



Department of  
**Children's Services**

## **Community Resource Guide**

### Knox County Region



### **Mission Statement**

Act in the best interest of Tennessee's children and youth

### **Vision Statement**

Children first!

## **EMERGENCY NUMBERS**

### **CHILD ABUSE HOTLINE:**

**PHONE: 1-877-237-0004**

Department of Children Services

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  
Drug/Crime Hotline

Phone: 865-215-7000

Phone: 865-215-7212

Knoxville Volunteer Emergency  
Rescue Squad

Phone: 865-546-4821

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

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### **Local Hospital Information**

#### Area Hospitals

#### Switchboard

#### Emergency Room

Children's Hospital

865-541-8000

865-541-8458

Fort Sanders Regional Medical Center

865-541-1111

865-541-1285

North Knoxville Medical Center

865-859-8000

865-859-1000

Parkwest Medical Center

865-373-1000

865-373-1280

Turkey Creek Medical Center

865-218-7011

865-218-7112

University of TN Medical Center

865-305-9000

865-305-9402

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\*This resource directory is scheduled for annual maintenance\*  
2024

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## **Substance Abuse Referral Services**

### **Findhelpnow.org/tn**

Phone: 800-889-9789

Website: <https://findhelpnow.org/tn>

Service:

Find substance misuse treatment providers available in near real-time based on the type of treatment you need, the type of payment and insurance options you require, and your current location at FindHelpNowTN.org.

### **Next Step Initiative**

Phone: 865-437-8358

611 Citico Street, 37921

Contact Person: Addie Arbach

Email: [addielou62@hotmail.com](mailto: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. We partner with many agencies regionally and will explore every option to help our clients. Next Step Initiative is also an advocacy-based initiative that focuses on continuous contact and follow-up for each client. 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 client's 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](http://www.linktorecovery.com)

Service:

Recovery Link is a free resource linking anyone with addictions and substance use to treatment programs, mental health treatment and community resources.

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

5833 Clinton Highway, Suite 201, 37921

**Insurance:** Blue Cross, Blue Shield, Blue Care; Cigna

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

### **All Ages Counseling**

Phone: 865-523-9163

816 E. Oldham Avenue, 37917

Website: [www.allagescounselingtn.com](http://www.allagescounselingtn.com)

**Insurance:** Most Insurance accepted; except Medicare

Service:

All Ages Counseling provides children, adults, families and couples 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 -Family**

Phone: 865-687-8990

9111 Cross Park Drive, Suite D200

Service:

AC is an association of independent practitioners that 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.

### **American Addiction Centers**

Website: [www.americanaddictioncenters.org](http://www.americanaddictioncenters.org)

Phone: 877-355-6189

**Insurance:** UPMC Health System, Blue Cross Blue Shield, Cigna, Humana, United Behavioral Health, Harvard Pilgrim Health Care, Amerihealth, 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)

**Behavioral Health Group (BHG) Knoxville**

412 Citico Street, 37921  
Knoxville Intake Center - 1910 Ailor Ave, 37921  
Joint Commission Certified / Accredited  
Website: [www.bhgrecovery.com](http://www.bhgrecovery.com)

Toll Free Phone: 844-525-7291  
Phone: 865-522-0661

**Insurance:** Medicaid: Accepting all TennCare MCOs; Amerigroup, BlueCare, United Healthcare Community Plan Medicare (Original and Blue Cross Blue Shield Advantage)

**Commercial Insurance:** Blue Cross Blue Shield, Humana, Optum, Cigna, Aetna Self-Pay Plans Available, State Opioid Response (SOR) grant  
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/Naloxone (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. Intake Hours: Monday – Friday from 5:30AM – 1:00 PM and no appointment needed at this time.

**Bradford Health Services**

4726 Airport Highway, Louisville, TN 37777  
Website: [www.bradfordhealth.com](http://www.bradfordhealth.com)

Phone: 888-762-3740 (toll free)



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

Service:

Bradford connects with patients’ loved ones, healthcare providers, and recovery organizations to build a community of support for those suffering from addiction. No matter where you are on your recovery journey, Bradford has a place and a program for you. Our complete continuum of care and specialty programming enables us to customize your treatment plan to match your specific needs and circumstances at every step of the recovery journey.

Our complete continuum of care and specialty programming enables us to customize your treatment plan to match your specific needs and circumstances at every step of the recovery journey. Bradford provides location across Tennessee and Alabama. 24/7 Confidential Help available @ 888-SOBER-40. Services include:

Residential Treatment  
Outpatient Treatment  
Detox Services

Extended Care  
12-Step Immersion  
Medication-Assisted Treatment

**Buffalo Valley, Inc. - Adults**

501 Park Avenue South  
Hohenwald, TN 38462  
Website: [www.buffalovalley.org](http://www.buffalovalley.org)

Phone: 800-447-2766 (toll free)  
Phone: 931-796-5427

**Insurance:** TNCare, Most of insurance-reviewed case by case

Service:

Buffalo Valley, Inc. currently provides alcohol and substance abuse treatment, including Levels I-IV residential, out-patient treatment, and detox. 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 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

**CADAS (Council for Alcohol and Drug Abuse Services)**

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

Website: [www.cadas.org](http://www.cadas.org)

Phone: 877-282-2327 (toll free)

Phone: 423-756-7644

Fax: 423-756-7646

**Insurance:** Accepts TNCare, most other insurances except Medicare Service:

CADAS provides alcohol and drug treatment services for adults and adolescents and accepts dually diagnosed individuals (including Depression, Bipolar 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**

311 Directors Dr. Knoxville, TN 37923

Website: [www.thecamelotdifference.com](http://www.thecamelotdifference.com)

Phone: 865-481-3972

Fax: 865-481-0319

**Insurance:** Amerigroup, United Health Care, Blue Cross Blue Shield, & Coverkids, BCBS TN, Humana, Optum, Cigna. We also service all ages and adults.

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. Office Hours: Monday – Friday from 8:30AM – 5PM Camelot Care Centers offer a variety of program including:

- Family Preservation Services
- Intensive In-Home (CCFT) Counseling \*
- Outpatient Therapy \*\*
- Tennessee Health Link\*\*
- Therapeutic Foster Care
- Medication Management
- Mental Health & A& D Assessments
- Substance Use

**\*These services are for youth only**

**\*\* These services are available for adults as well**

**Catholic Charities**

119 Dameron Avenue, 37917

Website: [www.ccetn.org](http://www.ccetn.org)

Services:

Counseling Services

Phone: 865-524-9896

Email: [info@ccetn.org](mailto:info@ccetn.org)

Catholic Charities' Counseling Services emphasizes building upon personal strengths and developing new skills to help clients achieve their goals for personal and interpersonal well-being. We offer in-office counseling sessions in Knoxville and Chattanooga. Sessions are approximately 50 minutes.

Frequency of sessions and duration of treatment are determined in consultation with the counselor. Counseling is available to adult individuals and couples with issues such as relationship problems, anxiety, depression, grief, stress management, and faith/spirituality. Marriage preparation using FOCCUS is available at our Knoxville counseling office.

### **Cherokee Health Systems**

Website: <https://www.cherokeehealth.com/>

Phone: 866-231-4477 (toll free)

#### **Knoxville Locations:**

- 5<sup>th</sup> Avenue – 538 West Fifth Ave
- Center City – 2018 Western Ave
- Cherokee Mills 2240 Sutherland Ave #103
- East Knoxville – 2002 Martin L. King Jr. Ave
- North Knoxville – 7714 Conner Road
- Lonsdale – 1754 Texas Avenue

**Insurance:** Medicaid, TN Care, 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. Cherokee also assist with **mental health and alcohol and drug evaluations requested by DCS**. 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](http://www.compassinterventioncenter.net)

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

Services:

Inpatient programs at Compass Intervention Center are designed to address general psychiatric, substance abuse and dual diagnosis disorders. Children and teens attend therapeutic program activities and school separated by age, gender and therapeutic needs (ages 10 to 17). Compass Intervention Center is a medical model program with 24-hour nursing in a stable, therapeutic, and hardware-secure environment. Our inpatient programs are designed for individuals who have failed at lower levels of care, struggle to maintain progress towards treatment goals in an outpatient setting or suffer from a severe mental health disorder that significantly interferes with daily functioning.

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)
- Individual, Group, & Family Therapy
- Group psychotherapy

- Psycho-educational groups
- Medication management
- Milieu and recreational therapy
- 12-Step Substance Abuse Recovery
- Year-Round Education which includes GED & College Preparation

**Creekside Behavioral Health**

1025 Executive Park Blvd.  
Kingston, TN 37660

Website: [www.creeksidebh.com](http://www.creeksidebh.com)

Insurance: We are in network with most major insurance plans as well as Medicare, TN Care and Medicaid. Financial counselor on staff.

Phone: 423-830-8110

Main Fax: 423-247-3110

Admit Fax: 423-247-3070

**Creekside Behavioral Health** is a 72-bed acute care psychiatric hospital serving Children and Adolescents on an inpatient basis from age 9, Adults, Seniors and Detox clients and is conveniently located east of I-26 in Kingsport, TN. Creekside is a Joint Commission accredited hospital, and our staff conducts free mental health assessments and admits clients 24 hours per day/365 days per year.

In addition to our inpatient services, we offer Partial Hospitalization (PHP) and Intensive Outpatient (IOP) programming both on-site at Creekside and via telehealth for ages 11 and up.

**Cumberland Heights**

P.O. Box 90727  
Nashville, TN 37209

Website: [www.cumberlandheights.org](http://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 (18-26), 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

**Intake #:** 800-646-9998

Phone: 615-314-3856

**E.M. Jellinek Center**

130 Hinton Avenue, 37917

Website: [www.emjellinekcenter.org](http://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

Phone: 865-525-4627

include a residential treatment program we believe that we can provide a valuable resource to men who require this level of care.

### **Evolve Behavioral Health**

Phone: 865-444-1658

9217 Parkwest Blvd, 37923

Website:

Insurance: Amerigroup, Bluecare, United Health Care, Payment arrangements available

Service: Evolve Behavioral Health integrates cutting edge technology, advancement is patient-focused solutions, medically assisted treatment and leveraging the whole-body approach to addiction and behavioral health. Evolve's patient care, treatment plans and long-term patient connection provides a unique solution to what is best for the patient and their future.

Our Services include:

- Medically Assisted Treatment
- Outpatient Detoxification
- Residential Rehabilitation
- Partial Hospitalization
- Intensive Outpatient Services
- Gender Specific Programming
- Parenting Classes

### **Focus Treatment Centers**

Phone: 865-622-7116

2210 Sutherland Avenue, Suite 115, 37919

Website: <https://www.focusintegrativecenters.com/>

**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 is 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 fewer 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**

Phone: 865-985-0660

Oak Ridge Highway, 37931

Email: [counseling@gracebc.org](mailto:counseling@gracebc.org)

Website: [www.gracebc.org/counseling](http://www.gracebc.org/counseling)

**Insurance:** Private Pay for Counseling, Peer Counseling is Free

\* To set up an appointment, please email: [counseling@gracebc.org](mailto:counseling@gracebc.org)

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 peep 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 \$75 per session.

### **Groups Recover Together**

Phone: 865-378-6929

4409 Central Avenue Pike, 37912

Website: [www.JoinGroups.com](http://www.JoinGroups.com)

**Insurance:** Commercial -Blue Cross Blue Shield, Cigna, Humana, United Health Care  
 Medicaid: United Health Care, Amerigroup, Blue Care, in addition to Humana Advantage plus  
 Services:

Groups Recover Together is a community of physicians, counselors and recovering opioid users you can rely on for affordable and convenient help. Everything we do is based on the best medical science. Our treatment community provides medication (Suboxone) and weekly meetings with other people recovering from opioid use. Suboxone is prescribed in correct doses to curb pain and sickness from withdrawal, setting you up for the best chance at recovery. If and when you feel ready, medication can be tapered at a safe pace, tailored to your needs. Call anytime, 24/7

### **Health Connect America**

Phone: 865-247-7045

5743 Western Avenue, 37921

Fax: 865-249-8458

Website: [www.healthconnectamerica.com](http://www.healthconnectamerica.com)

**Insurance:** TN Care, CoverKids, Blue Cross Blue Shield Commercial and other commercial insurance and private payers (checked on each individual basis)

Services:

Case Management through Tennessee Health Link (a TennCare ONLY service): Health Link providers commit to providing comprehensive care management, care coordination, referrals to social supports, member and family support, transitional care, health promotion, and population health management.

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 individual child's and family's needs. Our 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 13 to 17 in our adolescent program and over the age of 18 in our adult program. We have an adolescent group and 2 adult co-ed, co-occurring groups.

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.

**Helen Ross McNabb Center**

201 W. Springdale Avenue, 37917

Phone: 865-637-9711

Fax: 865-637-1278

**Children and Youth Center**

600 Arthur Street 37921

Phone: 865-523-8695

Website: [www.mcnabbcenter.org](http://www.mcnabbcenter.org)

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

Services:

**Adult Services ~**

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

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
- Behavioral Health Urgent Care Ctr.
- Domestic Violence Crisis Services - 865-637-8000
- Sexual Assault Hotline – 865-522-7273

Domestic Violence Services (DVS):

McNabb Center has a continuum of domestic violence services (DVS) that include: 24/7 DV hotline, 24/7 emergency shelter, advocacy, outreach, and transitional housing. DVS programming assists with safety planning, orders of protection, civil/criminal court accompaniment and assistance, resource and linkage, counseling, crisis intervention, self-sufficiency, and more. All services are free and confidential.

Jail Diversion Services (BHUCC)

The Helen Ross McNabb Center works with eligible individuals identified in community by law enforcement and present with low level misdemeanor charges and a mental health, substance abuse, or co-occurring issue. Our service array includes:

- Jail Diversion Services
- Medication management services
- Elective intensive case management services
- Ave B in jail assessments

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

Sexual Assault Center of East Tennessee

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

SACET, founded in 1973, remains one of three comprehensive, community sexual assault agencies in the state of Tennessee, serving 13 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. All services are free and confidential. **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

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

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
- Silver Linings Outpatient Services

**Children Services ~**

**Family Walk-in Center** – 5642 Merchants Center Blvd. Knoxville, TN 37912 Ph. 865.257.9982

The McNabb Center’s new Family Walk-in Center provides crisis services to children in need. Families can access acute outpatient assessment and treatment services for immediate support to de-escalate and divert from other placements outside of the child’s natural environment. The Family Walk-in Center is open seven days a week from 8 a.m. — 8 p.m. In addition, 24/7 wrap around on call support is available. No insurance is required.

AVAILABLE SERVICES

- Assessment and evaluation
- Outpatient therapy
- Medication services
- Comprehensive Child and Family Treatment (CCFT) case management

**Children’s CSU**

The Children’s CSU offers short term crisis stabilization to children and adolescents by providing clients with immediate psychiatric, and evidence based therapeutic services in a client centered location.

***East Tennessee Children’s Hospital***

***2018 Clinch Avenue***

***Knoxville, TN 37916***

***(865) 245-0070 \*Must call first to be screened for eligibility!***

Early Childhood Intervention and Prevention Services

The Helen Ross McNabb Center recognizes many children experience some difficulty with trauma and abuse as they grow from infancy through adolescence. These difficulties can cause behavioral problems, anxiety, depression, uncontrollable anger and even suicidal thoughts and behaviors.

Early identification and treatment is critical to minimizing harm related to an 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 & Family Treatment
- OnTrack TN
- Mobile Crisis Unit
- Intellectual Developmental Disabilities Services
- ChildNet East Tennessee

### 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

### 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
- Redirections & Intervention

### 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](http://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

**Hope Redefined**

Phone: 865-214-7778

Website: [www.HopeRedefined.org](http://www.HopeRedefined.org)Email: [Support@Hoperedefined.org](mailto:Support@Hoperedefined.org)

Service:

Hope Redefined was sparked from the passion to love and support women who are faced with sexual betrayal in their marriage and close relationship. It's a place to find real life, support, encouragement, and other women who are facing similar pain but refuse to succumb to the destruction this sin can cause for so many of us.

We hope to be a place what walks with women as they begin to wipe off the soot and put on their war paint. There is a battle for marriages and fighting for them is worth it.

We offer the following support:

- Local and Online Support Groups
- Intensive Healing Retreats
- One to one Coaching
- Community Support

**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 agreementsWebsite: [www.kidlinktreatmentservices.com](http://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:

*Cedar Grove Treatment Center*

Males ONLY / Ages 11-17 / IQ 70 or above/ Sexually Inappropriate Behaviors

[CedarGroveAdmissions@uhsinc.com](mailto:CedarGroveAdmissions@uhsinc.com)

*Hermitage Hall*

Ages 8-17 / Boys IQ 55 or above & Girls IQ 65 or above / Sexually Reactive Behaviors – Males / Sex Trafficking/Trauma- Females

[HermitageHallIntake@uhsinc.com](mailto:HermitageHallIntake@uhsinc.com)

*Mountain Youth Academy*

Ages 5-17 / IQ 70 or above / Trauma-Based

[MountainYouthAdmissions@uhsinc.com](mailto:MountainYouthAdmissions@uhsinc.com)

*Natchez Trace Youth Academy*

Males ONLY / Ages 10 -17 / IQ 70 or above / Psychiatric Treatment Program / Trauma-Focused

[NatchezTraceAdmissions@uhsinc.com](mailto:NatchezTraceAdmissions@uhsinc.com)

*Oak Plains Academy*

Ages 5 – 17 / IQ 50 or above / neurobehavioral program

[OakPlainsAcademyAdmit@uhsinc.com](mailto:OakPlainsAcademyAdmit@uhsinc.com)

**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](http://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](http://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. Education is available in schools, workplaces, and community groups on a variety of topics from stress management and coping, workplace wellness, and Mental Health 101. Referrals, resources, and support for mental health can be found through our Peer Recovery Call Center. Free mental health screenings are available on the MHA website. Finally, subsidized mental health sessions may be available for those who cannot afford it.

