housing, Inc. (NHI), NRP is designed to personally prepare you for success.

We assist you in:

- Spending plans
- Finding a Home
- The Closing Process
- Credit Counseling
- Getting a Loan

NHI builds quality homes in Knoxville and supplies you with up to \$29,000 in financial assistance toward the purchase of one of our homes. If you want to own a home, but you need some help, the Homebuyer Readiness Program will provide you with the knowledge and tools you need. Our program offers pre-purchase counseling, help through the loan process and post-purchase education as needed. The HRP is dedicated to making your home purchase a success by walking through the process with you every step of the way.

USDA Rural Development

Phone: 865-523-3338

4730 New Harvest Lane, Suite 300, 37918

www.rurdev.usda.gov

Service:

Homeownership Programs

Low interest, fixed-rate Homeownership loans are provided to qualified persons directly by USDA Rural Development. Financing is also offered at fixed-rates and terms through a loan from a private financial institution and guaranteed by USDA Rural Development for qualified persons. Neither one of these home loan programs require a down payment.

USDA Rural Development also offers competitive grants to public and private non-profit Self-Help Housing organizations and Federally Recognized Tribes to enable hardworking families to build their own homes.

Rural Development Single Family Housing Programs:

- [Single Family Housing Direct Home Loans](#)
- [Single Family Housing Home Loan Guarantees](#)

- [Mutual Self-Help Housing Technical Assistance Grants](#)
- [Rural Housing Site Loans](#)

Home Repair Loans and Grants provide funds to elderly and very-low-income homeowners to remove health and safety hazards, perform necessary repairs, improve or modernize a home, make homes accessible for people with disabilities, or make homes more energy efficient so these very-low-income families use less of their income on utility bills.

Selective Affordable Apartment Homes

☒ No HUD/No Voucher/ No Low Income

*Low Income Based Properties

◇ Accepts Voucher

◎ Special Housing/Must meets requirements

Adelade Apts. ☒
2710 Sevier Avenue
865-573-2775

Caprice ☒
2809 Valley View Dr.
865-693-3300

Big Oaks Apts. *
3807 Middlebrook Pike
865-637-1343

Castle Ridge /Castle View ☒
1230 Cassell Valley Way
865-357-2712

Bradford View Apts. ☒
7010 Natural Trail Blvd.
865-470-8686

Cedar Springs Apts. ◇
364 Cedar View Way
865-693-3644

Bridalwood Apts. ☒
2601 Bridalwood Drive
865-693-3300

Cedar Village Apts. ☒
Cedar Village Homes ◇
206 Gayview Drive
865-573-5775

-Elderly/Disabled- 62 over
Broadway Towers ◇/*
1508 McCroskey Ave
865-524-4092

Chapman Square ◇
121 Taliwa Court
865-573-1000

Elderly/Disabled- 62 over
Candler Ridge Plaza Apts. ◇/*
3405 Harrow Gate Lane
865-938-3394

Creek Ridge Apts. ☒
5700 Pleasant Ridge Rd.
865-525-3936

-Elderly/Disabled-62over

Dogwood Terrace *
8729 Middlebrook Pike
865-690-0313/865-986-0280

Dunhill Apts. *
1036 Dunhill Way
865-521-9150

Flennigan Square Apts. ◇/*
500 Flennwood Way
865-577-2599

Flenniken Landing ◎
Support Housing
115 Flenniken Avenue
865-577-1980

Forest Creek Apts. *
322 Forestal Drive
865-689-6115

Golf View Apts. ☒
3318 Valley View Drive
865-951-6608

Hiawassee Squares
176 Hiawassee Avenue
865-525-9007

Hillside Place ◇/*
2050 Edgeview Way
865-281-0067

Holston Court Apartments ☒
130 Holston Court
865-300-0532

Holston Oaks Apts. ◇/*
1930 Natchez Avenue
865-523-1731

Holston Ridge ◇
1230 Mystic River Way
865-971-3700

Kensington Forest Apts. ☒
404 Tammy Drive
865-938-4200

Knoxwood Hill Apts. ☒
2627 Wimpole Avenue
865-633-9930

Lyon's Den Apts. *
3610 Lyons Way
865-673-8314

Maple Sunset ☒
709 E. Inskip Drive
865-599-0965

Meadow Wood Apts. ☒
4000 Pleasant Ridge Rd.
865-522-0801

-Elderly/Disabled-
Morningside Garden Apts. *
1800 Linden Avenue
865-523-4133

Morningside Hill Apts.
2040 Dandridge Ave
865-523-6763

Mountain Brook Apts. ☒
415 Prestwick Ridge Way
865-524-5200

North Park Apts. ☒
5237 Tillery Road
865-689-2312

Oak Crest Apartments ◇/★
904 Knotty Oaks Way
865-577-3526

One South Place ◇/★
1311 Bertie Rand Street
865-609-2144

Park At Fountain City ☒
2116 Adair Drive
River View Park ★
3219 River Maple Way
865-524-2990

Rocky Top Apartments ★
1810 Rocky View Way
865-689-8580

South Ridge Apts. ◇
1311 Bertie Rand St.
865-577-2599

Stratford Arms ☒
4628 Holston Drive
865-524-9115

Stonewall Apts. # 1 ◇/★
3423 Sevier Avenue
865-573-6911

865-687-7531

Peaks of Knoxville
4013 Peaks Landing Way
865-687-7777

Pine Ridge Apts. ★
4700 Schubert Road
865-688-6991

Pinnacle Park Apts. ◇/★
300 Hall of Fame Drive
865-523-9303

Ridgebrook Apts. ◇/★
2121 Ridgebrook Lane
865-523-7771

Stonewall Apts. #2 ◇/★
5022 Chapman Hwy
865-577-8208

Summercrest Apts. ★
3930 Summercrest Way
865-281-8729

-Elderly/Disabled-
Summit Towers ★
201 Locust Street
865-525-5069

Sunnybrook Apts. ★
4500 Doris Circle
865-922-9124

Sunset Rill Apt. ☒
235 Carta Rd
865-523-4922

Sutherland Apts.
3500 Sutherland Avenue
865-946-7552

Sutherland Square
410 Harry Street
865-544-1445

Tanglewood Apts.
4501 Tillery Rd
865-689-4112

Tillery Ridge Apts.
1716 Merchants Drive
865-688-4673

The Pine Apts. /*
1233 Francis Road
865-690-5301

-Elderly/Disabled-
The Residences at Eastport *
549 McConnell Street
865-403-1154