Office Hours: Monday-Tuesday 8:30 AM to 7:00 PM, Wednesday-Friday 8:30 AM to 5:00 PM, Saturday 11:00 AM to 5:00 PM

**Mirror Lake Recovery Center**

Phone: 877-649-7581 (Toll Free)

999 Girl Scout Road, Burns, 37029

Website: [www.mirrorlakerecovery.com](http://www.mirrorlakerecovery.com)

**Insurance:** Aetna, Blue Cross Blue Shield, Cigna, Humana, Tricare, TNCare – Amerigroup and UHC 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

101 First Quality Rd, Andersonville, TN 37705

Email: [referrals.norris@rop.com](mailto:referrals.norris@rop.com)

**Insurance:** All TNCare, most private insurance

Service:

Norris Academy offers comprehensive, holistic services to residents with Autism Spectrum Disorders, Intellectual Disabilities, and other Neurodevelopmental diagnoses. Residents in our program typically have co-occurring psychiatric diagnoses and neurodevelopmental diagnoses that have caused distress at home, at school or in the community. These mental health needs and the co-occurring developmental diagnoses can result in needs that exceed the ability of the family or community to handle. Our residents must have been unsuccessful in less restrictive environments including biological homes, foster homes, group home settings or other community-based environments.

*Admission Criteria*

- Males and Female, Ages 6-17 years old
- Diagnosis of an Autism Spectrum, Intellectual Disability or other Neurodevelopmental disorder
- Less intensive and less restrictive clinical settings have been attempted without success and/or have been ruled out due to safety concerns
- Evidenced need for highly structured environment due to inability to maintain stability in a community setting

- Parent/guardian must consent to treatment and is able/willing to participate in treatment as clinically necessary
- May consider complex medical needs on a case-by-case basis

**Omni Community Health – The Omni Family of Services**

4709 Papermill Dr NW STE #100, Knoxville, TN 37909

Website: [www.omnicommunityhealth.com](http://www.omnicommunityhealth.com)

Phone: (865) 525-0391

Fax: (865) 381-1377

**Insurance:** - *TennCare, Medicare, and Self-Pay*

Service:

Omni Community Health is a full-service, statewide behavioral health organization helping to heal children and adults, ages 2 to 92, with locations in Knoxville and surrounding counties. Omni Community Health is a subsidiary of the Omni-Family of Services, a multi-state agency that provides behavioral health and in-home treatment services for children, as well as foster and adoption services. Our mission is to be the provider of choice for people and agencies needing innovative, quality family and community services which improve lives by people taking care of people.

Community Based Services

Bachelor’s and Master level clinicians meet clients where they need them most, linking them to resources and providing support from within the individual’s own environment.

- Family Intervention Treatment Team (FITT)
- Tennessee Health Link (THL) – a case management service

Comprehensive Diagnostic & Evaluation Services

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

- Alcohol & Substance Abuse Assessments
- Parenting & Anger Management Classes
- Parenting Assessments
- Mental Health Assessments

Therapy

License eligible clinicians meet with clients as frequently as is needed, utilizing a range of treatment modalities, and integrating care with their treatment team.

- Individual, Family, and Couples Therapy
- Parenting Classes
- Group Therapy (based on availability)
- Anger Management Classes
- Play Therapy
- Parent-Child Interaction Therapy (PCIT)
- Trauma -based Therapy

Medication Management & Evaluation

A program to find the optimal level of medication to aid those in the recovery process.

- Psychiatry
- Medical Case Management

**Peninsula ~ A Division of Parkwest Medical Center**

**Covenant Health**

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

Phone: 865-970-9800

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

Website: [www.peninsulabehavioralhealth.org](http://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
- Independent Living Program
- 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  
203 Corporate Place

**Sevier**- Outpatient Center  
1104 Foxwood Drive

Behavioral Health Safety Net for Adults and Children:

[BHSN Adults onepager 1-10-23 \(tn.gov\)](#) / [BHSN Children 11-8-21 \(tn.gov\)](#)

### **Powell Counseling Center, PLLC**

7311 Clinton Highway, Suite B, 37849

Phone: 865-328-2376

Fax: 865-328-2376

Website: [www.powellcounselingcenter.com](http://www.powellcounselingcenter.com)

Insurance: Aetna, Ambetter, BCBC, BCBS of TN, Blue Care, Cigna/Evernorth, Humana, Optum, TNCare Select, Tricare, UMR, United Health Care, UHCCP, United Student Resources

Services:

Powell Counseling Center, PLLC is a group therapy practice located in Knox County whose mission is to provide accessible and affordable counseling services for all people in our community in hopes of alleviating the stresses that come with mental health issues and life's most challenging aspects. that provides assessment, individual counseling, group counseling, and family counseling to adolescents and adults. We are an LGBTQ+ friendly practice.

## Services Provided:

- Alcohol & Drug Assessment & Mental Health Assessments
- Individual therapy
- Family therapy
- Group therapy
- Anger management group for teens
- Anger management group for adults
- Grief support group

## **Project Transition**

Knoxville local Phone: 865-309-5910

Website: [www.ProjectTransition.com](http://www.ProjectTransition.com)

Email [TNadmissions@projecttransition.com](mailto:TNadmissions@projecttransition.com)

Insurance: Blue Care of TN, United Healthcare, other private insurances

Service:

Project Transition offers a community based residential treatment and recovery program in an apartment setting. Members of the program are supported by a therapeutic community, individual and group therapy, medication management, recovery center activities, independent living skills groups, and a diverse array of supports. All of our services are delivered by Project Transition's multidisciplinary teams of mental health and substance use professionals. Services include:

- **Evidence-based practices**, including Dialectical Behavior Therapy (DBT) and WRAP-wellness recovery support
- **Crisis Intervention**, stabilization, and prevention plans that strive to avoid inpatient hospitalization and disruption of a person's daily life
- **Individual treatment and recovery plans** where members focus on short and long-term goals learning skills needed to make progress toward their "Blue Sky". Life-worth living goals.

## **Renew Clinic**

Phone: 865-224-8020

1604 Western Avenue, Suite 101, 37921

Website: [www.renewknoxville.com](http://www.renewknoxville.com)

Service:

We understand addiction as a complex issue that affects people both physically and spiritually. Our understanding of addiction was crafted by leading clinical experts, lead pastors, Christian counselors, and Christian psychologists.

Each week, our participants will have 9 hours of intensive group therapy (M, W, F from 5-8 pm) and 1 hour of individual therapy. We do offer marital counseling on an as-needed basis for our participants and their spouses. Treatment will last a total of 12 weeks. However, our participants can stay longer if they need more support.

- Coaching
- Family Support Group
- Individual/Marital Counseling
- Intensive Group Therapy

## **Ridgeview Behavioral Health Services**

240 W. Tyrone Road, Oak Ridge, TN 37830

Website: [www.ridgeview.com](http://www.ridgeview.com)

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

Phone: 865-482-1076

Toll free: 800-834-4178

**HOPE | HEALING | RECOVERY**

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.

**Adult Services**

- |   |   |
|---|---|
| Criminal Justice Program  | Outpatient Services                         |
| Crisis Services   | Peer Support Center                         |
| First Episode Psychosis Program (OnTrack Anderson) – Ages 15-30 | Permanent Recovery Housing                  |
| Forensic Services   | Psychosocial Rehabilitation                 |
| Inpatient Services  | Supervised Residential Care                 |
| Medication Management & Aftercare Program                       | Supportive Employment (Matched for Success) |
| Mother’s & Infant Sober Together (MIST)                         | Telemedicine Services                       |
| Outpatient Substance Use Disorder Program (STOP)                | TN Health Link Services                     |
|   | Transitional Housing                        |

**Children and Youth Services**

- |  |   |
|--|---|
| Child Mental Health Services   | School-Based High-Risk Groups (Amazing Discoveries) |
| TN Health Link Care Coordination(C&Y)                                | Project B.A.S.I.C.                                  |
| STAR (Students Together Advancing Resilience) – school-based therapy | Respite Services                                    |

**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     | 423-346-6221            |
| Roane County, 307 Devonia Street, Harriman, TN 37748            | 865-882-1164            |
| Scott County, 133 West 2nd Avenue, Oneida, TN 37841             | 423-569-7979            |
| Fentress County, 101A South Duncan, Jamestown, TN 38556         | 865-482-1076, ext. 1350 |
| Mobile Health Unit (integrated) – coming in June 2023           |                         |

**Safe Whole Happy: Psychotherapy & Forensic Services**

Phone: 865-309-5427

547 West Lamar Alexander Parkway, Maryville, TN 37801

Website: [www.safewholehappy.com](http://www.safewholehappy.com)

**Insurance:** Aethna, Aetna EAP, Blue Care Network, Cigna, Magellan UnitedHealthcare, most commercial insurance carriers, private pay and sliding scale for those who qualify

Service:

We offer evidence-based interventions and tools to build a safe, whole, & happy life. With mindful care, we help clients of all ages work through issues related to relationships, identity, anxiety, depression, trauma, violence, abuse, self-esteem, behavioral & personality issues, suicide, impulse control & the adult legal system.

We provide affirming, evidence-based, ethical, compassionate, appropriate & safe interventions for the **LGBTQ+** community. We have over a decade of experience helping **LGBTQ+** identified individuals achieve their goals. Appointments can be requested online. Office Hours: Monday – Friday from 9:00AM – 5:00PM

### **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](http://www.springbrookbehavioral.com)

#### **Child and Adolescent Services:**

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:

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

### **Susannah's House**

Phone: 865-200-4759

923 Dameron Ave. 37921

[www.susannahshouse.org](http://www.susannahshouse.org)

**Insurance:** There is no cost and no insurance required for any services.

Services:

Susannah's House is an Intensive Outpatient Recovery Program for mothers in recovery. We exist to serve the spiritual, physical, and emotional needs of mothers and their children. We provide a source of help and hope in a therapeutic community for women and their children to break adverse cycles and rebuild their families. **There is no cost for the program.** Every mother progresses at her own rate and support is long-term. Case management and wrap-around social services are provided. The primary goal is to end the cycle of poverty and substance misuse by:

- (1) providing evidence-based treatment for low-income mothers who struggle with substance use disorder in a non-judgmental community; and (2) to reduce the number of infants born with Neonatal Abstinence Syndrome.

Pregnant mothers are invited to participate in the pre-natal program that includes an Intensive Outpatient Program of recovery during pregnancy, along with childbirth education, doula services, and parenting skills.

Services at no cost include:

- Intensive Outpatient Program – MWF from 9:30-3:00. Lunch and free trauma-informed childcare in "Susannah's Kids" are included for newborn-age 5
- Trauma Groups and Individual trauma therapy
- Process Groups and recovery skills-Relapse prevention
- Peer-run 12 step groups
- Anger management and boundaries,
- Healthy Relationships
- Wellness and nutrition
- 4 Stage Recovery process
- Medical services and medication management

We partner with Safe Babies Court and work with mothers who have infants or children in foster care as well as those children who have been returned to parental custody by the courts. Child/Parent Psychotherapy is provided for mothers and children who have experienced trauma or separation. Parent Child Interaction Therapy is offered also.

Clients may be referred by an agency, medical facility or be self-referred. Affordable Housing for low-income pregnant mothers enrolled in our IOP can be part of the program when space is available.

**Suzi Miller, Private Practice**

Phone: 865-236-0411

224 South Peters Rd, Suite 204, 37923

**Insurance:** TNCare, most private insurances, Self-pay; Income based Sliding Scale, Employee Assistance Programs

Services:

We provide services for children ages 5 up to adults. We 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
- CBT
- Domestic Violence
- Anger Management
- Parenting
- Alcohol and Drug Assessments
- Mental Health Evaluations, and more

**Teen Challenge of East Tennessee**

Phone: 865-546-8933

3121 Martin Luther King Jr. Avenue, 37915

Fax: 865-521-0921

Website: [www.teenchallengeusa.com](http://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  
Community Resource Center**

Phone: 865-403-1630

8417 Kingston Pike, 37919

Website: [www.tn.gov/correction](http://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

Employment

Child Support Matters

Parenting Classes

Driver's License

**TNVoices**

Phone: 615-269-7751

500 Professional Park Drive, Goodlettsville, 37072

Website: [www.tnvoices.org](http://www.tnvoices.org)

**Services:**

Tennessee Voices provides leadership, advocacy, and hope to advance the emotional and behavioral well-being of children, young adults, and families. The agency provides parenting classes; individual and family counseling for children (4+), adolescents, young adults, parents, caregivers, and families; training and technical assistance to parents and childcare staff across the state of Tennessee; in-home family support from certified Family Support Specialists (FSSs); outreach and advocacy on children's mental health; trauma informed trainings for caregivers and professionals, advocacy assistance for parents of children with Serious Emotional Disturbances with public schools; wraparound services for children and young adults with behavioral health concerns; youth peer support programs for those at risk of developing a serious mental illness; mental health screenings and more. **Hours:** Mon - Fri 8:00 am – 4:30 pm

**Intake Process:** Make a referral online Call at <https://tnvoices.org/make-a-referral/> for more information or call (615) 269-7751 or (800) 670-9882 to speak with an intake specialist.

**Program Fees:** Most programs are available at no cost, though a few offer services based on a sliding scale fee. Call for details.

**Eligibility:** Some programs are limited to specific counties and age ranges.

In Knox County TN Voices offers several programs including **Statewide Family Support Network** providing advocacy for caregivers with youth ages 0-22 with a diagnosed or suspected SED navigating child serving systems such as the educational, Juvenile Justice, and the Department of Children's Services. SFSN also provides resource linkages to connect families with community-based resources. **Survivor Connection** provides intensive in-home services for victims of crime who need peer support and advocacy services to overcome trauma and move forward from the victimization towards healing. TN Voices **Early Childhood Program** provides support for educators and caregivers. The program offers training, consultation services, and technical assistance. These services are available at no-cost for early childhood centers, preschools, and elementary schools supporting children birth to 8 years old. In person trainings available in Knox include ACES, Youth Mental Health First Aid, Parent 2 Parent, Family Driven IEP, and Bullying: What Parents Need to Know. Additional trainings are available virtually. Information on all programs, services, and trainings can be located at [tnvoices.org](http://tnvoices.org).

## **The Mend House**

308 Knox Road, 37918

Phone: 865-801-9061

Website: [www.themendhouse.org](http://www.themendhouse.org)

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

## **The Next Step Behavioral Health**

9041 Executive Park Drive, Ste 275-B, 37923

Phone: 865-338-5384

Fax: 865-338-5383

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

Email: [info@tnsbh.com](mailto:info@tnsbh.com)

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

### **Services:**

All of The Next Step Behavioral Health's services are available to children, adults and adolescents either in person or online through our HIPAA secure client portal.

### Anger Management

Services designed to help target triggers and core beliefs related to anger and help to significantly reduce the Duration, Intensity and Frequency of anger. This program can be delivered in an individual or group format.

### Assessment & Evaluation Services

TNSBH offers formal and comprehensive diagnostic evaluation service that include the following: Assessment for Autism, Mental Health Evaluations, Parenting Assessment, and a Substance Abuse Assessment

### Comprehensive Child & Family Treatment (CCFT)

High-intensity, time-limited, goal-specific services designed to provide stabilization and deter the 'imminent' risk of State 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.

### Continuous Treatment Team (CTT)

Community Based multidisciplinary teams that provide a range of intensive, integrated mental health case management, treatment, and rehabilitation services to adults, adolescents, and children in a family constellation.

### Homemaker Services

This program is designed to stabilize or maintain families in their own home. Services are provided to families with problems of abuse, neglect, or exploitation. The program is designed to assist consumers with addressing homemaking tasks that they are unable to perform independently through a collaborative effort among staff and consumers

### Intensive Outpatient Program

The program consists of up to three group sessions per week lasting three hours per session. Additional components include individual therapy, family therapy, multi-family group therapy, equine assisted therapy. This program focuses on the complex needs of individuals and families. This unique program provides a targeted curriculum to help those that are experiencing a high level of distress that cannot be resolved through traditional treatment approaches.

All programs rely heavily on a Dialectical Behavioral Therapy Curriculum. Dialectical Behavioral Therapy (DBT) is a state-of-the-art, evidence-based form of cognitive behavioral therapy for individuals who experience significant trouble managing their emotions, thoughts and behaviors.

### Medication Management & Evaluation

Medication Management is the administration and monitoring of medication for the purpose of alleviating or stabilizing symptoms for certain conditions. At TNSBH, we have providers that specialize in optimizing mental health and quality of life in both, adults, and children.

### Outpatient Mental Health Counseling –

Our client centered trauma informed services are tailored to the individual needs of the clients and their families/supports. Interventions include Individual Therapy, Couples Therapy, Family Therapy and Group Therapy. This program serves all ages

### Parent Skills Training & Education

The Parenting Skills Training and Education aims to promote the well-being of children and adolescents through improving parents' stress management skills, positive parenting practices, and strategies for supporting children and adolescents with psychosocial needs.

### Supervised Visitation & Exchange Services

Supervised Visitation and Exchange Services arrange for non-residential parents to have access to their children in a safe and impartial setting under the observation of a third party who is responsible for intervening as needed to promote safety. Services are typically ordered by the court or another referring agency in dependency or family law cases when contact with the non-residential parent may present a risk to the child or to the other parent. In some cases, supervised contact may be arranged with other non-residential family members, such as grandparents or siblings.

**The Northshore Group**

Phone: 865-584-0171

1111 Northshore Drive Suite 490, 37919

Website: [www.northshoregroup.com](http://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

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

**Veritas Collaborative**

Phone: (919) 908-9730

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

Website: [www.veritascollaborative.com](http://www.veritascollaborative.com)**Insurance:** BCBS, Aetna, ComPsych, Cigna, MultiPlan, Magellan, Tricare, Medicaid, Kaiser, Optima, and single case agreements with most other insurances.

Service: (Programs vary by location &amp; level of care)

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+

## **Village Behavioral Health**

2431 Jones Bend Road  
Louisville, TN 37777

Website: [www.VillageBH.com](http://www.VillageBH.com)

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

Services:TN

Village Behavioral Health specializes in helping children who are struggling with mental health and/or addiction issues. We now treat children ages 10 – 17 with mental health issues and/or substance abuse disorders that have failed a lower level of care such as intensive outpatient or CCFT (in-home services). We are also 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:

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

## **Youth Villages**

9111 Cross Park Drive Suite E475, 37923

Website: [www.youthvillages.org](http://www.youthvillages.org)

Insurance: TNCare,

Services:

Youth Villages provides direct services ranging from in-home to residential treatment; shares its nationally recognized and evidence-based program models with partners; and supports state child welfare leaders to bring sustainable change to systems.

### *Intensive In-Home Services*

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

*Multisystemic Therapy* - MST has been demonstrated to be successful in helping young people age 12 to 17 who display serious antisocial behaviors and are at-risk of placement out of the home due to their behaviors. The counselor typically works with the child and family over a three-to-five-month period.

*Lifeset Program* - LifeSet is an intensive, community-based program that acts as a bridge from foster care to successful adulthood for young people who turn 18 in foster care. It is a comprehensive program that help young people in many areas of their lives including relational permanency, housing, mental and physical health, career and employment, life skills and education.

Residential Programs

Youth Villages' residential treatment centers for boys and girls ages 6 to 17 provide treatment in the context of a variety of specialized conditions and behaviors.

Office Hours: Monday – Friday 8:00AM- 5:00PM



**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/index.php/programs/amachi/](http://www.klf.org/index.php/programs/amachi/)

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**

1100 Marion Street, Suite #100, 37921

Website: [www.tennesseebig.org](http://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 6-23) 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 – Thursday from 8:30AM – 5:00PM. Programs and services included the following:

Phone: 865-523-2179

*Community Based Mentoring*

*Site Based School Mentoring*

### **Boys & Girls Clubs of Tennessee Valley**

John D. Lee Administrative Offices

967 Irwin Street,

Website: [www.bgctnv.org](http://www.bgctnv.org)

Service:

The Boys & Girls Clubs strive to meet the youth development needs in their communities. The Club emphasizes academic, success, healthy lifestyles and good character & citizenship. 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. Grades K – 12 accepted. Service based on income. Club hours may vary some; most clubs - 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, 37919  
(865) 215-6510

Norwood Elementary School

1909 Merchant Drive, 37912  
(865) 232-1254

Haslam Family Club University

957 Irwin Street, 37917  
(865) 232-1214

Regal Entertainment Group - Teens

967 Irwin Street, 37917  
(865) 232-1210

DeBusk Family - Halls/Powell

1819 Dry Gap Pike, 37918  
(865) 232-1218

Northwest Middle School

5301 Pleasant Ridge Road, 37921  
(865) 232-1226

Vestal

522 Maryville Pike, 37920  
(865) 232-1216

Middlebrook

8831 Middlebrook Pike, 37923  
(865) 232-1248  
West Park Baptist Church

North Ridge Crossing

3916 Carus Road, 37918  
(865) 232-1220

Walter P. Taylor

317 McConnell Street, 37915  
(865) 232-1222

Montgomery Village

4530 Joe Lewis Road, 37920  
(865) 232-1224

Western Heights

1331 West Oldham Ave, 37921  
(865) 232-1226

***School-Based Clubs:***

South Knox Elementary

801 Sevier Avenue, 37920  
(865) 232-1264

Lonsdale Club

1505 Louisiana Avenue, 37921  
(865) 232-1252

**City of Knoxville Parks & Recreation**

Lakeshore Park 5930 Lyons view Pike, 37919

Website: [www.knoxvilletn.gov/government/city\\_departments\\_offices/parks\\_and\\_recreation](http://www.knoxvilletn.gov/government/city_departments_offices/parks_and_recreation)

Service:

Phone: 865-215-4311

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 & Community Centers for Youth Locations:

**Cal Johnson**

507 Hall of Fame Drive, 37917  
865-522-3177

**Cecil Webb**

923 Baker Avenue, 37920  
865-577-0651

**Christenberry**

931 Oglewood Ave., 37917  
865-637-5991

**Cumberland Estates**

4529 Silver Hill Drive, 37921  
865-588-3442

**Deane Hill**

7414 Deane Hill Drive, 37919  
865-690-0781

**Dr. E.V. Davidson**

3124 Wilson Ave., 37914  
865-971-4746

**Milton Roberts**

5900 Asheville Highway, 37924  
865-546-1315

**Richard Leake**

3511 Alice Bell Rd., 37917  
865-525-2031

**West Haven**

3622 Sisk Road, 37921  
865-546-1315

**Inskip - Norwood**

301 Inskip Drive, 37912  
865-687-6321

**Girls Inc.**

1798 Oak Ridge Turnpike, Oak Ridge, TN 37830

Website: [www.girlsinctnv.org](http://www.girlsinctnv.org)

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:

***"Inspire girls to be strong, smart, and bold"***

Beaumont Elementary

Green Magnet

Inskip Elementary

Lonsdale Elementary

Hopewell Elementary

Northwest Middle

Norwood Elementary

Pond Gap Elementary

South Doyle Middle

South Knox Elementary

Whittle Springs Middle

Phone: 865-482-4475

Email: [rbasden@girlsinctnv.org](mailto:rbasden@girlsinctnv.org)

**Girl Talk, Inc.**

625 Market Street, Suite 1301, 37902

Website: [www.girltalkinc.com](http://www.girltalkinc.com)

Service:

Girl Talk, Inc. is a faith-based leadership development and mentoring program that exists to develop girls into strong, confident, self-sufficient women. Key components of our program

Phone: 865-851-7064

Email: [info@girltalkinc.com](mailto:info@girltalkinc.com)

include leadership development, self-esteem & confidence building, mentoring for youth in the 6<sup>th</sup> to the 12<sup>th</sup> grades, college & career readiness, community service, and abstinence education.

Programs and services included the following:

Girl Talk 1:1 Mentoring

School & Site Based Program

LIFE Prep Academy

Annual Girl Talk Retreat

The Girl Talk Sleepovers

Girl Talk College Tours

## **Just Lead Ministry**

Phone: 865-637-3227

### **Emerald Youth Foundation**

1620 N. Central Street, 37917

Website: [www.emeraldyouth.org/urban-youth-ministry](http://www.emeraldyouth.org/urban-youth-ministry)

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 Area Ministries**

##### **EMERALD AVENUE UMC**

1620 N. Central St, 37917

##### **FIRST BAPTIST ROSEBERRY CITY**

217 Hiwassee Ave. 37917

##### **LIFE CHURCH**

1015 Cedar Lane, 37912

##### **MECHANICSVILLE MINISTRY CENTER**

601 College St, 37921

##### **MOUNT MORIAH FBH**

2001 Western Ave, 37921

##### **NORTH AREA MINISTRY COMPLEX**

1718 N. Central St, 37917

##### **THE RESTORATION HOUSE OF EAST TENNESSEE**

2205 Village Place Way, 37923

##### **SECOND UMC**

1524 Western Ave, 37921

#### **WESTERN HEIGHTS BAPTIST CENTER**

1230 W. Scott Ave, 37921

#### **East/South Area Ministries**

##### **HILLCREST UMC**

1615 Price Ave, 37920

##### **MOUNT ZION BAPTIST**

2714 Brooks Ave, 37914

##### **OVERCOMING BELIEVERS CHURCH**

211 Harriet Tubman St., 37915

##### **PEACE AND GOODWILL MISSIONARY BAPTIST**

1723 Washington Ave, 37917

##### **WOODLAWN CHRISTIAN CHURCH**

4339 Woodlawn Pike, 37920

#### **Lonsdale/West Area Ministries**

##### **HASLAM-SANSOM MINISTRY COMPLEX**

1740 Texas Ave, 37921

**LAUREL CHURCH OF CHRIST**  
3457 Kingston Pike, 37919

**OAK VALLEY BAPTIST**  
194 Hampton Rd, 37830

**Sports Ministry Area Ministries**  
**E.V. DAVIDSON COMMUNITY CENTER (INDOOR POOL)**  
3124 Wilson Ave, 37914

**NEW HOPE RECREATION CENTER**  
1905 McMinn St, 37917

**SANSOM SPORTS COMPLEX**  
234 Dale Ave, 37921

**Thrive**

719 Dameron Avenue, 37921

Website: [www.helpusthrive.com](http://www.helpusthrive.com)

Service:

Thrive partners with communities to pursue spiritual, emotional, academic, and physical wholeness. Thrive connects caring adults with at-risk youth through gospel-centered relationships. Thrive desires to see communities transformed by the gospel. Thrive requires daily attendance which allows us to establish trust and consistency with our students.

Thrive After School Students join us for 3 hours of programming every day when school is in session, Monday - Friday. Thrive Afterschool focuses on support youth through bible studies, homework help, 1 on 1 tutoring, reading lessons, team building and other life skill activities.

Thrive Mentoring is a Christian mentoring is an opportunity to intentionally invest in a Thrive student in a life changing way. Mentoring a student requires specific training and has a lifelong impact on both the mentor and the student. This relationship is so much more than planning fun activities to help a student feel valued.

Thrive Summer is a full-day, 6-week program that blends educational activities with encouragement, excitement, and fun. There is an emphasis on practicing English language skills through daily reading and writing lessons.

Our summer program is built around fun weekly themes which incorporate educational activities, Gospel-centric Bible studies, and field trips. Thrive Summer is offered to students who have completed 1st - 8th grade.

Office Hours: 9:00am to 5:00pm Monday – Friday.

**Thrive Neighborhoods:**

Thrive Lonsdale	Elementary program	1317 Connecticut Avenue
Thrive Upper	Middle School	1317 Connecticut Avenue
Thrive Upper	High School	1333 Connecticut Avenue
Thrive New Hopewell	Elementary program	943 Kimberlin Heights Road
Thrive Papermill	Elementary program	1501 Kirby Road
Thrive Parkridge	Elementary program	2500 E. 5 <sup>th</sup> Avenue
Thrive West View	Elementary program	2510 Belmont Heights Avenue

## **UUNIK Academy**

1601 Dandridge Ave Knoxville, TN 37915

Phone: 865-384-4475

Website: [www.uunikacademy.org](http://www.uunikacademy.org)

Email: [info@uunikacademy.com](mailto:info@uunikacademy.com)

Service:

UUNIK Academy is a non-profit organization dedicated to the transformation of African American youth UUNIK ('unique') Academy currently offers:

STEAMI Summer Institute is an annual summer program dedicated to educating and empowering African American males between the ages 5 and 10. STEAMI stands for Science, Technology, Engineering, Arts, Math Innovation. STEAMI Summer Institute is an annual 7-week program that begins in June into July. The times of the sessions are 8:30 am to 3:30 pm, Monday through Friday.

## **Wesley House Community Center** – Faith Based

Phone: 865-524-5494

1719 Reynolds Avenue, 37921

Fax: 865-524-5495

Website: [www.wesleyhouseknox.org](http://www.wesleyhouseknox.org)

Services:

C.A.R.E.S. (Children's After-school Recreational & Educational Support)

CARES provides tutoring through -24 hours of math and 24 hours of reading each month, homework assistance provided by a retired Knox County teacher. In addition to Positive Behavior Interventions and Support model is used when working with students and Spiritual support through daily devotion and Sunday School.

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

STEP is a full day summer program that is runs 9-week supporting East Tennessee children, from rising kindergarten through eighth grade, and their needs. We provide breakfast, lunch and a snack daily, along with enrichment activities, spiritual support, and educational field trips.

## **YMCA of East TN – Afterschool Care**

Website: <https://ymcaknoxville.org/programs/child-care/after-school-child-care>

Service:

17 local schools in the Knox County Schools system, Monday-Friday from 2:30-6:00pm. Children will participate in arts and crafts, STEM activities, games and sports, homework help, healthy snack time, and more, all supervised by responsible, caring Y staff team members. The program covers kindergarten to 5<sup>th</sup> grade; Monday – Friday 2:30pm to 6pm, dates in line with Knox County Schools calendar.

Locations:

A.L. Lotts Elementary  
865-973-1005

Bearden Elementary  
865-973-4074

Blue Grass Elementary  
865-560-6617

Ball Camp Elementary  
865-789-0769

Beaumont Magnet School  
865-973-1210

Cedar Bluff Elementary  
865-438-6173

Farragut Intermediate 865-789-9041	Inskip Elementary 865-898-8198	Sarah Moore Green Elementary 865-560-6632
Green Magnet School 865-973-1130	Northshore Elementary 865-789-9201	Shannondale Elementary 865-936-0827
Halls Elementary 865-560-6630	Pleasant Ridge Elementary 865-237-1154	Spring Hill Elementary 865-237-1477
Hardin Valley Elementary 865-560-6619	Rocky Hill Elementary 865-973-1002	West Hills Elementary 865-973-1009

### **YWCA - Phyllis Wheatly**

Phone: 865-546-0651

124 S. Cruze Street, 37915

Website: <https://ywcaknox.com/phyllis-wheatley-center/>

Service:

#### After-School Enrichment Program

After-School Enrichment Program (ASEP) provides a safe, nurturing environment with structure and accountability for middle-school students at no cost. Services are available from 3:30 p.m. to 6:30 p.m. daily during the school year, with occasional extended hours during holiday breaks and teacher in-service days.

ASEP works to encourage academic success, leadership, civic involvement, healthy decision-making, and positive family engagement. Focus areas include academics, teen pregnancy, youth and family violence, substance use, childhood obesity, and future planning.

#### Reach Program

The Reach Program is a competitive, incentivized internship offered to young men and women; ages 14-18 years old. Students selected to participate in the program learn important skills for entering the workforce, including time management, accountability, conflict management, and financial literacy. Students meet with guest speakers from a variety of professions and have the opportunity to shadow professionals in a variety of careers.

#### Summer Kids in Play Program (SKIPP)

SKIPP is a popular summer option for families needing a safe place for their children during the summer break. This 8 week-long summer day camp offers enriching programming for children, ages 5 to 14.

SKIPP focuses on keeping costs low for busy parents, cultivating a love of reading, and leading social and cultural development. Scholarships are available. Spots fill up fast, so families are encouraged to register early.

## **ALCOHOL & DRUG SUPPORT SERVICES**

### **Al-Anon (Knoxville Area)**

Phone: 865-525-9040

### **Alateen**

865-971-4779

Website: [www.knox-al-anon.org](http://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 Chatroom:* <http://www.knox-al-anon.org/meeting-list---old.html>

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 at 6:30 p.m. with coffee, service 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 – 12 years of age.

### **East TN Intergroup of Alcoholics Anonymous**

Phone: 865-525-9667

9217 Park West Blvd #B3, 37923

Helpline Phone: 865-522-9667

Website: [www.etiaa.org](http://www.etiaa.org)

Email: [office@etiaa.org](mailto:office@etiaa.org)

Service:

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

### **Narcotics Anonymous**

Knox Area

Phone: 1-844-409-3762

P.O. Box 26305, 37912

E-mail: [knoxareana@gmail.com](mailto:knoxareana@gmail.com)

Website: <https://www.naknoxville.org>

Knox Area NA offers recovery from the effects of addiction through working a twelve-step program, including regular attendance at group meetings. The group atmosphere provides help from peers and offers an ongoing support network for addicts who wish to pursue and maintain a drug-free lifestyle. The cities included in this area are Alcoa, Clinton, Farragut, Knoxville, Lafollette, Lenoir City, Oak Ridge, Pigeon Forge, Powell, Rockford, Rockwood, Sevierville, Sweetwater, and Tazewell

### **Recovery at Cokesbury**

Phone: 865-246-0449

9919 Kingston Pike –Main Campus, 37922

Website: <http://recoveryatcokesbury.com/welcome>

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 5:30pm. The service begins at 6:30pm. 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 7:30AM – 4:30PM and Friday 7:30AM – 12Noon. *Services at North Campus:* 9915 Kingston Pike

### **Recovery at Powell**

Phone: 865-938-2741

323 W Emory Rd, Powell, 37849

Website: <http://recoveryatpowell.com/>

Service:

Recovery at Powell is a spiritual process that meets us in our brokenness and separation from God, providing healing, restoration, and transformation through the redemptive power of Jesus Christ and the spiritual principles of the 12 steps. **Loved Ones Together:** *Loved ones of those addicted to opioids gather for fellowship, education and sharing.* Recovery at Powell meets every Thursday. Dinner 5:45pm, Children's program starts at 6:15pm, Worship at 6:30pm and groups at 7:40pm.

### **Website to locate of Celebrate Recovery Programs across the nation:**

<https://www.celebraterecovery.com/what-we-offer/find-a-cr-meeting>

## **Birth Control & Pregnancy Counseling Services**

### **A Step Ahead East Tennessee**

P.O. Box 20363, 37940

Phone: 865-657-8372

Website: [www.AStepAheadEastTN.org](http://www.AStepAheadEastTN.org)

Email: [Alison@astepaheadeasttn.org](mailto:Alison@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)

### **HOPE Resource Center**

Phone: 865-236-0350

2700 Painter Avenue, 37919

Website: [www.knoxvillehope.com](http://www.knoxvillehope.com)

Service:

Hope Resource Center is a cost-free healthcare center for women offering medical care by licensed professionals for reproductive health concerns, education, and connection with community resources. Our mission is to equip women to make informed and healthy reproductive decisions. We want to help you find a path to your best health and wholeness because your health is important. The decisions you make matter. You have options, and we want to help.

Pregnancy Testing

STD Testing

Ultrasound Imaging

Well-woman exams/pap testing

Office Hours: Monday – Thursday from 9:00AM – 5:00PM, and Friday from 9:00AM – 1:00PM.