-Elderly/Disabled-
100 Studio Apartments *
1100 Townview Drive
865-525-1262

Williamsburg Village Apts.
5005 Inskip Rd, NE
865-688-7531

Human Trafficking

CCAHT

Address: Confidential Location

Website: www.growfreetn.org

Service:

CCAHT is the TN Anti-Slavery Alliance's single point of contact agency for Upper East TN. CCAHT provides services to survivors of trafficking including; case management, advocacy, crisis response services, linkage/coordination with mental health service providers, ongoing emotional support, and overall coordination with external service providers to ensure appropriate and effective wraparound services that meet the needs of the CSEM individual.

Phone: 865-236-1046

(x2 for referral and direct services)

LEGAL ASSISTANCE

Community Law Office

Phone: 865-594-6120

Public Defender Office

1101 Liberty Street, 37919

Website: www.pdknox.org

Service:

The Community Law Office offers a continuum of services for individuals accused of a crime but unable to pay for legal counsel. By empowering clients to create a life skills development plan, the CLO offers individuals an opportunity to restructure their life: a lifestyle makeover. The CLO works to reach beyond the traditional professional responsibility of legal counsel for clients. Hours: Monday – Friday from 8:30AM – 5:00PM.

Community Mediation Center, Inc.

Phone: 865-594-1879

912 S. Gay Street, Suite L300, 37902

Website: www.2mediate.org

Service:

The Mediation Center works with cases on a variety of issues from multiple courts including, General Sessions, Juvenile, and Child Support court. They also work on cases from District Attorney Referrals. Mediation center works with parties to help solve problems and disputes. Monday – Friday 9:00AM – 4:30PM

Knoxville Bar Association Lawyer Referral Service

Phone: 865-522-6522

505 Main Street Suite 50, 37902

Fax: 865-523-5662

Website: www.knoxbar.org

Service:

KBA is designed for those who can't afford legal services. They will arrange a consult by phone or in-office visit to speak with an attorney directly regarding legal situations. Office Hours: Monday – Thursday from 9:00AM– 12:00 Noon & 1:00PM – 4:00PM, Fridays from 9:00AM – 3:00PM

Legal Aid of East Tennessee

Phone: 865-637-0484

502 South Gay Street Suite 404, 37902

Fax: 865-525-1162

Website: www.laet.org

Service:

Legal Aid provides legal services to low income families. Legal Aid deals strictly with civil law; **no** criminal law cases are accepted. Income guidelines apply. Office Hours: Monday – Friday from 8:30AM – 5:00PM

**Legal Clinics@
University Of Tennessee**

Phone: 865-974-2331

1505 W. Cumberland Avenue, 37996

Website: www.law.utk.edu

Service:

This program provides legal representation by third year law students under supervision at U.T. school of law. Clients must be residents of Knox County and low-income to be eligible. Office Hours: Monday – Friday from 8:00AM – 5:00PM (primarily September – April).

College of Law’s Legal Clinics

Advocacy Clinic	Expungement	Non-Profit
Appellate Litigation	Family Mediation Clinic	Trademark
Business Law Clinic	Federal Clemency	Wills
Domestic Violence Clinic	Immigration Clinic	Externships
Education Law	Innocence/Wrongful	
Environmental Law Clinic	Mediation	

1-888-aLEGALz

Service:

1-888-aLEGALz was created by a coalition of Tennessee legal groups and Memphis-based International Paper. Together, they have joined forces to fund and operate a toll-free phone line offering legal information and referrals to low-income Tennesseans. aLEGALz will assist Tennesseans in finding resources to deal with civil legal issues. Those who cannot afford a lawyer may call the line at 1-888-253-4259 and leave a message any time. Calls will be returned by a licensed Tennessee lawyer. Tennesseans may use the aLEGALz line to request information and referrals on a range of civil law issues, including, but not limited to the following:

Family Law	Debt Relief	Health Care Access
Divorce	Bankruptcy	Medicare
Child Support	Home Foreclosure	Home Repairs Scams
Child Custody	Car Repossession	Contract Disputes
Domestic Violence/Stalking	Credit Card Lawsuits	Employment Issues
Orders of Protection	Benefits	Employment Problems
Housing	Social Security/SSI	Discrimination Claims
Housing Issues	Medicaid	Unemployment Benefits
Landlord/Tenant Disputes	Consumer Issues	Education Issues
Repair Issues	Consumer Fraud	Enrollment
Eviction	Predatory Lending	Discrimination
Debt & Collection	Welfare/Food Assistance	Suspension

PARENTING CLASSES/SUPPORT SERVICES

211- East Tennessee Information & Referral *(funded by United Way of Greater Knoxville)*

311- City of Knoxville

Services:

211 - Provide a free, easy to use comprehensive information and referral system which links people in need with appropriate health and human service resources. Services answer non-emergency questions on a wide range of subjects.

311 - One number, one call is what the City of Knoxville 311 customer service center is all about. City residents can dial 3-1-1 to access information about services provided by the City.

Dial 3-1-1 to Access info on These City Services & More!

- Athletics
- Brush Pickup
- Codes Enforcement
- Dead Animal Pickup
- Dirty Lot Cleanup
- Garbage Complaints
- Leaf Pickup
- Parking Tickets
- Parks & Recreation
- Pothole Repair / Streets
- Recycling
- Solid Waste Info
- Street Light Outages
- Storm Drains
- Street Cleaning

ASAP (Adoption Support and Preservation)

Phone: 888-848-ASAP (2727)

131 Cherokee Heights Drive, Maryville, 37801

Website: www.tnasap.org

Service:

ASAP is an innovative program that supports adoptive families and children across Tennessee as they create and maintain important connections with each other and helpful service agencies. ASAP teaches families how to ensure a successful adoption. Any family with an adopted child who was formerly in custody of the Tennessee Department of Children's Services and who is currently 18 years of age or younger, is eligible to participate. Office Hours: Monday – Friday 8:30AM – 5PM

Assurance Wireless

Phone: 1-800-392-3850

Service:

Eligibility varies by state. You may qualify based on participation in any of the following programs: Medicaid, Food Stamps, SSI, TANF, Federal Public Housing Assistance or Section 8, the National School Lunch Program's Free Lunch Program, and LIHEAP.