### **Pregnancy & Adoption Services**

Phone: 865-524-9896

*Catholic Charities*

119 Dameron Avenue, 37917

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

Website: [www.ccetn.org](http://www.ccetn.org)

Email: [info@ccetn.org](mailto: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 Afterschool Program**

**Cedar Brook Outreach** ~ *Disabilities Ministry*

Phone: 865-690-0031

8833 Middlebrook Pike, 37923

Website: <http://cedarbrookoutreach.org/hisabilities/>

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 – 5:30PM. 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

P.O. Box 184494, 37928

Email: [info@asaetc.org](mailto:info@asaetc.org)

Website: [www.asaetc.org](http://www.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, Suite 301, 37902

TTY: 800-270-1349 (Long Distance)

Website: [www.tn.gov/humanservices/ds/blind-visually-impaired-services.html](http://www.tn.gov/humanservices/ds/blind-visually-impaired-services.html)

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](http://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, home based assistance, and employment-based services. Office Hours: Monday – Thursday 9:00am – 5:00pm

**Child Find**

Phone: 865-594-1530 / 594-5035

**Knox County Schools**

Fort Sanders Ed. Dev. Center, Room 210  
501 South 21<sup>st</sup> Street, 37916

Website: <https://www.knoxschools.org/Page/11741>

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. Area 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

Website: [www.tn.gov/didd/about.html](http://www.tn.gov/didd/about.html)

520 West Summit Hill Drive, Suite 201~ Langley Building

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. DIDS 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

9111 Cross Park Dr, Building E, Suite 135

Fax: 865-637-5616

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.**

Phone: 865-588-8567

P.O. Box 11066, 37939

Fax: 865-588-0075

Website: [www.gwiktn.org](http://www.gwiktn.org)

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

**Health Science Center**  
**The University of Tennessee**

Phone: 865-974-5451  
Audiology Services: 865-974-5453

Academic Health Programs  
600 Henley Street, suite 213 - Clinic Reception  
Website: [www.uthsc.edu/asp/clinical/index.php](http://www.uthsc.edu/asp/clinical/index.php)

Service:

SP offers the area's only academic hearing and speech clinics – meaning each patient receives cutting-edge care based on the most up-to-date research. We offer comprehensive hearing, balance, and speech-language services by board-certified audiologists, speech pathologists, and ASP graduate students using a team-based approach to meet the unique needs of each patient, from infants to older adults. Office Hours: Monday- Friday from 8:00AM – 5:00PM

- Hearing & Balance Services
- Speech, Language & Swallowing Services

**Helen Ross McNabb Center**  
201 W. Springdale Avenue, 37917

Phone: 865-637-9711

**Children and Youth Center**  
600 Arthur Street, 37921  
Website: [www.mcnabbcenter.org](http://www.mcnabbcenter.org)

Phone: 865-523-8695

**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.

*Therapeutic Preschool*

Therapeutic Preschool is a 10-week intensive outpatient program for children ages 4-6 who have experienced a traumatic event, such as abuse or neglect. These children have special emotional requirements that many childcare 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**

Phone: 865-579-0832

3731 Martin Mill Pike, 37920

TTY: 865-573-5640

Website: [www.kcdtn.org](http://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 8:00AM – 5:00PM

**Muscular Dystrophy Association**

Phone: 865-588-1632

412 North Cedar Bluff Road, #402, 37923

Website: [www.mda.org](http://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

**NAMI (National Alliance on Mental Illness)**

Phone: 865-214-7813

Website: [www.namiknox.org](http://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

**Open Arms Care**

Phone: 865-694-8463

7325 Oak Ridge Hwy#200, 37931

Website: [www.openarmscare.org](http://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 8:30am to 4:30pm.

## **Options for Community Living**

### **ETHRA**

Phone: 865-691-2551

9111 Cross Park Drive, Suite D-100, 37923

Website: [www.ethra.org](http://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: 865-331-3600

#### **Fort Sanders Regional Medical Center**

1901 Clinch Avenue, 37916

Website: [www.patneal.org](http://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

### **Proud Moments**

Phone: 865-407-2083

8930 Cross Park Drive, Suite 1, 37923

Website: [Knoxville, TN - Autism Therapy Services - In-Home ABA Therapy](#)

Insurances: AETNA, Blue Cross Blue Shield, United Healthcare, Tricare (**TNCARE NOT ACCEPTED**)

Service:

Proud Moments clinic specializes in helping autistic children younger than school age (0-5) progress towards their individual goals through intensive comprehensive ABA treatment plan customized for each child. Our autism therapists are also equipped to serve children at home if needed. This flexibility will help you to choose the right treatment plan that best suits your family – at home or in the clinic.

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

### **Rehabilitation Center**

Phone: 865-690-8961

#### **East Tennessee Children's Hospital**

Fax: 865-693-3941

1025 Children's Way, 37922

Website: <https://www.etch.com/Locations/Childrens-Hospital-Rehabilitation-Center.aspx>

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, Physiatry, sleep medicine center, 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 8:00AM – 5:00PM

**Sertoma Center, Inc.**

1400 East Fifth Avenue, 37917

Website: [www.sertoma.com](http://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. Other services offered:

*Life Enrichment Center*

*Residential Living*

*Pre-employment training*

*Supported Employment*

*Respite Care*

*Mylife Day Services*

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

**Shangri-La Therapeutic Academy of Riding (STAR)**

3312 Tipton Station Rd, 37920

Website: [www.rideatstar.org](http://www.rideatstar.org) \*BY APPOINTMENT ONLY\*

Service:

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

Website: <https://www.ssa.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

712 Professional Plaza

Local: 423-639-0125

Greeneville, TN 37745

Website: [www.tnstep.org](http://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**

Phone: 865-546-9431

Sunshine Services

Fax: 865-546-7960

3000 North Central Street, 37917

Website: [www.sunshinekcarc.com](http://www.sunshinekcarc.com)

Service:

The Arc Knox County Is a Nonprofit Organization That Is Committed to Providing Programs and Services for People with Intellectual Disabilities in Knox County; Safeguarding Their Rights And Protecting Their Welfare; And Helping Each Individual Achieve The Highest Possible Level Of Personal Growth And Independence.

*Early Intervention*

*Residential Program*

Community Program

*Employment Services*

*The Independent Living*

Vocational Training

*Leisure Services*

*Program*

**TEIS (Tennessee’s Early Intervention System)**

Phone: 865-579-3099

2726 Island Home Blvd. 37920

To make a referral, please call the following number. Phone: 800-852-7157 (toll free)

Website: <https://www.tn.gov/didd/for-consumers/tennessee-early-intervention-system-teis.html>

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 childcare 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.org](http://www.tsdeaf.org)

Email: [tsd@tsdeaf.org](mailto: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

### **TN Voices**

Phone: 800-670-9882

Mailing Address: P. O. Box 20847, 37920

Fax: 615-269-8914

Website: [www.TNVoces.org](http://www.TNVoces.org)

Service: Children's Mental Health Services/Supports (ages 0-25) Services include: support, advocacy, education, training, respite, public policy, information, referrals, and prevention in the area of children's mental health. Services available statewide. Office Hours: Monday – Friday from 8:00AM – 4:30PM

### **The Disability Rights**

Phone: 800-342-1660 (toll free)

Website: [www.disabilityrightstn.org](http://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: <https://www.utmedicalcenter.org/medical-care/specialty-practices/university-genetics>

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 – 4:30PM

## Vocational Rehabilitation

Phone: 865-594-6060

### Regional Office

Phone: 865-403-1624

520 West Summit Hill Drive, Suite 301, 37902

**Site Location**-Knox County Career Center

Phone: 865-594-2741

2700 Middlebrook Pike, Suite 100, 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



# TENNESSEE DISABILITY PATHFINDER

[Directory of Services](#) • [Community Events](#) • [Trainings/Webinars](#) • [Disability Resources](#)

<https://www.tnpathfinder.org/>

## **DOMESTIC VIOLENCE SERVICES**

### **Alternative Counseling -Family**

Phone: 865-687-8990

9111 Cross Park Drive, Suite D200

Website: [www.alternativeshrinks.org](http://www.alternativeshrinks.org)

Service:

AC is an association of independent practitioners that 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.

### **Healing The Home**

Phone: 865-443-3980

Website: [www.healingthehome.org](http://www.healingthehome.org)

Email: [Helpishere@Healingthehome.org](mailto:Helpishere@Healingthehome.org)

Service:

Healing the Home provides an effective educational and therapeutic approach to intervention, working directly with people identified as high risk for interpersonal violence. Facilitating accountability groups, conducting psycho-educational classes, and identifying peripheral challenges, while working in conjunction, with a network of local resource providers, including law enforcement, mental health, substance abuse and trauma recovery organizations.

The goal is safety for the victims of intimate partner violence, including those indirectly affected, such as children and other family members. Classes are \$25 per session in 24-to-45-week segments. These classes are certified by the Tennessee Coalition to End Domestic and Sexual Violence. The classes are also court approved.

### **Helen Ross McNabb Center**

Phone: 865-637-9711

201 W. Springdale Avenue, 37917

Website: <https://www.mcnabbcenter.org/content/domestic-violence-services>

Services:

*Domestic Violence Services (DVS):*

McNabb Center has a continuum of domestic violence services (DVS) that include: 24/7 DV hotline, 24/7 emergency shelter, advocacy, outreach, and transitional housing. DVS programming assists with safety planning, orders of protection, civil/criminal court accompaniment and assistance, resource and linkage, counseling, crisis intervention, self-sufficiency, and more. All services are free and confidential.

### *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.

### Outreach Programs

Services offered by our outreach programs include safety planning, court advocacy, assistance filing orders of protection, community support groups, and referrals to community resources. These services are located at the Family Justice Center at 400 Harriet Tubman Street in Knoxville and accept walk-ins Monday through Friday between 8:00a.m.-4:00p.m.

### Transitional Housing

Phone: 865-637-8000

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.

### **Hope Redefined**

Phone: 865-214-7778

Website: [www.HopeRedefined.org](http://www.HopeRedefined.org)

Email: [support@HopeRedefined.org](mailto:support@HopeRedefined.org)

Service:

Hope Redefined provides support and coaching for Women Impacted by Sexual Betrayal. Hope Redefined was sparked from the passion to love and support women who are faced with sexual betrayal in their marriage and close relationships. It is a place to find real life, support, encouragement, and other women who are facing similar pain but refuse to succumb to the destruction this sin can cause for so many of us. Services include:

- Local and Online Support Groups
- One to One Coaching
- Intensive Healing Retreatments
- Private Online Community
- Community Support

### **Joy Baker Center**

Phone: 865-525-9401

Salvation Army

409 N. Broadway Street, 37917; mailing: P.O. Box 669, 37901

Website: <https://www.salvationarmyknoxville.org/longterm-programs-residential-services>

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](http://www.fjcknoxville.org)

## 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**

Phone: 865-215-6810

KPD DV Unit located @ Family Justice Center

Website: [http://knoxvilletn.gov/government/city\\_departments\\_offices/police\\_department/criminal\\_investigations/special\\_crimes\\_unit](http://knoxvilletn.gov/government/city_departments_offices/police_department/criminal_investigations/special_crimes_unit)

## 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: <https://knoxsheriff.org/family-crimes>

## 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.

**Serenity Shelter (KARM)**

Location Confidential

Intake/Admission

Phone: 865-673-6540

Direct Site Office

Website: <https://karm.org/serenity/>

Service:

Serenity Shelter, ministry of Knox Area Rescue Ministries, is a free 18-month 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
- Life skills classes
- Mentoring
- Addiction recovery

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

Phone: 865-679-1955

Email: [susanj1997@yahoo.com](mailto: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.

**YWCA Knoxville and the Tennessee Valley**

Phone: 865-523-6126

420 W. Clinch Avenue, 37902

Website: [www.ywcaknox.com](http://www.ywcaknox.com)

Service:

*Scattered Site Transitional Housing*

This program is available to victims of domestic violence and their families in Blount, Knox, Loudon, Roane and Sevier Counties who are fleeing a domestic violence situation. This program offers financial education, parenting, education, and trauma informed care, including support groups and classes specifically for victims of domestic violence.

*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.

Community Outreach

YWCA offers support groups in English, Spanish, and Arabic to women who have experienced domestic violence and to female family members. Although every domestic violence situation is different, victims/survivors may find it beneficial to talk about their feelings with others who are going through similar experiences. Led by trained facilitators, confidential support groups meet weekly and address a variety of issues related to domestic violence in a caring, nurturing environment.

The YWCA offers support groups; please call for times and locations.

Tuesday evenings at 6:00 – call for location (English)

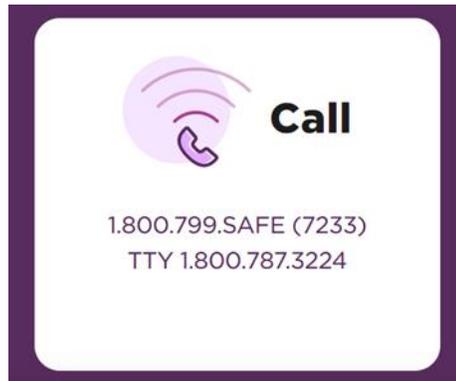
Wednesday evenings at 6:30 – call for location (Spanish)

Culturally Specific Advocacy:

Bilingual Advocate (Spanish speaking)

Immigrant/Refugee Advocate

African American Community Advocate



## **EDUCATION/TRAINING-CHILDREN/YOUTH**

### **East TN Freedom Schools**

Phone: 408-806-9467

Website: <https://www.easttnfreedomschools.com/> Email: [EastTNFreedomSchools@gmail.com](mailto:EastTNFreedomSchools@gmail.com)

#### **Services:**

The East TN Freedom Schools is a six-week long summer enrichment program with a 3 hour of reading per day program. This program is funded by the Children's Defense Fund's. The program helps children fall in love with reading, increases their self-esteem, cultivates positive attitudes toward learning, and reduces summer learning loss—one of the major challenges affecting poor and working-class children. With the help of a researched-based curriculum that is based on culturally responsive books that reflect their own images and caring and supportive college students that serve as teachers, Freedom Schools successfully address summer reading loss and a related decrease in students' motivation to read. Summer Sites available in Knox and Blount County.

### **Emerald Academy**

Emerald Youth Foundation

220 Carrick Street, 37921

Phone: 865-249-7223

Website: [www.emeraldacademy.org](http://www.emeraldacademy.org)

Fax: 865-249-7826

#### **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**

Phone: 865-541-6647

201 W. Springdale Avenue, 37917

### **Children and Youth Center**

Phone: 865-637-1278

600 Arthur Street, 37921

Website: [www.mcnabbcenter.org](http://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.

## **Knox County Public Library**

Phone: 865-215-8750

Lawson McGhee –Main Library  
500 West Church Avenue, 37902

Website: [www.knoxlib.org](http://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

#### **ETHC: Knox Cty Archives**

601 S. Gay Street  
865-215-8800

#### **Bearden Branch**

100 Golfclub Rd  
865-588-8813

#### **Burlington Branch**

4614 Asheville Highway  
865-525-5431

#### **Carter Branch**

9036 Asheville Highway  
865-933-5438

#### **Cedar Bluff Branch**

9045 Cross Park Drive  
865-470-7033

#### **Corryton Branch**

7733 Corryton Rd  
865-688-1501

#### **Farragut Branch**

417 N. Campbell Station Rd  
865-777-1750

#### **Fountain City Branch**

5300 Stanton Rd.  
865-689-2681

#### **Halls Branch**

4518 E. Emory Rd.  
865-922-2552

#### **Howard Pinkston Branch**

7732 Martin Mill Pike  
865-573-0436

#### **Karns Branch**

7516 Oak Ridge Highway  
865-470-8663

#### **Mascot Branch**

1927 Library Drive  
865-933-2620

#### **Murphy Branch**

2247 Western Avenue  
865-521-7812

#### **North Knoxville Branch**

2901 Ocoee Trail  
865-525-7036

#### **Norwood Branch**

1110 Merchants Drive  
865-688-2454

#### **Powell Branch**

330 W. Emory Rd  
865-947-6210

#### **Sequoyah Branch**

1140 Southgate Rd  
865-525-1541

#### **South Knoxville Branch**

4500 Chapman Highway  
865-573-1772



<https://www.knoxcountylibrary.org/dolly-parton-imagination-library/register>

## **Knox County Schools**

Phone: 865-594-1800

Andrew Johnson Building, 15th floor

912 S. Gay Street, 37902

Website: [www.knoxschools.org](http://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 School's offer various forms of educational services from children to adults. Administrative Office Hours: Monday – Friday from 8:00AM – 4:30PM

### *Dr. Paul L. Kelley Volunteer Academy*

Phone: 865-362-6803

[www.knoxschools.org/kelley](http://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](http://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](http://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.

### *Richard Yoakley Alternative School*

Phone: 865-594-3790

[www.knoxschools.org/yoakley](http://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](http://www.knoxschools.org/fairgarden)

This Pre-K program is supported by county government, Department of Human Services, and our local school system. The program offers educational and supportive services for Title 1 eligible preschoolers, ages 3 through 5 years old.

Voluntary Pre-K Program

Phone: 865-594-1529

(Governors Pre-K)

<https://www.knoxschools.org/domain/2310>

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:**

Adrian Burnett Elementary

Amherst Elementary

Belle Morris Elementary

Bearden Elementary

Bonny Kate Elementary

Carter Elementary

Cedar Bluff Pre-School Center – 4\*

Christenberry Elementary

Cooper Ridge Elementary

Dogwood Elementary

East Knox County Elementary

Fair Garden Preschool

Fort Sanders Educational Development Center -2

(\*# of classes)

Gibbs Elementary

Halls Elementary -2\*

Karns Elementary – 2\*

Mooreland Heights Elementary

Pleasant Ridge Elementary

Ritta Elementary

Sarah Moore Greene Academy

Sunnyview Primary

West Haven Elementary

West Hills Elementary

West View Elementary

**KnoxWorx**

Phone: 865-524-2774

**Knoxville Leadership Foundation**

The Regas Building

318 North Gay St, Suite 210, 37917

Website: <http://knoxworx.klf.org/>

Service:

KnoxWorx is a workforce development initiative serving youth and adults in and around Knoxville, Tennessee. This program uses a unique approach to help individuals find employment, focusing not only on career planning and job search training, but on “soft skills,” including responsibility, communication,

and leadership within a supportive and encouraging environment. This program serves youth and young adult's ages 16 to 24. Office Hours: Monday – Friday from 8:00AM – 5:00PM

Other services include:

Employability / Educations / Industry Training & Certification / Employment Opportunities

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

2400 Piedmont Street, 37921

Website: [www.knoxvilleheadstart.org](http://www.knoxvilleheadstart.org)

Service:

Head Start is a comprehensive preschool program for low-income children and their families. Early Head Start is a comprehensive program for low-income infants, toddlers, and pregnant women and their families. Both programs provide 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.

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. Applications are available online. Office Hours: Monday – Friday from 8:00AM – 4:45PM

Site Locations:

Anderson – South

4808 Prospect Road, 37920

865-573-1846

East, Building II

2330 Prosser Road, 37914

865-637-2639

Claxton – West

2400 Piedmont Street, 37921

865-971-5845

L.T. Ross- Central

2247 Western Avenue, 37921

865-637-6244

East, Building I

2400 Prosser Road, 37914

865-521-6551

North Ridge Crossing

1008 Breda Drive, 37918

865-689-1183

Western Heights

1101 West Oldham Ave, 37921

865-801-9150

## **Parents As Teachers**

### **Knox County Health Department**

140 Dameron Avenue, 37914

Website: [www.knoxcounty.org/health/parents as teachers/](http://www.knoxcounty.org/health/parents%20as%20teachers/)

#### Services:

Parents as Teachers, a Knox County Health Department program, is a prenatal to kindergarten program that helps parents know how to be their child's first and most influential teacher. This evidence-based home visiting model is designed to ensure young children are healthy, safe and ready to learn.



For more information: <https://www.tn.gov/tnpromise.html>

## **EDUCATION/TRAINING/EMPLOYMENT – ADULTS**

### **American Job Center**

Phone: 865-594-5500

2700 Middlebrook Pike, Suite 100, 37921

Website: [American Job Center](#)

Service:

American Job Centers offers services that can meet your employment needs. We provide free access to the resource rooms which includes computers and Internet, telephones, and fax machines. Also, job seekers can attend on-site recruiting events, workshops on resume writing, interviewing skills, and job search activities or pursue more intensive training or certifications for occupations that are in demand. AJC has programs available to assist:

- Youth
- Seniors
- WIOA Reentry Program
- SNAP Employment & Training
- Veterans

American Job Centers give you the right tools you need to succeed!

Office Hours: Monday – Thursday, 8:00AM to 4:30PM; Friday 8:00AM to 4:30PM.

### **American Red Cross of Tennessee Mountain Valley**

Phone: 865-584-2999

6921 Middlebrook Pike, 37909

Website: [www.redcross.org](http://www.redcross.org)

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 8:30AM – 5:00PM)

### **CAC (Community Action Committee)**

2247 Western Avenue, 37921

Phone: 865-546-3500

Website: <https://cacamericorps.org>

Services:

*AmeriCorps*

Email: [cacamericorps@knoxcac.org](mailto: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. Office Hours: Monday – Friday from 8:00AM- 4:45PM

## **Christian Men's Job Corps**

### **Angelic Ministries**

1218 N. Central St., 37917

Website: [www.angelicministries.com](http://www.angelicministries.com)

Service:

Knox Christian Men's Job Corps (Ages 18 and older) 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.

Phone: 865-523-8884

Fax: 865-637-1883

Email: [tony@angelicministries.com](mailto:tony@angelicministries.com)

### **Connect Ministries**

2340 E. Magnolia Avenue, 37914

Website: [www.connectministers.net](http://www.connectministers.net)

Service:

Community Resource Training Program (CRT) is an affordable apprentice/training referral program specifically designed to help members of the community who have low to moderate incomes become gainfully employed. The goal is to develop valuable skills that will increase opportunities for sustainable income in high demand occupations that do not require a college degree.

Phone: 865-851-8005

### **Educational Opportunity Center**

#### **University of Tennessee**

1914 Andy Holt Avenue

25 HPER Building, 37996

Website: <https://eoc.utk.edu/locations/knoxville/>

Service:

The Educational Opportunity Center (EOC) assists low-income, first-generation participants to complete secondary school requirements and enroll in postsecondary education programs. Office Hours: Monday-Friday from 8:00AM – 5:00PM

Phone: 865-974-4466

Fax: 865-974-3961

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.

### **Friends of Literacy**

Phone: 865-549-7007

4630 Holston Drive, 37914

Website: [www.friendsofliteracy.org](http://www.friendsofliteracy.org)

Service:

Offers adults education, including beginning reading, English for speakers of other languages, and HiSet/GED Prep. Child and Family programs offer literacy resources directly to families and help struggling readers. All programs are free.

### **Goodwill Industries - Knoxville**

Phone: 865-588-8567

5307 Kingston Pike, 37919

Website: <https://www.gwiktn.org/job-training>

Service:

#### Job Training

Gain skills and abilities desired by local employers. Work with our dedicated team of professionals to create a map for your future and help you obtain the job you want! Services including career development boot camp, digital literacy training, resume formatting, and interview coaching are completely free and can be provided virtually or in-person.

- Digital Skills Training
- Job Readiness Training & Job Placement Services
- Pre-Employment Transition Services
- Certified Nurse Assistance Training

### **Johnson University**

Phone: 865-573-4517

7900 Johnson Drive, 37998

Fax: 865-251-2337

Website: [www.johnsonu.edu](http://www.johnsonu.edu)

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 [bachelor's](#), [master's](#), and [doctoral](#) programs across three campuses - [Tennessee](#), [Florida](#), and [Online](#). Officer Hours: Monday- Friday from 8:00AM-5:00PM

### **Knoxville Area Urban League**

Phone: 865-524-5511

1514 E. Fifth Avenue, 37917

Email: [info@thekaul.org](mailto:info@thekaul.org)

Website: [The KAUL Level Up Program](#)

Service:

The [Level UP Skills Preprogram](#) is nationally standardized and accredited, and the credentials you receive can be built upon and are recognized across the industry. Mentors will work with you to develop your career plan. Office Hours: Monday – Friday 9am to 5pm

**Fast Facts:**

- Full-time construction work
- 5-hour weekly class
- 8-month program
- 6% expected employment growth\*

**Pellissippi State Community College**

10915 Hardin Valley Rd

Website: [www.pstcc.edu](http://www.pstcc.edu)

Service:

Pellissippi State Community College supports and develops career-path associate degrees, associates 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.

Phone: 865-694-6400

Phone:865-694-6571 (Admissions)

**Additional Campuses PSCC:**

**Division Street Campus**

3435 Division Street, 37919

865-971-5200

**Strawberry Plains Campus**

7201 Strawberry Plains Pike, 37914

865-225-2300

**Magnolia Avenue Campus**

1610 Magnolia Avenue, 37917

865-329-3100

**Blount County Campus**

2731 W. Lamar Alexander Parkway, 37737

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**

276 Patton Lane, 37748

Website: [www.roanestate.edu](http://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: <https://tcatknoxville.edu/future-students/adult-education>

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

Phone: 865-594-0766

Phone: 844-323-7323

delivers educational services to adults who are over the age of 17 (unless granted an exception) 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)

### **University of Tennessee**

Phone: 865-974-1000

320 Student Services Building, 37966

Website: [www.utk.edu](http://www.utk.edu)

Service:

*Skill Up Tennessee*

Contact via Website: <http://skillup.tennessee.edu/>

Skill Up Tennessee is UT Extension's SNAP Employment and Training Program. We help SNAP participants gain the skills, training, or work experience needed to get a good job. To be eligible:

- Must receive SNAP benefits
- Not receive TANF cash assistance
- Be willing and able to work upon completion

### University Services

The University of Tennessee not only offers post high school education, but 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

### **Walter State Community College**

Phone: 800-225-4770

500 South Davy Crockett Parkway, 37813

Website: [www.ws.edu](http://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](http://www.cn.edu)

Crown College

[www.go4thecrown.com](http://www.go4thecrown.com)

Kings University

[www.king.edu](http://www.king.edu)

Knoxville Barber School /

[www.knoxvillebarberschool.com/](http://www.knoxvillebarberschool.com/)

Knoxville Academy of Barbering

Knoxville College

[www.knoxvillecollege.edu](http://www.knoxvillecollege.edu)

Maryville College

[www.maryvillecollege.edu/](http://www.maryvillecollege.edu/)

Paul Mitchell Schools

[www.paulmitchell.edu/knoxville](http://www.paulmitchell.edu/knoxville)

South College  
Strayer University  
Tennessee School of Beauty  
Tennessee School of Therapeutic Massage  
Tusculum College

[www.south.edu](http://www.south.edu)  
[www.strayer.edu](http://www.strayer.edu)  
[www.tennesseeschoolofbeauty.com](http://www.tennesseeschoolofbeauty.com)  
[www.tennesseeschoolofmassage.com](http://www.tennesseeschoolofmassage.com)  
[www.tusculcum.edu](http://www.tusculcum.edu)



Tennessee has embraced a critical new mission: the Drive to 55 – the Drive to get 55 percent of Tennesseans equipped with a college degree or certificate by the year 2025.

It's not just a mission for higher education, but a mission for Tennessee's future workforce and economic development.

Join us on the **Drive to 55** to create more opportunities for more Tennesseans — and to improve our quality of life. <https://driveto55.org/>

## **FOOD PANTRIES & THRIFT STORES**

### **Second Harvest of East Tennessee**

Phone: 865-521-0000.

Website: <https://secondharvestetn.org/find-a-food-pantry/>

Services:

Second Harvest Food Bank's mission is to lead the community in the fight to end hunger. It is the East Tennessee region's largest hunger-relief charity, operating programs in 18 counties. The food bank secures and distributes more than 18 million pounds of food and grocery products annually through a network of over 550 partnering nonprofit organizations such as food pantries, soup kitchens, emergency shelters and schools.

Counties:

Anderson	Fentress	Morgan
Blount	Grainger	Roane
Campbell	Hamblen	Scott
Claiborne	Jefferson	Sevier
Cocke	Knox	Union
Cumberland	Loudon	

For a listing in your county or zip code, please call for assistance or click on the county map on the website.

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### **Angelic Ministries**

Phone: 865-523-8884

1218 N. Central Avenue, 37917

Fax: 865-637-1883

Website: <https://www.angelicministries.com/>

#### *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 also be faxed to 865-637-1883. \*They also hold services on Saturday at 12 noon.

<https://www.kcab.org/montgomery-village-baptist-center>

Emergency Food

**Baptist Center@ Montgomery Village** \*\*Currently only serving the 37920-zip code\*\*  
4601 Joe Lewis Road, 37920 Phone: 865-577-6244  
Email: [mvbaptistcenter@gmail.com](mailto:mvbaptistcenter@gmail.com)  
Website:

Clothing – Hours: Friday’s only 9:45AM to 11:45AM (Please go to the downstairs door)  
– This includes nonperishables & toiletries on Monday & Thursday from 1PM to 3PM –once every 30 days.

Fellowship: Wednesdays: Women’s Bible Study 10:30AM to Noon/ Kid’s Club: 3:00PM to 4:00PM / Teen Girls Bible Study” 4:15PM to 6:00PM Thursdays: Worship Service & Meals 10:30 to Noon / Teen Guys Bible Study: 5:00PM to 6:30PM Sunday: Satellite Sunday School 9:00AM to 10:00Pm

Food Pantry -Service & Market – Hours: Tuesday from 10:30AM to 11:45AM  
Tutoring: 3:00PM to 4:00PM (elementary grades)  
Worship & Lunch- Hours: Thursday from 10:30AM to 12Noon

**Baptist Center@ Western Heights** Phone: 865-525-9068  
1230 W. Scott Avenue, 37921 <https://westernheightsbc.com/baptist/> Email: [baptistcenter@aol.com](mailto:baptistcenter@aol.com)  
Website:  
Market Day (Handing out groceries) - Hours: Tuesday & Thursday from 10AM – 12Noon

**Bread of Life Food Pantry** Phone: 865-690-0031  
**West Park Baptist Church**  
8833 Middlebrook Pike, 37923  
Website: <https://westparkbaptist.org/cause/care-ministries/bol-food-pantry/>

Food Pantry  
Must bring a driver’s license or picture I.D. Clients only allowed 1 visit every 30 days.  
Hours: Mondays & Tuesdays from 4PM to 6PM

**CAC/Food Programs** Phone: 865-577-7591  
522 Maryville Pike, 37920 Fax: 865-546-0832  
The Commodity Program distributes on the 15<sup>th</sup> of the month USDA surplus food to low-income families in Knox County. Please call to confirm the next scheduled session. Please bring photo identification and proof of income, proof of residency. Office Hours: Monday – Friday from 8:00AM – 4:45PM \*\*Eligibility determined at the distribution site.

**C.A.R.E. Food Pantry**

Phone: 865-966-5224

Farragut Christian Church  
138 Admiral Road, 37934Website: <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 Highway, 37938

Website: [www.christumcknox.com](http://www.christumcknox.com)

Service:

If you or your family could use a bit of extra help making ends meet, stop by our church once a month on EVERY THIRD WEDNESDAY from 10am-12noon and EVERY FIRST THURSDAY from 5:30-6:30 p.m. to receive blessing bags from our food pantry. Clients may only visit once per month but have the option of which day to attend.

**Corryington Hospitality Food Pantry**

7815 Corryton Rd, 37721

Phone: 865-687-8438

Food PantryRutherford Church hosts the Corryington pantry every 4<sup>th</sup> Thursday of the month.

Hours: Thursday from 9:00AM - Noon

**Department of Human Services**

Phone: 865-594-6151

2700 Middlebrook Pike, Suite 200, 37921

Website: <https://www.tn.gov/humanservices/for-families/supplemental-nutrition-assistance-program-snap.html>

Service:

The Food Stamp program now called SNAP (Supplemental Nutrition Assistance 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 continue to exist in every state. Eligibility requirements do apply, contact for information. Office Hours: Monday – Friday from 8:00AM – 4:30PM

To Apply for SNAP Benefits: <https://onedhs.tn.gov/csp>

**Expanded Food & Nutrition Education Program (EFNEP) Phone: 865-974-7384**  
**UT/Agriculture Extension Service**

26210 Morgan Circle, 121 Morgan Hall, 37996

Website: <https://knox.tennessee.edu/family-consumer-science/efnep-tncep/>

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
- Handling foods safely
- managing food resources wisely
- 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 from 10:00AM-1:00PM

Phone: 865-522-3474

**Northwest**

***Fish Hospitality Pantry***

122 W. Scott Avenue, 37921

Hours: Tuesday & Thursday and 4<sup>th</sup> Saturday from 10:00AM-1:00PM

Phone: 865-971-4000

**South**

***Inside the Sustainable Future Center Building***

201 Ogle Street, 37920

Hours: Wednesday & Friday from 10:00AM-1:00PM

Phone: 865-577-9600

**UTK Smokey's Pantry**

824 Melrose Place, 37916 (Tyson House)

Hours: Tuesdays, Fall and Sprint semesters from 4pm to 6pm

Phone: 865-236-1235  
(call or text)

[info@fcministry.org](mailto:info@fcministry.org)

**Fountain City Ministry Center**

Phone: 865-688-5000

Central Baptist Church of Fountain City  
5364 N. Broadway Street, 37918 (Lynnwood Building Lower Level)

Website: <https://www.fcministry.org/>

Email:

Service:

Clothing:

Children's clothing as available for children 8<sup>th</sup> grade 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: Every Other Week on - Tuesday, Thursday, Friday from 2:00PM – 4:00PM Wednesday from 6:00PM – 7:00PM

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: 865-523-3539

**ReStore**

1511 Downtown West Blvd., 37919

Website: [www.knoxvillehabitatforhumanity.com/restore/](http://www.knoxvillehabitatforhumanity.com/restore/)

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  
2505 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, 37917

Website: [www.KARM.org](http://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**

Phone: 865-594-3791

1000 Central Avenue, 37917

Fax: 865-594-1107

Service:

Clothing Center

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-Wednesday by appointment only.

**Knoxville Scottish Rite Foundation**

Phone: 865-524-3459

612 16<sup>th</sup> 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: 865-247-5790

120 W. Baxter Avenue, 37917

Fax: 865-546-5863

Website: [www.ladiesofcharityknox.org](http://www.ladiesofcharityknox.org)

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. Photo ID requires, SSN cards for all family/household and applications. 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](http://www.thelovekitchen.org)

Service & Hours:

Lunch Meal: Wednesdays & Thursdays starting at 1:30pm

**Food Pantry** –Call and request a bag between 12PM – 1PM on Wednesday. Pick Up 4:00PM  
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

Website: <https://cokesbury.tv/annahouse/>

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 9AM to 11AM, Saturday 9:00AM – 11:00AM and **\*Services not zip code specific\***

**New Hopewell Baptist Church**

Phone: 865-577-6737

943 Kimberlin Heights Road, 37920

Hours: 2<sup>nd</sup> Wednesday of the month 9AM – 11AM during the summer and 2<sup>nd</sup> and 4<sup>th</sup>

Wednesday of the month 9AM – 11AM

**St. James Episcopal Church**

Phone: 865-523-5687

1101 North Broadway Street, 37917

Fax: 865-637-1007

Service & Hours:

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

**Salvation Army**

409 N. Broadway Street, 37917

Phone: 865-525-9401

Fax: 865-524-7748

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

The following Zip codes served: 37912, 37914, 37915, 37918, 37919, 37921

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 Phone: 865-966-9626  
**Shepherd of Hope Food Pantry**  
225 Jamestowne Blvd., 37934

Bread & Pastry Pantry  
Website: [www.faithloves.org/shepherd-of-hope-food-pantry/](http://www.faithloves.org/shepherd-of-hope-food-pantry/)  
Hours: Tuesday & Thursday from 8:30AM – 11:00AM – Photo ID required  
Hours: 1<sup>st</sup> Monday 3PM – 5PM, 3<sup>rd</sup> Monday 3PM -7PM every month

### **The Knoxville Dream Center**

The Knoxville Dream Center has food trucks available around the city to help families in need of food. They families must show up to these sites on time each day of the week they are there in order to receive. Here is the website to check out more information for a list of the locations across the city.