CASA of East Tennessee

Phone: 865-329-3399

5410 Homberg Drive, Suite 29A, 37919

Fax: 865-329-3311

Website: www.casaofeasttn.org

Service:

CASA stand for Court Appointed Special Advocates. CASA volunteers are ordinary citizens, specially trained to work alongside attorneys and social workers as officers of the court appointed by the judge to speak up for abused and neglected children. CASA of East Tennessee serves Knox, Blount, Sevier, Hamblen, and Jefferson Counties. Office Hours: Monday – Friday from 9:00AM – 5:00PM

Catholic Charities

Phone: 865-524-9896

119 Dameron Avenue, 37917

Website: www.ccetn.org

Email: info@ccetn.org

Services:

C.H.A.P. (Columbus Home Assisting Parents)

This program is home-based parent education and supportive case management, assisting families who do not qualify for other types of intervention. Tailored to each family's needs, in order to prevent abuse, neglect or out-of-home placement of children, services are ideally provided for a period of 3-6 months.

Immigrant Services: (Dameron Location)

Phone: 865-971-3550

The Office of Immigrant Services provides low-cost assistance for those who cannot afford an attorney. Out services include:

- Petitioning for family members
- Adjustment of status
- Renewing work permits
- Citizenship and naturalization
- Affidavits of support
- Replacement of immigration documents

We also provide referrals to immigrants in need of social services. Office Hours: Monday – Friday from 8:30AM -4:30PM

Centro Hispano de East Tennessee

Phone: 865-522-0052

2455 Sutherland Avenue, 37919

Website: www.centrohispanotn.org

Service:

Centro Hispano de East Tennessee is a resource center whose main purpose is to provide a variety of services and programs that serve the Hispanic community and encourage the recognition and celebration of the culture, heritage and contributions of Hispanics in the East Tennessee region and beyond. Office Hours: 12 Noon – 9pm Monday – Thursday, 8AM – 4PM Friday.

Centro Hispano de East Tennessee is designed to bridge that gap, serving multiple functions such as:

- a gathering place
- a source of essential information that will enable Hispanics to participate fully in their community
- a link to valuable community resources
- a place to celebrate Hispanic heritage, and
- an advocacy voice on issues specific to the Hispanic community

Centro Hispano will be a welcome place to our newest neighbors to help ease their introduction to Knoxville and East Tennessee.

Spanish

Centro Hispano de East Tennessee es un centro de recursos y su propósito principal es de proveer una variedad de servicios y programas para servir a la comunidad Hispana y de fomentar el

reconocimiento y la celebración de la cultura, el patrimonio y las contribuciones de los Hispanos en la región del Este de Tennessee y más allá.

Centro Hispano de East Tennessee está diseñado para servir de puente, sirviendo de múltiples funciones como:

- un lugar para reunirse
- una fuente de información esencial que les permitirá a los Hispanos participar completamente en su comunidad
- un vínculo a valiosos recursos en la comunidad
- un lugar para celebrar el patrimonio Hispano, y
- una voz de apoyo en asuntos específicos de la comunidad Hispana

Centro Hispano será un lugar de bienvenida a nuestros vecinos más nuevos que ayudará a facilitar su llegada a Knoxville y al Este de Tennessee.

Child Advocacy

Phone: 865-594-6658

ETCCY (Tennessee Commission on Children and Youth)

East Tennessee Commission on Children

7175 Strawberry Plains Pike, Suite 302, 37914 E-mail: www.lindsey.cody@tn.gov

Service:

TCCY is an independent state agency that advocates for improvement in the quality of life for children and families; collects and disseminates information for the coordination of policies, programs, and services; and administrates and distributes funding for teen pregnancy prevention programs and for improvements in juvenile justice. The Commission staffs and coordinates nine regional councils, including the East TN Council on Children and Youth. The regional councils address local needs of children and families; provides local input to the Commission. Council members include any professional or citizen interested in affecting the lives of Tennessee's Children. The East TN Council on Children and Youth, a non-partisan, non-profit organization, meets at least four times per year and participates in many regional projects.

Child Care Resource & Referral

Phone: 865-974-7750

University of Tennessee

Phone: 877-584-0596 (toll free)

Service:

This program serves parents by providing a list of state licensed child care programs that meet individual family needs by location, ages of children, hours care is needed and any special services. Callers should have zip codes ready for their home and work locations or any other zip code near them where child care would be convenient. Office Hours: Monday –Friday from 8:00AM – 4:30PM

Childcare Services

Complaint Hotline: 800-462-8261 (toll free)

A toll free number is provided for parents to receive information about licensed agencies they are considering for care of their children. Parents can also call this number to make complaints about the care their children are receiving. The goal is to provide a safe environment for children in day care and to improve the quality of care children receive in licensed agencies.

Childhelp Children’s Center of East Tennessee

2505 Kingston Pike, 37919

Website: www.childhelp.org/advocacy-centers/childrens-center-of-east-tennessee

Service:

Childhelp offers help to abused children and their families across the U.S., its territories and Canada through the National Child Abuse Hotline, 1-800-4-A-CHILD®. Child abuse prevention, education and training programs are being taught in schools across the country through our Good-Touch/Bad-Touch® curriculum. Office Hours Monday – Friday 8AM – 5PM

Phone: 865-637-1753

Fax: 865-544-7150

Homeward Bound

CAC (Community Action Committee)

2247 Western Avenue, 37921

www.knoxcac.org

Services:

Parenting Classes:

CAC offers free five week sessions of parenting classes. Our classes address issues such as identify what kind of parent you are, it teaches discipline techniques, promotes child safety, setting limits and boundaries, child development and parental expectations. Classes are weekly on Thursdays 9am to 11am or 5:30pm to 7:30pm. General Office Hours Monday – Friday from 8AM to 4:30PM.