<https://www.knoxvilledreamcenter.org/food-truck>

***\*Truck schedule subject to change; check website for confirmation***

West Lonsdale  
Baptist Church  
Mondays @ 11:00AM  
2720 Dayton St  
37921

Village Church  
Mondays @ 5:00PM  
1705 Merchants Drive  
37912

Dutch Valley Campus  
Tuesdays @ 11:00AM  
1416 Breda Dr  
37918

Overcoming  
Believers Church  
Tuesdays @ 1:00PM  
211 Harriet Tubman St  
37915

Beaver Creek Cumberland  
Presbyterian @ 5:00PM

Inskip Baptist Church  
Wed @ 10:15AM  
4810 Rowan Rd  
37912

UTK (Fall/Spring Semesters)  
@12Noon  
1538 Highland Ave, 37916

Laurel Church  
3457 Kingston Pike @  
5:15PM

Park West Church  
Wed @ 1:30pm  
7635 Middlebrook Pike  
37909

Montgomery Village  
4530 Joe Lewis Rd, 37920 @  
5:00PM

## Thrift Stores:

### **Goodwill Industries (8 Knoxville Locations)**

Website: [www.gwiktn.org](http://www.gwiktn.org)

#### **Bearden**

5307 Kingston Pike  
865-588-8567

#### **Farragut**

148 West End Avenue  
865-675-6470

#### **Pleasant Ridge**

5412 Pleasant Ridge  
865-240-4505

#### **Broadway**

2041 N. Broadway  
865-524-0245

#### **Halls**

7026 Maynardville Hwy  
865-922-9114

#### **Powell**

7623 Clinton Highway  
865-362-5065

#### **Chapman Highway**

4201 Chapman Highway  
865-573-3627

#### **Hardin Valley**

11509 Hardin Valley Rd  
865-200-5335

#### **Rutledge**

7805 Rutledge Pike  
865-828-5663

#### **Cumberland Estates**

5705 Western Avenue  
865-588-9181

#### **Maynardville**

3049 Maynardville Highway  
865-745-1212

#### **South Knoxville**

4201 Chapman Highway  
865-573-3627

### **KARM Thrift Stores**

Website: [www.karm.org](http://www.karm.org)

#### **Bearden**

5917 Kingston Pike  
865-521-0770 ext. 303

#### **Farragut**

10612 Kingston Pike  
865-521-0770 x328

#### **Karns**

7224 Oak Ridge Hwy  
865-521-0770 x 305

#### **Centerline**

4714 Centerline Drive  
865-521-0770 ext. 327

#### **Forest Park**

140 N Forest Pak Blvd.  
865-521-0770

#### **Marketplace**

9329 Kingston Pike  
865-521-0770 ext. 501

#### **Chapman**

4221 Chapman Highway  
865-521-0770 ext. 304

#### **Hall of Fame**

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

#### **Merchants**

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

#### **Cumberland Estates**

5801 Western Avenue  
865-521-0770 ext. 313

#### **Halls**

6840 Maynardville Pike  
865-521-0770 x326

#### **Powell**

3501 West Emory Road  
865-521-0770 ext. 331

**Rocky Hill\***

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

**\*Drop off Site only**

**Seymour (deep South Knox)**

7604 Mountain Grove Drive  
865-521-0770 ext. 332

**Sherlake**

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

**West Hills**

7101 Kingston Pike  
865-521-0770 ext. 722

**Other thrift store locations:**

**Amvets**

109 N. Seven Oaks Dr., 37922  
865-609-3188

**Community Chest**

122 West Scott Avenue  
865-971-4417

**Honey Rock Thrift Store**

4105 Holston Drive, 37914  
865-240-3139

2107 W. Emory Road  
865-938-3517

**Washington Pike United Methodist Church**

Phone: 865-523-0603

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**

## **FOSTER CARE/ ADOPTION**

Our goal at the Department of Children's Service is to 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.

***Department of Children Services  
State of Tennessee – Knox Region  
2600 Western Avenue, 37921***

***(877) DCS-KIDS – Statewide  
TN Fosters Hope***

Website: <https://www.tn.gov/tnfosters.html>

Abby's One True Gift Adoptions

[www.onetruegift.com](http://www.onetruegift.com)

(866) 910-5615

Act of Love Adoptions

[www.aactofloveadoptions.com](http://www.aactofloveadoptions.com)

(800) 767-7740

Adoption Consultants in TN

(865) 769-9441

Bethany Christian Services

318 Erin Drive, Suite 10, 37919

[www.bethany.org](http://www.bethany.org)

(865) 588-5283

(800) 238-4269

Camelot Care

[www.thecamelotdifference.com](http://www.thecamelotdifference.com)

(800) 390-6144

Catholic Charities of East Tennessee

3227 Division Street, 37917

[www.ccetn.org](http://www.ccetn.org)

1-877-990-4673

Childhelp Foster Family Agency of East TN

[www.childhelp.org](http://www.childhelp.org)

(865) 579-5498

Crittenton Family Foster Care

[www.fcaknox.org](http://www.fcaknox.org)

(865) 602-2919

Destiny Adoption Services

[www.destinyadoption.com](http://www.destinyadoption.com)

(865) 392-6261

Heart To Heart Adoptions

[www.hearttoheartadopt.com](http://www.hearttoheartadopt.com)

(866) 712-3678

Helen Ross McNabb

[www.mcnabbcenter.org](http://www.mcnabbcenter.org)

(865) 544-5000, ext.1356

Holston Homes

Holston United Methodist Home for Children

[www.holstonhome.org](http://www.holstonhome.org)

(800) 628-2986

Omni Visions Inc.

4709 Papermill Dr. Suite A103, 37909

<http://www.theomnifamily.com>

(800) 851-6108

Youth Villages

[www.youthvillages.org](http://www.youthvillages.org)

(877) 983-6786

## **Grief Services**

### **Compassionate Friends-Knoxville**

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

Website: [www.compassionatefriends.org](http://www.compassionatefriends.org)

Hope Chapter Support Group | Second United Methodist Church

1524 Western Avenue, 37921

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. (All groups are free of charge)

### **First Candle**

Website: [www.firstcandle.org](http://www.firstcandle.org)

Service:

24/7 grief support line- Call 1-800-221-7437. (Answering service will have a grief counselor return your call).

### **Forget You Not**

Phone: 865-208-3004

(Local non-profit)

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, Bereavement Coordinator Services, Case Management, Corporate Trainings, and referrals to other service providers to receive tools that will help them Break Grief's Grip.

### **Healing Heart-Grief Support Group-Knoxville**

Phone: 865-541-1609

Chapel Conference Room | Fort Sanders Regional Medical Center

1901 Clinch Avenue, 37916

Service:

Grief support group for infant loss- Meets in Chapel Conference Room meets the 1<sup>st</sup> Monday of every month at 6:30-8:30 p.m. (All groups are free of charge).

### **Katerpillar Kids Camp**

Phone: 865-374-0864

Service:

Email: [katerpillarkids@covhlth.com](mailto:katerpillarkids@covhlth.com)

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.

**Project Gabriel – Local Peer Support Group**

Email: [laurengmorgan@gmail.com](mailto:laurengmorgan@gmail.com)

Service:

Project Gabriel- Local Peer Support Group. Meets once a month. There is a Project Gabriel open support group on Facebook.

**Knoxville Suicide Grievers Support Group**

Professional/Peer Facilitated Group

Phone: 865-498-9999

5410 Homberg Drive, Suite 18, 37919

Service:

Meetings held on 2<sup>nd</sup> Thursday of the month at 7:00 pm. (Must contact PJ Alexander before first group meeting)

**Mane Support**

Phone: (865) 233-3090

2919 Davis Ford Road Maryville, TN 37804

Email: [info@manesupport.org](mailto:info@manesupport.org)

Website: [www.manesupport.org](http://www.manesupport.org)

Service:

Mane Support is a nonprofit organization that provides a ministry through equine (horse) -assisted grief counseling to **children, youth, teens, and adults** who have experienced a death.

**Ready Nest Counseling**

Phone: (615) 988-5123

8870 Cedar Springs Lane Suite 209, 37923

Email: [info@readynestcounseling.com](mailto:info@readynestcounseling.com)

Website: <https://www.readynestcounseling.com/>

Service:

Individual and group counseling services for conception, pregnancy, postpartum, infertility, parenthood, and loss. Virtual appointments and online courses available. \*\*Calls and emails may be routed through main office in Nashville, but you will be connected with a local support group or counselor.

**UT Hospice**

Cherokee Mills Building Suite 2270

Phone: 865-544-6277

Service:

Bereavement Specialist (not a licensed therapist) She can meet on an individual basis free of charge and/or speak with you before joining the group. Office hours: (Monday-Friday 8:00-4:30 p.m.

Grief Support meeting offered the 1st and 3rd Tuesday of every month from 3PM to 4PM. Anyone suffering a loss of a loved one is welcome. (All groups are free of charge.)

## **HEALTH SERVICES**

### **Affordable Care Act**

Phone: 800-318-2596

Website: [www.healthcare.gov](http://www.healthcare.gov)

### **Cherokee Health Systems**

Website: [www.cherokeehealth.com](http://www.cherokeehealth.com)

<b>5<sup>th</sup> Avenue</b>	538 West Fifth Avenue, 37917	Phone: 865-525-2104
<b>Center City</b>	2018 Western Avenue, 37921	Phone: 865-544-0406
<b>Cherokee Mills</b>	2240 Sutherland Avenue, 103, 37919	Phone: 865-934-6100
<b>East Knoxville</b>	2202 M.L. King Avenue, 37914	Phone: 865-522-6097
<b>Lonsdale</b>	1754 Texas Avenue, 37921	Phone: 865-934-6165
<b>North Knoxville</b>	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: 855-259-0701

Website: <https://www.tn.gov/coverkids/>

*Local Contact:* Tennessee Community Services Agency

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

### **East Knox Free Medical Clinic**

Phone: 865-264-0678

2700 E. Magnolia Ave, 37914

Email: [eastknoxfreemedicalclinic@gmail.com](mailto:eastknoxfreemedicalclinic@gmail.com)

Website: <https://www.eastknoxfreemedicalclinic.com/>

#### Services:

East Knox Free Medical Clinic's mission has been to provide quality care in a safe environment. At the clinic, we provide our patients with comprehensive care. We are an all-volunteer clinic seeing patients with high blood pressure, high blood sugar, as well as other acute and chronic diseases. We do NOT prescribe opioid pain medication. We are able to obtain basic labs for our patients. We are able to obtain basic lab services for our patients for free and are also administering vaccinations from 11-12 each Monday before the clinic. Since we opened our doors to our very first patients, our mission has been to provide quality care in a safe environment.

Services include:

Physical Examination  
Vaccination

Lab Services  
Medication Refill

Dental Care

**Interfaith Health Clinic**

Phone: 865-546-7330

315 Gill Avenue, 37917

Website: [www.interfaithhealthclinic.org](http://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. Thesees' 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

**Kim Health Center**

6209 Chapman Highway, 37920

Phone: 865-577-3733

Website: [www.freemedicalclinic.net](http://www.freemedicalclinic.net)

Services:

Fax: 865-577-3744

Eligibility Requirements:

- Photo ID (i.e., Driver’s License, Passport or State Identification Card)
- Current employment (no minimum or max income for eligibility)
- No medical insurance

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

**Knox County Health Department**

Phone: 865-215-5000 (main)

140 Dameron Avenue, 37917-6413

Website: [www.knoxcounty.org/health](http://www.knoxcounty.org/health)

Services:

CHANT (Community Health Access and Navigation in Tennessee) Phone: 865 215-5190

CHANT was developed by the Tennessee Department of Health to provide care coordination services to pregnant, postpartum, women, infants, and children through age 21 at no cost. Through direct engagement and assessment of individual family needs, CHANT team members partner with families to:

- Provide linkages to an array of needed medical, dental, and social services.
- Provide parenting education and developmental milestone screenings.

- Identify domestic violence, food insecurity, child abuse, and depression.
- Provide medical care coordination and medical payments for children who meet diagnostic and income guidelines through Children’s Special Services (This is the only CHANT service subject to income guidelines.)
- Provide or locate concrete supports to assist parents in keeping children safe (i.e., pack ‘n plays supporting A, B, C’s of safe sleep, car seats, home baby proofing kits, etc.)  
Provide Knox regional child lead poisoning prevention education and care coordination.

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

Environmental Health:

Phone: 865-215-5200

Subsurface Sewage disposal System (SSDS) Permits and Certificate to Completion (septic tanks), Mosquito control, Restaurant inspections, Food Handlers Training, English and Spanish (Halubridad en Restaurantes En Española)

Harm Reduction

Phone: 865-215-5365

- Non-judgmental access to alcohol/drug detox and treatment services
- Overdose prevention and referrals to harm reduction resources
- Client-centered relapse prevention support

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.

Substance Misuse Response

Phone:865-215-5549

- All4Knox community initiative to address substance misuse
- Overdose Fatality Review
- Substance misuse outreach and education

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

865-215-5016 (Appointments) makemywicappointment@knoxcounty.org WIC serves pregnant women, breastfeeding women up to 1-year postpartum, non-breastfeeding women up to 6 months postpartum, infants and children up to age 5.

- Nutrition education
- Breastfeeding support
- Food benefits

Women's Health Clinic:

Phone: 865-215-5320

- Family planning and pregnancy testing
- Well Woman Care (including breast and cervical cancer screenings)
- By appointment only (Walk-ins for birth control pill refills and follow-up Depo injections welcome.)

## **Knoxville Area Project Access**

Phone: 865-531-2766

115 Suburban Rd, 37923

Website: [www.knoxvilleareaprojectaccess.org](http://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. Knoxville Area Project Access is a broad-based community charity created to provide access to health care for low-income, uninsured individuals in Knox, Loudon, Morgan, Monroe, Roane, Anderson, Scott, and Campbell counties 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.

## **TENNCARE Connect**

Phone: 855-259-0701

310 Great Circle Rd, 37243

Email: [Tenn.Care@TN.gov](mailto:Tenn.Care@TN.gov)

Website: <https://tenncareconnect.tn.gov/>

Services:

TennCare Connect is an online tool for Tennesseans to apply for TennCare, Coverkids, and Medicare Savings Programs! After you're approved, you can also use TennCare Connect to manage your coverage.

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***

Amerigroup

800-600-4441

Blue Care

800-468-9698

United Health Care Community Plan

800-690-1606

TennCare Select

800-263-5479

# 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>



Kidcentral Tn: Resources for TN Parents: <http://www.kidcentraltn.com/>



## **HISPANIC SERVICES / SERVICIOS HISPANOS**

### **Catholic Charities (English)**

119 Dameron Avenue, 37917

Website: [www.ccetn.org](http://www.ccetn.org)

Services:

#### Immigrant Services: (Dameron Location)

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

Phone: 865-524-9896

Email: [info@ccetn.org](mailto:info@ccetn.org)

Phone: 865-971-3550

### **Teléfono de Caridades (Spanish)**

119 Dameron Avenue, 37917

Sitio web: [www.ccetn.org](http://www.ccetn.org)

Servicios:

#### Servicios para Inmigrantes: (Dameron Location)

La Oficina de Servicios para Inmigrantes proporciona asistencia de bajo costo para aquellos que no pueden pagar un abogado. Los servicios de salida incluyen:

- Petición para los miembros de la familia
- Ajuste de estatus
- Permisos de trabajo renovados
- Ciudadanía y naturalización
- Declaraciones juradas de apoyo
- Reemplazo de documentos de inmigración

También proporcionamos referencias a inmigrantes que necesitan servicios sociales. Horario de oficina: De lunes a viernes de 8:30AM -4:30PM

católicas: 865-524-9896

correo electrónico: [info@ccetn.org](mailto:info@ccetn.org)

Teléfono: 865-971-3550

### **Centro Hispano de East Tennessee (English)**

2455 Sutherland Avenue, 37919

Website: [www.centrohispanotn.org](http://www.centrohispanotn.org)

Service:

The Hispanic Center of East Tennessee is a resource center whose primary goal is to provide a variety of services and programs that serve the Hispanic community and encourage recognition and celebration of the culture, heritage, and contributions of Hispanics in the East Tennessee region and beyond. Office hours: Monday – Thursday from 9am to 4pm.

#### Workforce Development

- Digital Education

Teléfono: 865-522-0052

- English as a Second Language (ESL)
- HISET Prep Classes (High School Equivalency)

#### Youth and Family Engagement

- Afterschool Programs
- Family Supports
- Summer Camp

#### Community Resources

- Information & Referrals
- Other Services (included, but limited to Health Education, Housing, Stability and Civic Participation)

#### **Centro Hispano de East Tennessee (Spanish)**

Teléfono: 865-522-0052

2455 Sutherland Avenue, 37919

Sitio web: [www.centrohispanotn.org](http://www.centrohispanotn.org)

Servicio:

*El Centro Hispano de East Tennessee es un centro de recursos cuyo objetivo principal es proporcionar una variedad de servicios y programas que sirven a la comunidad hispana y fomentan 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. Horario de oficina: Lunes – Jueves de 9am a 4pm.*

#### Desarrollo de la fuerza laboral

- Educación Digital
- Inglés como segundo idioma (ESL)
- Clases de preparación HISET (equivalencia de escuela secundaria)

#### Participación de los jóvenes y la familia

- Programas extracurriculares
- Apoyos familiares
- Campamento de verano

#### Recursos comunitarios

- Información y referencias
- Otros servicios (incluidos, pero limitados a educación para la salud, vivienda, estabilidad y participación cívica)

#### **Latino Chamber of Commerce of East Tennessee**

Phone: 865-770-9097

P.O. Box 31552, 37930 (English)

Website: <https://www.latinchambertn.com/>

Service:

The LCCT is to foster the development of vibrant, prosperous Hispanic-owned businesses and to connect businesses throughout East Tennessee to the Hispanic marketplace. We will accomplish this mission through a combination of programs and services including: Networking to engage and build relationships, Education to encourage cultural connections and stronger businesses, Advocacy to support initiatives and legislation that furthers the interests of our constituents, Workforce development to develop and promote the Hispanic workforce and connect that workforce with available jobs, Leadership development, and partnerships and alliances that support our goals and initiatives.

**Latino Chamber of Commerce of East Tennessee**

Phone: 865-770-9097

P.O. Box 31552, 37930 (Spanish)

Website: <https://www.latinchambertn.com/>

Service:

El LCCT es para fomentar el desarrollo de negocios vibrantes y prósperos propiedad de hispanos y para conectar negocios en todo el este de Tennessee con el mercado hispano. Lograremos esta misión a través de una combinación de programas y servicios que incluyen: Redes para involucrar y **construir** relaciones, Educación para fomentar conexiones culturales y negocios más fuertes, Defensa para apoyar iniciativas y legislación que promueva los intereses de nuestros constituyentes, Desarrollo de la fuerza laboral para desarrollar y promover la fuerza laboral hispana y conectar esa fuerza laboral con empleos disponibles, Desarrollo de liderazgo, y asociaciones y alianzas que apoyen nuestros objetivos e iniciativas.

**Renewal Healthcare (English)**

Phone: 865-200- 8672

7035 Middlebrook Pike, 37909

Website: <https://rhcknoxville.com>

Service:

Service: Renewal Healthcare announces its **newest** Latina member Kelly Maarulanda FNP, attending family medicine. New patients welcome on Mondays. Wednesday or Thursday at 8am. They are made = Physical Chegueos -It is elcuiidado of chronic diseases such as diabetes. Pressure - laboratory tests.