Phone: 865-546-3500

Fax: 865-546-0832

CONNECT Ministries

2340 E. Magnolia Avenue, 37917

Website: www.connectministries.net

Services:

C.O.N.N.E.C.T. (Community Organization Networking Neighborhoods Encouraging Change Together) Ministries is a front –line hands on community resource center.

Phone: 865-851-8005

Fax: 865-851-8011

Project Fresh Start –is a paid summer internship program for At-Risk Youth age 12-21 years of age.

The program also provides skills assistance with:

Education Component Emphasis on STEM

Employment and Job Readiness Training

Juvenile Diversion

Community Service Project

Financial Literacy Training

Career Assessments

Life Skills Training

Mentoring

Urban Cowboy

The Urban Cowboy Restoration Program is designed to help ex-offenders reintegrate back into the community successfully. We provide time sensitive, holistic and comprehensive support services in-house and through collaborative partnerships that focus on getting their lives back through:

Office Hours Monday – Friday 9AM – 2:30PM

- Public Safety Initiatives
- Case Management
- Family Reunification
- Career Planning & Placement
- Mentoring / Discipleship
- Reduce Recidivism
- Life Skills Preparation
- Victims’ Rights
- Housing/Transportation
- Treatment
- Continuing Education
- Dr. License / Identification
- Legal Services

Homemaker Family Support

ETHRA

Phone: 865-691-2551

9111 Cross Park Drive, Suite D-100, 37923

Website: www.ethra.org

Service:

Services are provided to elderly or persons with disabilities over 18 years of age who are in danger of being neglected, exploited, or abused and are referred by DHS or CSA. The homemaker performs tasks in the home that the client is no longer able to do for him/herself. There are some adults who also benefit from the teaching, supervision, and skills development component of the homemaker service

Office Hours: Monday – Friday from 8:00AM – 4:30PM

Girl Scouts of Southern Appalachians

Phone: 800-474-1912 (toll free)

1567 Downtown West Blvd., 37919

Website: www.girlscoutcsa.org

Service:

The Girl Scouts provides an informal educational program to any girl in grades K-12. The core of the program is leadership and character development. All activities are geared toward the mission - "building girls of courage, confidence and character who make the world a better place". Volunteer adult mentors work with girls to accomplish the goals the girls establish. Training and support services are provided to adults and hundreds of program activities are available to girls. Call for additional information or to join. Office Hours: Monday – Friday from 8:00AM -5:30PM and Saturday from 9:00AM – 1:00PM.

Helen Ross McNabb Center

Phone: 865-637-9711

201 W. Springdale Avenue, 37917

Fax: 865-637-1278

Children and Youth Center 600 Arthur Street 37921

Phone: 865-523-8695

Website: www.mcnabbcenter.org

Service:

Healthy Families East Tennessee

Healthy Families East Tennessee is an in-home visitation program that serves first-time parents. As an in-home visitation program, support and education is provided through individual, group and case management services. The program is designed to prevent child abuse and neglect through education, intervention and strengthening the family. Services are provided as needed until the child is of school age. Emphasis is placed on:

- medical check-ups
- immunizations
- family planning
- developmental screenings
- early brain development and stimulation
- school readiness

Mother Goose

Mother Goose is a community outreach program that focuses on the brain development of infants. The program teaches crucial interaction in the formative first steps of an infant's life. The program creates important infant stimulation groups for children up to 30 months of age. Parents

or caretakers focus on visual development, knowledge needs, and language skills of their infant. Mother Goose teaches parents how to interact with their children, and how to stimulate their children's curiosity and develop their concentration using play, music, and reading or reciting stories. The program has 12 groups each month and is \$5.00 a session per family. Families can purchase a Season Pass that is good for 1 year. The Season Pass is accepted at both locations.

Parent Place (Now located on John Tarleton Campus)

Parent Place provides a welcoming, neutral and safe home where children regularly visit with their non-custodial parents, grandparents or other relatives when there are concerns for the children's well-being. Office Hours: Monday – Friday from 8:30AM – 4:30PM

Regional Intervention Program

Regional Intervention Program (RIP) is a 12-24 week behavior modification program for children ages 2-6. The program is designed to simultaneously decrease the child's unwanted behaviors while strengthening social skills and empowering parents to set developmentally appropriate limits and consequences for their child.

Partners for Child Abuse Prevention

Partners Against Child Abuse is dedicated to promoting the health and safety of children by reducing child abuse and neglect. Using the evidence-based Nurturing Parents curriculum, the program facilitates more than 10 parenting groups a week in Knox County and surrounding counties. Parents are encouraged to gain skills, knowledge and personal self-sufficiency. The groups are free of charge and help parents understand that when they nurture themselves, they are nurturing their entire family. Other lessons include topics like: keeping children safe, preventing drug use and abuse, self-esteem and conflict management.

Parenting Classes

This course meets DCS and juvenile court requirements for parent education. Participants must attend six class sessions (12 hours) in order to receive a certificate of completion. Childcare is not provided. The class is offered on an ongoing basis, so participants may begin at any time. Classes Tuesdays: 10AM – 12 Noon and Thursdays: 4PM – 6PM.

Parent Education and Training Program

The Parent Training program provides education and assistance to parents whose children have been identified as having potential developmental delays. The program's staff will work with the family from the time the child is born until the child is 5 years old.

Services provided:

- ASQ Assessment
- Coordination and facilitation of Education
- In-home assistance
- Referral to community resources

Hispanic Chamber of Commerce of East Tennessee

Phone: 865-659-4652

P.O. Box 31552, 37930

Website: www.hccet.org

Service:

The Hispanic Chamber of Commerce of East Tennessee promotes the start and growth of Hispanic businesses through networking and technical assistance and also serves as a unique link between these businesses and mainstream businesses in this region. The primary purpose of the Chamber is to promote the industrial, commercial, social and civic welfare of the Hispanic population of East Tennessee, thereby enhancing the overall East Tennessee community as a whole.

HUGS (Help Us Grow Successfully)

Phone: 865-215-5193

Knox County Health Department

140 Dameron Avenue, 37917

Website: www.knoxcounty.org/health

Service:

HUGS is a Care Coordination Program developed by the Tennessee Department of Health-Maternal and Child Health Section to provide home visiting/care coordination services to pregnant, postpartum women, infants, and young children. The program is in conjunction with Children's Special Services. Office Hours: Monday – Friday from 8:00AM – 4:30PM

Lifeline

Enrollment Phone: 1-800-977-3768

SafeLink Wireless

Technical Support: 1-800-378-1684

Website: www.safelinkwireless.com

Service:

Lifeline Assistance is part of a program that was created by the government to provide discounted or free telephone services to income-eligible consumers. Through our Lifeline service you will receive free cellular service, a free cell phone and free minutes every month.

My Place Performing Arts

Phone: 865-898-4604

734 Hall of Fame Drive, 37917

Email: pauldaniels2114@gmail.com

Service:

My Place Performance Arts Center (Ages 6-16) is designed for you people who have a love for music and would like to learn how to play verses instruments. At My Place Performance Arts Center we believed that learning to use instruments and learning to play music teachers children skills beyond the notes and help them to stay on the right path in life. Business Hours: Monday – Friday from 10AM – 8PM. Call for additional information.

Office On Aging**CAC (Community Action Committee)**

Phone: 865-524-2786

2247 Western Avenue, 37921

Website: www.knoxcac.org

Service:

Grand Parents as Parents Program

Grandparents as Parent Program provides support, information, and referrals to community resources. Now, trained Volunteer Advocates can assist grandparents through the Juvenile Court

custody process with information, guidance and support. There is no age or income requirement to join the free program. Office Hours: Monday – Friday from 8:00AM – 4:30PM

Parenting Classes- YWCA

Phone: 865-523-6126

420 West Clinch Avenue, 37902

Website: www.ywcaknox.com

Service:

The YWCA offers a 12-hour certificate class for divorcing parents, single parents, and people desiring to improve their parenting skills. The class is taught by YWCA's professional staff. They are approved by the certification committee of Knox County Fourth Circuit Court. Topics include: ages and stages of development, divorcing parents, step families, behavior problems in children, remaining single, and how to be a good parent. Contact for enrollment and more information.

Parenting with Purpose

Phone: 865-455-7725

PO Box 7265, 37931

Service:

Parenting with Purpose is designed to equip parents with knowledge and skills to help children grow up healthy and happy. This curriculum is designed to be completed in six weeks which includes

Parent Development

Family Development

Parent-Child Relationships

Culture and Community

Child Development

Individual Difficulties

Contact for additional information

Relative Caregiver Program

Phone: 865-376-3464

Omni Community Health – The Omni Family of Services

Fax: 865-376-3433

Website: www.omnicommunityhealth.theomnifamily.com

Service:

To provide a comprehensive regional support network to promote family stability for children who are at risk of, or have been the victim of, abuse and neglect through ensuring their continued successful development in the care of relative caregivers. RCP uses existing and published DCS guidelines. Referrals to program may be made through DCS or CSA, court, advocacy organization, schools, community agency, or self-referral.

Office Hours: Monday – Friday from 9:00AM -5:00PM

SEED Knox

Phone: 865-766-5185

1617 Dandridge Avenue, 37915

Website: www.seeedknox.com

Service:

SEED's Career Readiness Program (CRP) serves Knoxville's young adults ages 16-28. The program offers training in resume-writing, goal-setting, cover-letters, job application, and various other job skills. The goal of the CRP is promote development and employment sustainability, while instilling environmental knowledge in our future leaders. Our program values economic develop and self-sustainability, which is our inspiration for wanting to train young adults to gain and keep long-term

jobs. By enrolling in this program, young adults receive an opportunity to gain a foothold in careers they have never thought possible. Business Hours: Monday – Friday 9AM - 5PM

Safe Families For Children

Phone: 865-257-1883

318 Erin Drive, Suite 10, 37919

Website: www.safe-families.org

Service:

Safe Families For Children has offered sanctuary to thousands of children, minimizing the risk for abuse or neglect and giving parents the time and tools they need to help their families thrive. The ultimate goal is to strengthen and support parents so they can become Safe Families for their own children. SFFC provides short term housing for families in crisis. Office Hours: Monday – Friday from 8:00AM – 5:00PM

The Joy of Music School

Phone: 865-525-6806

1209 Euclid Avenue, 37921

Fax: 865-525-6003

Website: www.joyofmusicschool.org

Service:

The Joy of Music School provides quality music education programs for financially disadvantaged youth. Children, who are interested in receiving music lessons and qualify for free/reduced lunch program at school, must be enrolled in school and must have transportation. Hours: Monday – Thursday from 10:00AM – 7:00PM and Friday from 10:00AM to 5:00PM

Wears Valley Ranch

Phone: 865-429-5437

100 One Fine Place, Sevierville, 37862

Website: www.wvr.org

Services:

Wears Valley Ranch exists to provide Christian homes and Christian education for children from difficult situations. Our students are typically described as “deserving young people with a problem in the home, not of their own making.” The problems vary widely.

At Wears Valley Ranch, we believe that each child is special and is worth our love and support. That is why we provide a home environment rather than dormitories. Our girls and boys live in non-institutional homes with house parents who are investing their lives in the lives of the children. The atmosphere within each home is one of love and encouragement where each child can know the security of boundaries and the acceptance of unconditional love.

Children are accepted regardless of their race or religious background. Students do attend church with their house parents in the community. While no child should be pressured to embrace a particular creed, we are eager for each child to know the truth that they are loved by God.