**Renewal Healthcare (Spanish)**

Phone: 865-200- 8672

7035 Middlebrook Pike, 37909

Website: <https://rhcknoxville.com>

Service:

Renewal Healthcare anuncia su nueva integrante Latina Kelly Maarulanda FNP, atendiendo medicina familiar. Nuevos pacientes bienvenidos los lunes. Miercoles o jueves desue las 8am. Se hacen= Chegueos fisicos -Se trata elcuiidado de enfermedades cronicas corno diabetes. Presion -exámenes de laboratorio.

**TN Voices (English)**

Phone: 615-269-7751

500 Professional Park Drive, Goodlettsville, 37072

Website: [www.tnvoices.org](http://www.tnvoices.org)

Services:

TN Voices Statewide Family Support Network Program: Support services are at the heart of SFCN and include providing information about community resources and referrals to those resources. We help families navigate the various childcare systems in **their** community, including but not limited to education, child welfare, mental health, and juvenile justice systems.

**TN Voices (Spanish)**

Phone: 615-269-7751

500 Professional Park Drive, Goodlettsville, 37072

Website: [www.tnvoices.org](http://www.tnvoices.org)

Services:

Programa TN Voices Statewide Family Support Network: los servicios de apoyo están en el corazón de SFCN e incluyen proporcionar información sobre los recursos de la comunidad y referencias a esos recursos. Ayudamos a las familias a navegar por los diversos sistemas de atención infantil en su comunidad, incluidos, entre otros, los sistemas de educación, bienestar infantil, salud mental y justicia juvenil.

**YWCA Knoxville and the Tennessee Valley**

Phone: 865-523-6126

420 W. Clinch Avenue, 37902 (English version on page 62)

Website: [www.ywcaknox.com](http://www.ywcaknox.com)

Service:

Programa de Defensa de las Víctimas

El Programa de Defensa de Víctimas de YWCA (VAP) es un programa de violencia doméstica basado en la comunidad en el condado de Knox con defensores en tribunales penales y civiles, y el único programa con defensores bilingües / biculturales (español / inglés / árabe / francés). La YWCA es un socio en el sitio en el Centro de Justicia Familiar de Knoxville. Los defensores de YWCA están estacionados en el Centro de Justicia Familiar, en la corte y en la comunidad. Los defensores de YWCA brindan apoyo integral a las víctimas, incluida la planificación de la seguridad y la intervención en crisis, la educación sobre los derechos de las víctimas y la compensación de las víctimas, la navegación por el sistema de justicia, el acompañamiento a la corte, las referencias y la asistencia para acceder a servicios esenciales, grupos de apoyo y servicios de seguimiento.

Alcance Comunitario

YWCA ofrece grupos de apoyo en inglés, español y árabe a mujeres que han sufrido violencia doméstica y a miembros femeninos de la familia. Aunque cada situación de violencia doméstica es diferente, las víctimas/sobrevivientes pueden encontrar beneficioso hablar sobre sus sentimientos con otras personas que están pasando por experiencias similares. Dirigidos por facilitadores capacitados, los grupos de apoyo confidenciales se reúnen semanalmente y abordan una variedad de temas relacionados con la violencia doméstica en un ambiente afectuoso y enriquecedor. La YWCA ofrece grupos de apoyo; Por favor llame para horarios y ubicaciones. Martes por la noche a las 6:00 – llame para la ubicación (inglés) Miércoles por la noche a las 6:30 – llame para la ubicación (español)



Le gustaría una vida con una economía responsable e independiente?

## USTED PUEDE CREAR LA VIDA QUE SUEÑA!

**El programa East Tennessee Collaborative (ETC) le da la oportunidad a usted y su familia de tomar el control de sus decisiones para crear su propio camino hacia la autosuficiencia- independencia económica.**

Tendrá un mentor personal por 2 años para hacer un plan para lograr sus propias metas y de su familia. Creando una red de apoyo y conexiones.

**Aprenda más sobre este programa GRATUITO**

Llame a Claudia Mata al 865-606-9202

Email: [c.mata@centrohispanotn.org](mailto:c.mata@centrohispanotn.org)

### **A través del programa usted:**

- Contará con un mentor hasta por 2 años.
- Hará un plan para alcanzar sus propias metas
- Remuneración por sus metas logradas
- Tendrá oportunidades para aumentar sus ingresos y bienestar financiero

### **Puede ser elegible si usted:**

- Tiene un familiar que depende de usted menor de 17 años en su casa, o está embarazada, o es usted menor de 17 años
- y tiene hijos?
- Es ciudadano americano y vive en Tennessee
- Está desempleado/a o subempleado/a y sus ingresos son bajos o muy bajos
- Está interesado/a en buscar la autosuficiencia- independencia económica.



This project is funded under a Grant Contract with the State of Tennessee.

## **HIV/AIDS Services**

### **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](http://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**

Phone: 865-525-1540

1925 Ailor Avenue, 37921

Website: <https://choicehealthnetwork.org/positively-living/>

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. Services Include:

*Medical Clinic* – that provides disease testing, treatment, and prevention along with a full-service pharmacy

*Client Services* – includes therapy and mental health, food, housing, and transportation support

*Harm Reduction* – Program which offers a syringe services exchange, naloxone distribution, fentanyl test strips, and resource for our neighbors who use substances.

**Samaritan Ministry**  
**Central Baptist Church of Bearden**

6300 Deane Hill Drive, 37919

Website: [www.samaritancentral.org](http://www.samaritancentral.org)

Service:

This ministry serves people living with HIV/AIDS through direct support as well as a network of service providers. Our church should be a beacon of light and hope, by way of Christ, to anyone who suffers from or has family or friends who suffer from this disease. Office Hours: Vary

Phone: 865-450-1000 ex. 827

Fax: 865-584-2249

Email: [smithmw@usit.net](mailto:smithmw@usit.net)

**Tennessee Ryan White Program**

Website: <https://www.tn.gov/health/health-program-areas/std/std/ryan-white-part-b-program.html>

Services: The mission of the Tennessee Ryan White Part B Program is to promote health and access to quality care for Tennesseans living with HIV/AIDS. The Ryan White Part B Program provides HIV/AIDS primary medical care, essential support services, and medications for eligible residents. Through successful case management people living with HIV/AIDS are empowered to effectively manage their HIV/AIDS and improve their overall health and quality of life.

## **Homeless Services/ Shelters/ Transitional Housing Programs**

### **Catholic Charities**

Phone:865-971-3570 ext.108

119 Dameron Avenue, 37917

Website: [www.ccetn.org](http://www.ccetn.org)

Service:

#### **Samaritan Place**

Phone: 865-684-1880

Samaritan Place, providing shelter and support for seniors in crisis, is one of a handful of 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 for this population. 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.

### **CONNECT Ministries**

Phone: 865-851-8005

3615 Martin L. King Jr. Avenue, 37914

Fax: 865-851-8011

Website: <https://www.connectministries.net/contact>

Services:

C.O.N.N.E.C.T. (Community Organization Networking Neighborhoods Encouraging Change Together) Ministries is a Christ centered "hands-on" community information networking resource center. This non-profit organization provides in-house services, network referrals, dissemination of information, "gap" programming, community organization, resumes, job readiness, employment searches, housing services and referrals for individuals who need help finding help. We advocate for the underserved, undereducated, underemployed and underrepresented who include the disadvantaged youth, the homeless, ex-offenders, and veterans.

#### **The Homeless Citizens Reentry Initiative (HCRI)**

HCRI is Our Partnership with the City of Knoxville in Our Effort to Impact Homelessness. This Program Provides a Variety of Housing Services Including Case Management for Men, Women and Youth Who Have Barriers to Homelessness and Are by HUD Standards, Homeless. Our Homeless Effort is Concentrated on "Street Out-Reach." These include Youth Who Have Aged Out of Foster Care, Who May or Not Be a Member of the LGBTQ Community; Ex-Offenders; First Time Homeless Living in Their Cars, With Family Members and/or Friends in "Overcrowded Conditions.

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

### **FIG Tree – A place To Be Seen & Known**

#### **A Ministry of Cokesbury**

Phone: 865-693-0353

9919 Kingston Pike, 37922

Service:

Fig Tree is available to offer services for families in need of housing. Resources include Showers, laundry, computers, printers, meals, and coffee. Families may also visit the food pantry located next to fig tree when open.

Fig Tree Hours: Monday/Tuesday/Wednesday from 11am to 2pm, Thursday 4pm to 7pm, Saturday 9am to 11am.

Manna House: Tuesday/Thursday/Saturday from 9am to 11am

**Helen Ross McNabb Center ~ *Emergency Shelter Care***

Phone: 865-637-9711

114 Dameron Avenue, 37917

Website: [www.mcnabbcenter.org](http://www.mcnabbcenter.org)

Services:

Basic Center - Basic Center Program provides runaway and homeless youth up to age 18 with emergency shelter, food, clothing, counseling and referrals for health care. The program works to meet the immediate needs of youth and their families. Services include:

- Food, clothing, medical care and other services that youth need
- Trauma-informed individual, group and family counseling
- Recreation programs
- Outreach to youth who may need assistance as well as to public and private agencies that work with youth and families
- Aftercare services for youth after they leave the shelter

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.

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.

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.

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

**Homeward Bound Programs**

**CAC (Community Action Committee)**

Phone: 865-546-3500

2247 Western Avenue, 37921 (Ross Building)

Fax: 865-546-0832

[www.knoxcac.org](http://www.knoxcac.org)

Services:

**ELIZABETH'S HOME**

A HUD funded rehousing program that assists families in transition from homelessness to permanent supportive housing in apartments and single-family homes scattered throughout the Knoxville area. Through tenant-based lease agreements supported by the program, and long-term case management, the families are able to live independently and develop skills to maintain housing. The length of stay for families is up to 24 months, with CAC providing rental assistance to the families (who pay 30% of their income) up to two-year period. The goal of the program is to facilitate the movement of the families to long term permanent housing.

**Family Promise**

Phone: 865-584-2822

313 Harley Drive, 37919

E-Mail: [director@familypromiseknoxville.org](mailto:director@familypromiseknoxville.org) Website:

[www.familypromiseknox.org](http://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](http://www.KARM.org)

Services:

Shelter Services

KARM provides emergency shelter to nearly 400 men and women each night who have nowhere else to turn—offering a safe place from the elements, rest and loving staff and volunteers who listen, help and pray with and for them. Office Hours: Monday – Friday from 8:30AM - 5:00PM. Housing programs are as followed:

Samaritan Place (Men), Hope Haven (Women) and **Serenity Shelter** – (Women Only) Residential Recovery

**Minvilla Manor**

Phone: 865-524-3926

**Volunteer Ministry Center**

Fax: 865-524-7065

511 North Broadway Street, 37917

Website: <https://www.vmcinc.org/minvilla-manor>

Service:

VMC operates 57-unit apartments building that accepts project-based vouchers by the local housing authority. These apartments are available for single, homeless individuals 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-**

Phone: 865-523-6126

420 W. Clinch Avenue, 37902

Website: [www.ywcaknox.com](http://www.ywcaknox.com)

Service:

Scattered Site Transitional Housing:

This program is available to victims of domestic violence and their families in Blount, Knox, Loudon, Roane and Sevier Counties who are fleeing a domestic violence situation. This program offers financial education, parenting education, and trauma informed care, including supports groups and classes specifically for victims of domestic violence.

### The Keys of Hope Women's Housing Program

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



<https://www.kidcentraltn.com/>

## **Housing Services & Selective Affordable Housing**

### **Habitat for Humanity**

501 Washington Avenue, 37917

Website: [www.knoxvillehabitatforhumanity.com](http://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](http://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.

### **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.

### RESILIENT FAMILIES

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 stability.

### YOUTH WINS

Youth WINS (When in Need of Support Services) assists unaccompanied youth who are experiencing homelessness through intensive case management and linkage to community resources. The program assists youth who are homeless gain housing, increase school attendance, graduate and pursue further education, skills training, or employment.

### **HouseKnox**

Phone: 865-523-9131

United Way of Greater Knoxville/Regions

1301 Hannah Avenue, 37921

Website: <https://www.uwgk.org/houseknox/>

Services:

The Regions Renters' Readiness Certification (RC) is a series of free courses that provides tenants with powerful tools to become a knowledgeable renter and chart a path to financial stability.

The series consists of 2 courses per month. These classes are FREE. RRC is brought to you by HouseKnox, a program of the United Way of Greater Knoxville and in partnership with Regions Bank.

Course Topics:

- Accessing Community Resources & Maintaining your Rental Housing
- Understanding the Lease
- Learn How to Set a Budget and Improve Your Credit Score!
- Understand the Rights and Responsibilities under Current Landlord-Tenant Laws

### **HUD (Housing Urban Development)**

Phone: 865-545-4370

John J. Duncan Federal Bldg.

710 Locust Street, 3<sup>rd</sup> Floor, 37902

Website: [www.hud.gov](http://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)**

901 Broadway Street NE, 37917

Website: [www.kcdc.org](http://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.

Phone: 865-403-1100

Fax: 865-594-8791

Section 8

Phone: 865-403-1234

Email: [section8INFO@kcdc.org](mailto: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

Autumn Landing  
6331 Pleasant Ridge Road  
865-403-1422

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

Five Points Infill Housing  
Five Points 2, 3, 4  
Leasing: 317 McConnell St  
865-403-1390

North Ridge Crossing  
712 Breda Drive  
865-403-1320

Lonsdale Homes  
2020 Minnesota Ave  
865-403-1350

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

Mechanicsville  
Leasing: 1621 Jourolman Ave  
865-403-1420

The Vista  
957 East Hill Avenue  
865-403-1300

Montgomery Village  
4530 Joe Lewis Road  
865-403-1380

Valley Oaks  
3504 Oak Branch Circle  
865-403-1320

Western Heights  
1621 Jourolmon Avenue  
865-403-1420

Northgate Terrace  
4301 Whittle Springs Rd  
865-403-1400

Elderly/Disabled

Cagle Terrace  
515 Renford Drive  
865-403-1310

The Cottages at Clifton  
Leasing Office: 1621 Jourolman Avenue  
865-403-1420

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

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

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

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

Isabella Towers  
1515 Isabella Circle  
865-403-1340

The Verandas  
107 Flenniken Avenue  
865-403-1380

**Home Source East TN**

Phone: 865-637-1679

109 Winona Street, 37917

Website: [www.homesourcetn.org](http://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
- Foreclosure & Mortgage Default Counseling
- In addition to Fair Housing & Renting Counseling

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

**Knoxville Area Urban League**

1514 East Fifth Avenue, 37917

Website: [www.thekaul.org](http://www.thekaul.org)

Homebuyers Readiness Program

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

Phone: 865-524-5511

Fax: 865-525-5154

**Knoxville Leadership Foundation**

*Homebuyers Readiness Program*

***The Regas Building***

318 North Gay Street, Suite 210, 37917

Website: [www.klf.org](http://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

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**

4730 New Harvest Lane, Suite 300, 37918

<https://www.rd.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

Phone: 865-523-3338

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. Home Repair Loans and Grants are available to elderly and very-low-income homeowners as well.

**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](#)

**Selective Affordable Apartment Homes**

**☒ No HUD/No Voucher/ No Low Income**

★ Low Income Based Properties

*-Elderly/Disabled-*

1100 Studio Apartments ★

1100 Townview Drive

865-525-1262

Big Oaks Apts. ★

3807 Middlebrook Pike

865-637-1343

Bradford View Apts. ☒

7010 Natural Trail Blvd.

865-470-8686

Bridalwood Apts. ☒

2601 Bridalwood Drive

865-693-3300

*-Elderly/Disabled- 62 over*

Broadway Towers ◆/★

1508 McCroskey Ave

865-524-4092

◆ Accepts Voucher

◎ Special Housing/Must meets requirements

*Elderly/Disabled- 62 over*

Candler Ridge Plaza Apts. ◆/★

3405 Harrow Gate Lane

865-938-3394

Caprice ☒

2809 Valley View Dr.

865-693-3300

Castle Ridge /Castle View ☒

1230 Cassell Valley Way

865-357-2712

Cedar Springs Apts. ◆

364 Cedar View Way

865-693-3644

Burlington Commons ◆/★

4530 Holston Drive

865-766-5823

Caspian Hills Apts. ◇/✱  
7228 Caspian Drive  
615-799-1416

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

Chapman Square ◇  
121 Taliwa Court  
865-573-1000

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

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

First Creek at Austin ◇/✱  
1250 Burge Dr  
865-357-2348

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

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

Moss Grove ◇/✱  
9307 Sapling Grove Way  
865-229-8866

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  
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

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

Southside Flats ◇/✱  
2727 Fort Stanley Way  
865-290-7874

Stratford Arms ☒  
4628 Holston Drive  
865-524-9115

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

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

The Adelades. ☒  
2710 Sevier Avenue  
865-573-2775

The Ammons at Asheville Hwy ◇/★  
4265 Asheville Hwy  
865-200-4399

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

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

White Oak Crossing ◇/★  
290 Quaker Way  
865-244-6348

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

## **Human Trafficking**

**CCAHT** also known as Grow Free TN (GFTN) Phone: 865-236-1046

Address: Confidential Location

(x2 for referral and direct services)

Website: [growfreetn.org](http://growfreetn.org)

Email: [info@ccaht.org](mailto:info@ccaht.org)

**CCAHT 24/7 Hotline phone #:865-292-0285**

Service:

CCAHT is the Tennessee Counter Trafficking Alliance's single point of contact agency for East TN. Serving 33 counties in East TN, CCAHT provides services to male and female survivors of trafficking (both labor and sex) which includes in-home therapy, case management, advocacy, crisis response services, resource linkage, psychoeducation, ongoing emotional support, and overall coordination with external service providers.

To make a referral please use the online referral form found on the bottom of any page on the website [growfreetn.org](http://growfreetn.org) OR call the 24/7 hotline.

To make a report of trafficking but the child does not need services please complete the referral form and check the box at the end labeled "DCS Mandate".