Student Eligibility Requirements:

- Grade level K-12 at the time of admission
- I.Q. of 80 or above
- Cannot be an adjudicated delinquent

- Must have a willingness to work on personal problems
- No alcohol or drug dependence
- Severely emotionally disturbed children cannot be served
- Circumstances in the student's home must indicate that the student will benefit from a change in environment

Wears Valley Ranch also offers:

- Counseling Services
- Equestrian Services
- Recreational Services
- Educational support with St. Andrews School for K-12

WIC (Women, Infants and Children)
Knox County Health Department

Phone: 865-215-5000
 800-342-5942

140 Dameron Avenue, 37917

Service:

WIC stands for Women, Infants, and Children and is also called the Special Supplemental Nutrition Program. WIC is a federal program designed to provide supplemental food-to low-income pregnant, postpartum and breastfeeding women, infants and children until the age of five. The program provides a combination of nutrition education, supplemental foods, breastfeeding promotion and support, and referrals for health care. WIC has proven to be effective in preventing and improving nutrition related health problems.

Monday, Wednesday, Friday from 8:00AM-4:30PM and Tuesday & Thursday from 8:00AM – 6:30PM

SEXUAL ABUSE COUNSELING SERVICES

Amanda Smartt, LCSW

Phone: 865-584-0171

The Northshore Group

1111 Northshore Drive, South Tower, Suite 490, 37919

Website: www.northshoregroup.com

Services:

Mrs. Smartt is an experienced licensed clinical social worker. Mrs. Smartt has counseling experience in several areas; however she does offer counseling for Victims for both adults and adolescents. Insurance coverage varies. Office Hours: Monday – Friday from 8:00AM – 5:45PM

Alternative Counseling Center - Offender Groups

Phone: 865-687-8990

3105 Essary Drive, 37918

Fax: 865-687-1190

Website: www.alternativeshrinks.org

Services:

ACC is an association of several types of independent practitioners working together as a team in one location. ACC SO Groups are held on Mondays & Thursdays from 3:00PM – 5:00PM .Office Hours: Monday – Friday from 9:00 AM to 5:00PM *Note Alternative Counseling also provides individual counseling services for both Victims and Offenders.*

Nan Buturff

Phone: 865-539-1001

Behavioral Strategies

212 South Peters Road, 37923

Services:

Mrs. Buturff is an experienced counselor who provides counseling for Victims and Offenders, Offenders Group Counseling, and Psycho-Sexual Assessments. Office Hours: Monday – Thursday from 9:00AM – 5:00PM

Steppenstone

Phone: 423-257-8600

P.O. Box 278, Limestone, TN 37681

Fax: 423-257-6975

Website: www.steppenstone.org

Service:

Steppenstone has outpatient and residential services for offender adolescent males. Office Hours Monday – Friday from 8:00AM – 5:00PM

Susan Joyce Schmiesing, LCSW,

Phone: 865-679-1955

2322 Johnston Street, 37921

Email: susanj1997@yahoo.com

Service:

Mrs. Schmiesing is an approved sex offender treatment provider. She is able to administer psychosexual evaluations and provide group therapy as required for sexual offender treatment. Please call for additional information.

VOCA (Victim of Crime Advocacy)

Florence Crittenton

1531 Dick Lonas Road, 37909

Website: www.fcaknox.org

Services:

VOCA provides therapeutic and support services to teens that have been sexually or physically abused and are dealing with the trauma associated with that crime. Office Hours: Monday – Friday from 8:00AM – 5:00PM

Phone: 865-602-2021

Fax: 865-602-2039

SHELTERS/ Transitional Housing Programs

Emergency Shelter Care

Helen Ross McNabb Center

114 Dameron Avenue, 37917

Website: www.mcnabbcenter.org

Services:

Phone: 865-637-9711

Youth Emergency Shelter – YES, Inc., formerly Youth Emergency Shelter, was established in 1975 by a group of concerned citizens to provide care for children with nowhere else to go. Since then YES has cared for thousands of children all across East Tennessee and beyond. YES is a temporary home and place of stability for children who need immediate care, where they receive everything necessary for daily life including a bed, food, clothing, hygiene care, safety education, counseling, and love. YES, Inc. also provides mentoring and therapeutic art programs for children.

Safe Place - is a coordinated effort of local businesses in Blount and Knox counties and community volunteers to provide a 24-hr network of easily accessible places where youth can go if they need help quickly. To do this, we have placed a system of highly visible and universal signs at local establishments.

The Helen Ross McNabb Center's Safe Place provides community-based emergency shelter for adolescents age 12-17. Youth in need of shelter are placed in host homes located in the Knox county region. Reunification with family, or identifying a permanent option, begins immediately upon admission to the program.



Homeless Outreach Program - The Children and Youth Homeless Outreach Program is specifically designed to meet the needs of children ages 3 to 18 who are suffering from severe emotional disturbances related to homelessness. Outreach workers strive to enable children to cope with lifestyle stresses by offering treatment options within the community and by assisting with finding housing opportunities for their families. Program staff works closely with Knoxville area homeless shelters, schools and other community agencies to ensure that these goals are met.

Youth LINC: Transitional Living

Phone: 865-521-5652

Youth LINC is a transitional housing program that is specifically designed for the needs of homeless young adults or older youth who are at risk for becoming homeless. To meet their needs, the following services are made available to youth ages 17-21:

- Transitional housing in an agency-owned facility
- Life and interpersonal skill building
- Parenting instruction and help with children
- Medical needs – education, referral and advocacy
- Community service opportunities

- Aftercare and follow-up care
- Case management
- Education and training
- Job readiness and employment assistance
- Substance abuse education, treatment and referral for treatment
- Mental health screening, education and referral for treatment
- Financial assistance and support to locate permanent housing within the community

Catholic Charities

Phone:865-971-3570 ext.108

119 Dameron Avenue, 37917

Website: www.ccetn.org

Service:

Elizabeth's Homes

Elizabeth's Homes assists families in the transition from homelessness, enabling them to live as independently as possible through the provision of supportive housing. Elizabeth's Homes can accommodate up to eight (9) families, providing housing in apartments and single-family homes scattered throughout the Knoxville area. The length of stay for residents is up to 24 months, with Catholic Charities providing rent assistance to each of the eight families for the two-year period. The goal of this transitional housing is to facilitate the movement of the families to permanent housing. Families must qualify for HUD. Office Hours: Monday – Friday from 8:30AM – 4:30PM

Samaritan Place

Phone: 865-684-1880

Samaritan Place provides shelter and support for seniors in crisis, is one of 8 or fewer such programs in the United States where a complete continuum of care from emergency to long-term housing, as well as independent housing, is offered. Samaritan Place is, in fact, the nation's only program offering a complete continuum of care for this population. Seniors come to the program through traditional homeless shelters, hospitals, Adult Protective Services and other community resources. Basic eligibility criteria are: age 60 and older; not a threat to self or others; ambulatory; and able to manage daily activities with minimal assistance. Samaritan Place provides not only shelter and nourishment but intensive case management focused on that population's unique needs. Both short-term shelter and transitional housing services, which allow the guest and his/her case worker the time needed for appropriate evaluation and arrangement of the best possible living situation and supportive services. Through our permanent supportive housing program, we are able to offer housing to some seniors who would not be able to maintain independent housing without some additional supports.

Family Promise

Phone: 865-584-2822

313 Harley Drive, 37919

E-Mail:director@familypromiseknoxville.org Website:

www.familypromiseknox.org

Service:

Family Promise is designed to host up to 4 family units for a period of time. Family units consist of children 18 and under. Families must be clean and sober for a substantial amount of time. Cannot have a criminal history that includes violent or sexual offenses. Must be motivated to improve their situation. Office Hours: Monday – Friday from 7:30AM – 5:00PM

Knox Area Rescue Ministries (KARM)

Phone: 865-673-6540

418 N. Broadway Street, 37917

Website: www.KARM.org

Services:

KARM has developed an established system of networking and referrals to enhance and expedite the housing and employment of their residents. When residents are eligible to seek employment and housing, KARM staff point them in the right directions while encouraging them to develop independence and self-reliance. In the event of any identifiable barriers, staff works diligently with the residents to overcome the barriers or to assist them in finding new opportunities. Office Hours: Monday – Friday from 8:30AM - 5:00PM. Housing programs are as followed:

Samaritan Place (Men Only) / **Hope Haven** – (Women Only) – Overnight Shelters

Serenity Shelter – (Women Only) Residential Recovery

New Life Inn Long term Residential- Family unit with children

Minvilla Manor

Phone: 865-524-3926

Volunteer Ministry Center

Fax: 865-524-7065

511 North Broadway Street, 37917

Website: www.vmcinc.org/minvilla-manor.html

Service:

VMC operates 57 unit apartments building that are rent-subsidized by the local housing authority. These apartments are available for single, homeless men with some income. Residents are encouraged to participate in other VMC programs, which offer them the support they need to achieve self-sufficiency. Office Hours: Monday – Friday from 8:00AM – 5:00PM

Salvation Army

Phone: 865-525-9401

409 N. Broadway Street, 37917

Services:

Family Shelter

A supportive program designed to provide the necessities of life during an emergency for local families and individuals. Office Hours: Monday – Friday from 8:00AM-4:30PM

Men's Shelter

Phone: 865-525-9401

Serves homeless men who are not intoxicated. 24 Hours; 7 Days a Week

YWCA-The Keys of Hope Women's Housing Program Phone: 865-523-6126

420 W. Clinch Avenue, 37902

Website: www.ywcaknox.com

Service:

The Keys of Hope Women's Housing Program houses women for up to two years, giving them the time needed to become responsible, independent, and empowered to overcome significant life obstacles. Whatever the reason for a woman's stay, the program's goal is to provide affordable housing in a safe environment with supportive services that promote self-sufficiency without regard to race, ethnicity, national origin, religion, sexual orientation, or disability. Housing only available for women with no children in their care.

To participate in the program, women must:

- Be 18 years or older with no children in their care
- Complete an application form and have a face-to-face interview with Women's Housing Program staff
- Provide proof that she is working at least part-time (or has some form of stable income such as social security), attending school, participating in vocational training, or volunteering
- Be committed to a drug- and alcohol-free lifestyle
- Be able to tolerate a diverse population of women
- Show proof of a current TB test
- Be a non-violent offender

At the time a woman is admitted into the program, she must pay two weeks of rent in advance (\$60 per week) and a \$20 non-refundable fee for a total of \$140. Office Hours: Monday – Friday from 8:30AM – 5:00PM

Halfway House Programs

Focus Christian Academy (FCA) for both men and women

Phone: 865-256-1218

TRANSPORTATION

CAC (Community Action Committee)

2247 Western Avenue, 37921

Phone: 865-524-0319

Fax: 865-546-9013

Service:

Knox County CAC Transit provides accessible, demand response public transportation services to the residents of Knox County who live within Knox County outside of the City of Knoxville, to those individuals who live within the City of Knoxville outside the KAT service area, and to those city residents who are not served by the KAT fixed route system, including those who live too far from a bus stop or who's destination is not within the KAT service area. Transportation services are available Monday through Friday from 8:00 a.m. to 5:45 p.m. for medical appointments, grocery shopping, and other essential errands. Transportation services are limited by available funding. Fares may vary.

Handicap License

Phone: 865-215-2385

Department of Transportation

300 W. Main Street, 37902

Website: www.knoxcounty.org/clerk

Service:

To apply for a "handicap" license or placard, pick up form for physician to complete. Call for information on application process and costs. Office Hours: Monday – Friday from 8:00AM – 4:30PM

ETHRA

Phone: 1-800-232-1565

Public Transportation

9111 Cross Park Drive, Suite D-100

Website: www.ethra.org/services/transportation/public-transportation

Service:

To provide mobility to citizens in a 16 county area; to connect people in rural areas to health care, employment, education, public services and recreation. The program provides public and medical transportation. Residents are asked to schedule an appointment at least 72 hours in advance. Medical trips have priority. Residents must schedule 72 hours in advance. Fares vary according each transportation need. Transportation days and hours of operation vary.

KAT (Knoxville Area Transit)

Phone: 865-215-7800

301 Church Street, 37915

Route & Schedule Information: 865-637-3000

Website: www.katbus.com

Fax: 865-215-7820

Service:

Knoxville Area Transit offers a wide range of services and programs for the Knoxville community. We operate regular fixed route service throughout the city of Knoxville. Service times vary by

route. Bus passes are available and students and seniors receive discounts. KAT Customer Service Office hours: Monday – Friday from 6:00AM – 10:00PM.

The Lift

Phone: 865-215-7800

KAT

TTY: 865-525-1525

301 Church Street, 37915

Service:

Knoxville Area Transit offers transportation options for persons with disabilities through KAT and the LIFT service. For those individuals who are unable to use KAT and the LIFT service fixed route service, Para transit curb-to-curb service is available. You must be certified by KAT to use this service. This service operates the same hours as KAT's regular fixed routes. Services provided only within the city's limits. Office Hours: Monday – Friday from 8:00AM – 4:00PM

TENNCARE RECIPIENT TRANSPORTATION

Services:

This program is designed to provide transportation for medical appointments (Initial appointments and follow up). To arrange transportation you must contact the program under which you have insurance. Service is available for TennCare recipients without other means of transportation.

Providers:

Phone Numbers:

Office Hours:

United Health Community Plan

1-866-725-6270

Mon. – Fri. 7:30AM -7:00PM

Blue Care-Southeast Trans

1-866-473-7563

7 Day a Week 24 Hours

Amerigroup

1-866-680-0633

Must call at least 3 days in advance

UTILITIES/Housing Repair Program

CAC (Community Action Committee)

2247 Western Avenue, 37921

www.knoxcac.org

Services:

Center for Energy & Housing Services

Phone: 865-546-3500

Fax: 865-546-0832

Phone: 865-637-6700

EMERGENCY HOME REPAIR PROGRAM is a county-wide program that provides emergency home repairs in cooperation with the City of Knoxville community development programs. This service enables people to stay in their homes and to remain independent. Applicants must meet income and other eligibility requirements.

ENERGY EFFICIENT LIGHTING PROGRAM

Through a partnership with Citgo-Venezuela, the CAC Energy and Community Services office is providing energy efficient compact fluorescent light bulbs (CFLs) to low income residents of Knox County in an effort to reduce home energy costs.

HOME REPAIR PROGRAM is a county-wide program that provides minor home repairs in cooperation with the City of Knoxville and Knox County community development programs. This service enables people to stay in their homes and to remain independent. Priority is given to elderly or disabled low income homeowners. Office Hours: Monday – Friday from 8:00AM – 4:45PM

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM provides low income families with energy assistance. The program operates three components: regular heating or crisis prevention; emergency; and summer cooling. In addition, PROJECT HELP, a crisis intervention energy program and LOCAL HEAT RELIEF are coordinated through this office. Office Hours: Monday – Friday from 8:00AM – 4:45PM

Neighborhood Centers

This program provides emergency services, case management, information & referral for limited income people linking them with a broad range of social services. Special emphasis within the centers helps individuals to become self-sufficient. Office Hours: Monday – Friday from 8:00AM – 4:45PM

East- 4200 Asheville Highway

Phone: 865-546-5125

West - 2247 Western Avenue

Phone: 865-524-3345

South - 522 Maryville Pike

Phone: 865-577-7591

North - 7028 Maynardville Pike

Phone: 865-925-0880

PACE-10 RESIDENTIAL PROGRAM is a KUB funded grant program and a voluntary no-interest loan program to help low-income homeowners make lateral repairs. Applicants must meet income and other eligibility requirements.

WEATHERIZATION PROGRAM

This program aims at securing long term savings for low-income homeowners and renters by weatherizing their homes to reduce energy consumption, and thereby, reducing the home owner's utility bills Office Hours: Monday – Friday from 8:00AM – 4:45PM.

Keep My Tennessee Home

Phone: 855-890-8073 (toll free)

Website: www.KeepMyTNHome.org

Service:

The Keep My Tennessee Home program provides loans to unemployed or substantially underemployed homeowners who, through no fault of their own, are financially unable to make their mortgage payments and are in danger of losing their homes to foreclosure.

KUB (Knoxville Utilities Board)

Phone: 865-524-2911

445 South Gay Street, 37902

Fax: 865-558-2540

Website: www.kub.org

Service:

KUB works with agencies and customers to coordinate assistance on utility bills. The Customer Counselors also work with agencies and their clients in an educational setting to promote affordable utility bills and housing. Office Hours: Monday – Friday from 8:00AM – 5:00PM

Operation Backyard

Phone: 865-524-2774

Knoxville Leadership Foundation

The Regas Building

318 North Gay Street, Suite 210, 37917

Website: www.klf.org

Service:

KLF's Operation Backyard is a year-round program that provides free home repair services for those with limited-income, those who are elderly, and those who are disabled. Operation Backyard utilizes volunteers to provide much-needed home repairs to homeowners across the Knoxville area. Homeowners with limited income receive much-needed home repairs. Office Hours: Monday – Friday from 8:00AM – 5:00PM

Salvation Army

409 N. Broadway Street, 37917

Service:

Salvation Army is designed to provide the necessities of life during an emergency for local families and individuals. Services include utility assistance. Office Hours: Monday – Wednesday from 8:00AM – 12:00PM

Phone: 865-525-9401

Fax: 865-524-7748

The Refuge@**Volunteer Ministry Center**

511 North Broadway Street, 37917

Service:

The Refuge provides some financial assistance to different services (utilities & rent included) when funds are available. For more information, you must schedule an appointment to speak with a counselor. Office Hours: Monday – Friday (By Appointment) from 9:30AM – 2:30PM

Phone: 865-524-3926

Learn more about Safe Sleep



Tennessee Department of Health Safe Sleep Campaign: <http://safesleep.tn.gov>



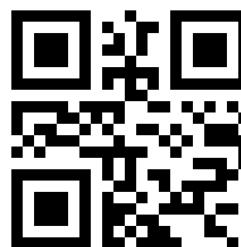
CDC Safe Sleep Information:

<http://www.cdc.gov/sids/Parents-Caregivers.htm>



First Candle: National Infant Safe Sleep Campaign:

<http://www.firstcandle.org>



Kidcentral Tn: Resources for TN Parents:

<http://www.kidcentraltn.com/>