## **Street Hope TN**

PO Box 1170, Powell, TN 37849

Phone: 865-679-7252

email: [info@streethopetn.org](mailto:info@streethopetn.org)

Website: [www.streethopetn.org](http://www.streethopetn.org)

Service:

"Street Hope TN is a non-profit organization that exists to eliminate the trafficking and sexual exploitation of children in Tennessee and to provide safe environments to foster healing and hope through Jesus Christ. They provide awareness and prevention programming that equips adults/caregivers and students to identify and report CSEM and online sexual exploitation. Street Hope TN also owns and operates Garland Oaks, a long-term, holistic care safe home for girls (ages 12-17) who are survivors of sex trafficking."

Street Hope also provides these trainings:

- *DMST* – Domestic Minor Sex Trafficking training equips individuals to identify and report sexual exploitation and sex trafficking of children.
- *Internet Safety for Parents* - Parents, we will give you an overview of the daily digital lives of our students and share information on how to keep them safe in this digital world.
- *Internet Safety for Students* - Students, we know you are facing daily pressures in a digital world. We'll talk about how to navigate those pressures, as well as ways to keep yourself safe on the internet and IRL



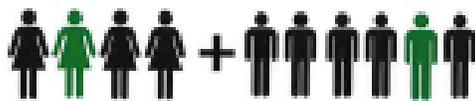


# DOMESTIC MINOR SEX TRAFFICKING

IN THE UNITED STATES & TENNESSEE

DMST is the commercial sexual exploitation of children within the borders of the United States. It involves the recruitment, harboring, transportation, provision, or obtaining of a person for the purpose of a commercial sex act where that person is a citizen of the United States or a lawful resident under 18 years of age.

### BY ADULTHOOD



1 IN 4 GIRLS & 1 IN 6 BOYS WILL HAVE BEEN SEXUALLY ABUSED



AT LEAST 70% OF VICTIMS OF DMST WERE FIRST VICTIMIZED IN THEIR OWN HOME!

**1.68**  
**MILLION**  
AMERICAN CHILDREN RUN AWAY EACH YEAR



1 IN 3 RUNAWAY CHILDREN WILL BE APPROACHED BY TRAFFICKER IN THE FIRST 48 HOURS

**600 - 900 KIDS**

ARE REPORTED MISSING IN TN EACH MONTH. MANY RAN AWAY DUE TO TROUBLE AT HOME.



**AT LEAST**  
**2400**

KIDS IN TN ARE AT RISK OF BECOMING VICTIMS OF DMST EACH YEAR

EVERY **2** MINUTES A CHILD IS **SOLD** FOR SEX IN THE U.S.

**{ 13 }**

IS THE AVERAGE AGE A CHILD BECOMES A VICTIM OF DMST

- + 2011 TBI report found an average of 94 DMST victims per month in TN - 90 were through internet classifieds
- + 72% of counties in TN reported the presence of DMST - more than reported gang activity
- + TN Highway systems make transit of victims easy between major trafficking cities like Atlanta, Houston & Detroit

### SIGNS OF DMST

- + LARGE AMOUNTS OF CASH
- + SUDDEN WITHDRAWAL OR ISOLATION
- + POOR PERSONAL HYGIENE
- + RUNAWAY INCIDENTS
- + DRUG OR SUBSTANCE ABUSE
- + TRUANCY PATTERNS
- + LACK OF SUPERVISION
- + EVIDENCE OF PHYSICAL TRAUMA
- + OLDER ONLINE CONNECTIONS

FOR SOURCES CITED PLEASE VISIT OUR WEBSITE:  
[WWW.STREETHOPETN.ORG](http://WWW.STREETHOPETN.ORG)

## **LEGAL ASSISTANCE**

### **Community Law Office**

Phone: 865-594-6120

Public Defender Office

1101 Liberty Street, 37919

Website: [www.pdknox.org](http://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](http://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. Medication center works with parties to help solve problems and disputes. Monday – Friday 9:00AM – 4:30PM

### **Knoxville Bar Association Lawyer Referral Service**

Phone: 865-522-7501

505 Main Street Suite 50, 37902

Fax: 865-523-5662

Website: [www.knoxbar.org](http://www.knoxbar.org)

Service:

The KBA LRIS is designed to connect those who can afford legal services to the right kind of attorney for their needs and, if referral is not appropriate, to help the public find the right information or agency to assist them. KBA also provides legal information and links to resources at [www.knoxbar.org/legalhelp](http://www.knoxbar.org/legalhelp). Office hours are 9 a.m. – 4:30 p.m. Monday through Friday.

### **Legal Aid of East Tennessee**

Phone: 865-637-0484

502 South Gay Street Suite 404, 37902

Fax: 865-525-1162

Website: [www.laet.org](http://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](http://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	

**Help4TN**

Phone: 1-844-HELP4TN

Website: [www.help4TN.org](http://www.help4TN.org)

Service:

1-844-HELP4TN 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.

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

## **LGBTQIA2S+**

### **Alternative Counseling - Family**

Phone: 865-687-8990

9111 Cross Park Drive, Suite D200

Website: [www.alternativeshrinks.org](http://www.alternativeshrinks.org)

#### **Service:**

AC is an association of independent practitioners that 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.

### **Bryant's Bridge**

Website: <https://bryantsbridge.org/>

PO Box 9422, Knoxville, TN 37920

Phone: 865-604-7327



Bryant's Bridge was created to stand in the gap by providing housing. It was created to be a safe place and a long-term option with the goal of making links to supportive services that can help them heal and grow through the gap until they can become fully functioning, stable adults with a promising life ahead of them. We envision a world where all youth have access to full acceptance, safety, honor, and understanding of self and freedom to develop into the individuals they are meant to be.

### **City of Knoxville**

Website: [https://knoxvilletn.gov/government/mayors\\_office/lgbt\\_equality\\_in\\_knoxville](https://knoxvilletn.gov/government/mayors_office/lgbt_equality_in_knoxville)

#### **Service:**

The City of Knoxville is committed to the equal rights and equal treatment of lesbian, gay, bisexual and transgender (LGBTQ+) residents, workers and visitors. We aim to create a safe, accountable, inclusive and welcoming community so all Knoxville residents feel represented, respected and appreciated.

### **Knox Pride - [knoxpride.com](http://knoxpride.com)**

Mail Address: PO Box 30315, Knoxville, 37930

Website: <https://www.knoxpride.com/resources>

Services: Knox Pride develop as an organization to support Knox Pride Festival in the City of Knoxville. Knox Pride provides a list of resources that help to support the LGBTQ+ community.



### **Sexual Assault Center of East Tennessee**

#### **McNabb Center**

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

SACET, founded in 1973, remains one of three comprehensive, community sexual assault agencies in the state of Tennessee, serving 13 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. All services are free and confidential.

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

Services:

While many sexual assault survivors experience similar emotions and barriers, some situations are unique to people who identify as LGBTQ+. Many barriers exist including being outed, misunderstood or judge and being denied services and support.

**SACET has four program areas, which include:**

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

### **The Trevor Project**

Phone: 866-488-7386

Website: <https://www.thetrevorproject.org/>

Teen Depression Help For LGBTQ+ A national 24-hour, toll free confidential suicide hotline for LGBTQ youth.

### **YWCA -LGBTQ+ Victim Advocacy Services**

Phone: 865-661-8891

Website: [www.ywca-knox.org](http://www.ywca-knox.org)

Service:

YWCA Knoxville & The Tennessee Valley provides victim advocacy services to the LGBTQ+ population including:

- Crisis Intervention
- Resource Linkage
- Support group services
- Trauma-responsive court, community, and personal advocacy and more!

### **Additional LGBTQ+**

[Contact Care Line](#)

[GLSEN Tennessee - East TN Chapter](#)

[Knoxville Gay Men's Discussion Group](#)

[Lesbian Social Group](#)



**PFLAG**

**PFLAG - Support for LGBTQ persons, families and allies**

– [www.pflag.org](http://www.pflag.org)

[Tennessee Equality Project](#)

[Trans Empowerment Project](#)

[UTK Pride Center](#) | [Resources](#)

## **PARENTING CLASSES/SUPPORT SERVICES**

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

<https://www.211.org/>

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- City of Knoxville**

[City of Knoxville 311](#)

Services:

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
- Garbage Complaints
- Leaf Pickup
- Parking Tickets
- Parks & Recreation
- Pothole Repair
- Recycling
- Solid Waste Info
- Street Light Outages
- Storm Drains
- Street Cleaning

### **ASAP & GSAP**

Phone: 888-848-ASAP (2727)

#### **(Adoption Support and Preservation)**

118 Mabry Hood Rd, Knoxville, TN 37922

Website: [www.harmonyfamilycenter.org/asap-and-gsap](http://www.harmonyfamilycenter.org/asap-and-gsap)

Service:

ASAP & GSAP are an evidence-based, trauma-informed therapeutic and educational services that are individualized to meet the unique needs of adoptive and guardianship families. Our seamless, statewide system of intensive in-home services, diverse educational offerings, and supportive enrichment activities are available to any family who has adopted or assumed guardianship through the public child welfare system in Tennessee.

Additionally, families who have adopted through the public child welfare system in another state and subsequently moved to Tennessee are eligible for ASAP services. Families who have adopted through private, domestic, or intercountry channels are eligible for ASAP services on a sliding scale fee basis. Office Hours: Monday – Friday 8:30AM – 5PM

### **Assurance Wireless**

Phone: 1-888-321-5880

Website: <https://www.assurancewireless.com>

Service:

Eligibility varies by state. You may qualify if you are on certain public assistance programs, like Medicaid or Supplemental Nutrition Assistance Program (SNAP). You can also qualify based on your household income.

**CAC (Community Action Committee)**

2247 Western Avenue, 37921

[www.knoxcac.org](http://www.knoxcac.org)

Services:

Families Together Academy

FTA is the educational component of CAC’s 2Gen programming, Resilient Families. FTA adds new programming for the entire family based on their expressed needs. FTA meets the family where they are through targeted family assessments to gauge current situation, motivation, and progress. FTA is able to accomplish progress by establishing bridges between multiple CAC programs and blending and braiding services to provide integrated, comprehensive services. Services include:

- Anger Management
- Keys to Fatherhood
- Life Skills for Teens& Young Adults
- Non-Offender DV Education
- Parenting Classes

Grand Parents as Parents Program (Office of Aging)

Phone: 865-524-2786

Grandparents as Parent Program provides support, information, and referrals to community resources for relative caregivers. There are no age or income requirement to join the free program. Office Hours: Monday – Friday from 8:00AM – 4:30PM

Workforce Connections Re-entry Program

WC Re-entry Program helps (past or present justice-involved individuals who are seeking employment. Our program will assistance clients in overcoming barriers to employment resulting from a record of arrest or conviction.

WC offers support with assistance in determining your interest, workshops, trainings, referrals and more. Enrollment in this program is required in order to receive services. General Office Hours Monday – Friday from 8AM to 4:30PM. Direct # (865) 524-3345.

**CASA of East Tennessee**

5410 Homberg Drive, Suite 29A, 37919

Website: [www.casaofeasttn.org](http://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

**CHANT (Community Health Access and Navigation in Tennessee)**

**Knox County Health Department**

**Phone: 865-215-5190**

140 Dameron Avenue, 37917-6413

Website: [www.knoxcounty.org/health](http://www.knoxcounty.org/health)

Services:

CHANT was developed by the Tennessee Department of Health to provide care coordination services to pregnant, postpartum, women, infants, and children through age 21 at no cost. Through direct engagement and assessment of individual family needs, CHANT team members partner with families to:

- Provide linkages to an array of needed medical, dental, and social services.
- Provide parenting education and developmental milestone screenings.
- Identify domestic violence, food insecurity, child abuse, and depression.
- Provide medical care coordination and medical payments for children who meet diagnostic and income guidelines through Children's Special Services (This is the only CHANT service subject to income guidelines.)
- Provide or locate concrete supports to assist parents in keeping children safe (i.e., pack 'n plays supporting A, B, C's of safe sleep, car seats, home baby proofing kits, etc.)

Provide Knox regional child lead poisoning prevention education and care coordination.

### **Catholic Charities**

119 Dameron Avenue, 37917

Website: [www.ccetn.org](http://www.ccetn.org)

Services:

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

Columbus Home Assisting Parents (C.H.A.P.) is a home-based parent education and support service that provides parenting education, crisis intervention, and case management for families that are experiencing life stressors that impact parenting abilities. C.H.A.P. services are provided free of charge to parents. By working to increase parents' skills and coping abilities, the goal of C.H.A.P. is to ensure the safety and well-being of children in the home. 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 is a DOJ recognized law office that provides immigration legal services to immigrants and refugees in our community. This program offers legal assistance with family reunification, adjustment of status for refugees and asylees, Deferred Action for Childhood Arrivals (DACA) renewals, and humanitarian services under the Violence Against Women Act (VAWA), and more.

#### The Pregnancy Help Center:

The Pregnancy Help Center provides for the needs of children in low-income situations. The parents or guardians are never denied services based on faith affiliation or orientation. The Center also provides helpful assistance for couples and individuals dealing with the varied challenges of parenthood in the forms of education and support.

The Pregnancy Help Center offers Earn While You Learn educational credits redeemable for infant or even toddler items, medical, legal, services referral just to name a few. We also provide referrals to immigrants in need of social services. Office Hours: Monday – Friday from 8:30AM -4:30PM

**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](mailto: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)

Website: [CCR&R Tennessee](http://CCR&R.Tennessee)

Email: eastccrr@utk.edu

## Service:

This program serves parents by providing a list of state licensed childcare 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 childcare 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**

Phone: 865-637-1753

623 Lindsay Place, 37919

Fax: 865-544-7150

Website: [East TN Childhelp](http://EastTNChildhelp)

## 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

**CONNECT Ministries**

Phone: 865-851-8005

3615 Martin L. King Jr. Avenue, 37914

Fax: 865-851-8011

Website: <https://www.connectministries.net/contact>

## Services:

C.O.N.N.E.C.T. (Community Organization Networking Neighborhoods Encouraging Change Together) Ministries is a Christ centered "hands-on" community information networking resource center. This non-

profit organization provides in-house services, network referrals, dissemination of information, "gap" programming, community organization, resumes, job readiness, employment searches, housing services and referrals for individuals who need help finding help. We advocate for the underserved, undereducated, underemployed and underrepresented who include the disadvantaged youth, the homeless, ex-offenders, and veterans.

Homeless Citizens Reentry Initiative (HCRI)

The Homeless Citizens Reentry Initiative (HCRI) is Our Partnership with the City of Knoxville in Our Effort to Impact Homelessness. This Program Provides a Variety of Housing Services Including Case Management for Men, Women and Youth Who Have Barriers to Homelessness and Are by HUD Standards, Homeless.

Our Homeless Effort is Concentrated on "Street Out-Reach." These include Youth Who Have Aged Out of Foster Care, Who May or Not Be a Member of the LGBTQ Community; Ex-Offenders; First Time Homeless Living in Their Cars, With Family Members and/or Friends in "Overcrowded Conditions.

Project Fresh Start –is a paid summer internship program for At-Risk Youth age 14-24 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

Family Intervention Restoration & Mentoring (FIRM)

This comprehensive "holistic" program is designed to assist families through a variety of services that address parenting skills, mentoring, families intervention and mediation Licensed trained professionals and clinician who do rigorous assessments, case management and follow-up on clients and their families working together to produce favorable long-term outcomes.

The Homeless Citizens Reentry Initiative (HCRI)

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The Urban Cowboy Restoration Program

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:

- 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

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

### **ETHRA - Homemaker Family Support**

Phone: 865-691-2551

9111 Cross Park Drive, Suite D-100, 37923

Website: [www.ethra.org](http://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

### **Family Solution Center**

Phone: 865-257-6420

356 Sanderson Street, Suite C4, 37701

Email: [fscenter2015@gmail.com](mailto:fscenter2015@gmail.com)

<https://www.familysolutioncenter.com/home>

Service:

Insurance: None – Payments only

FSC is a collective group of family law mediators, therapists, and intervention specialists dedicated to helping families through the process of divorce. We specialize in domestic violence cases, and intensive high conflict divorces.

The following services are provided:

Supervised Visitation - 30.00 (per hour, per child)

Grief Counseling – contact for additional information

Co-Parenting Classes - 60.00

Drug and Alcohol Assessments with a full write up - 75.00

Parenting Classes - 70.00

Parental Coaching Sessions - 30.00



### **Free Indeed Ministries**

Phone: 865-334-2312

4101 Holston Drive, 37914

Email: [freeindeedintministries@gmail.com](mailto:freeindeedintministries@gmail.com)

Insurance: No Insurance required

Service:

Free Indeed Int'l Ministries is a faith-based ministry that serve women from ages 18+ who need support services following life challenging issues due to substance abuse, incarceration, Domestic Violence,

Human Trafficking and Mental Health issues through biblical principles, while assisting to meet practical needs.

Our vision is to see those in crisis and life challenging situations be set free from the bondages that hold them captive and to be able to live a greater quality of life while restoring the family unit.

We provide an intensive 6-12-month program that provide accountability and responsibility.

Some of the services/classes provided are:

- Spiritual Counseling
- Life Skills
- Life Skills
- Mentoring
- Employment referral
- Domestic Violence
- GED preparation
- Happy Fridays "Living Free" Group
- Homeless Initiative
- Learning how to Forgive
- Getting set free from Shame/Guilt
- Substance Abuse Counseling
- Resume writing
- Budgeting
- Permanent housing referral
- Clothing
- Food
- Referral for Reproductive Care
- Obtaining Driver's license
- Restoration of voting privileges

### **Girl Scouts of Southern Appalachians**

1567 Downtown West Blvd., 37919

Website: [www.girlscoutcsa.org](http://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.

Phone: 800-474-1912 (toll free)

### **Helen Ross McNabb Center**

201 W. Springdale Avenue, 37917

**Children and Youth Center** 600 Arthur Street 37921

Website: [www.mcnabbcenter.org](http://www.mcnabbcenter.org)

Service:

#### *Behavioral Modification*

Regional Intervention Program (RIP) is a 12-24-week behavior modification program for children ages 2-5. 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.

Phone: 865-637-9711

Fax: 865-637-1278

Phone: 865-523-8695

### Healthy Families East Tennessee

Healthy Families East Tennessee is an in-home visitation program that serves first-time parents. Healthy Families is a free and voluntary program that offers support services to new or expecting families. The program's approach is relationship-based, culturally respectful, family-centered and strengths-based. Healthy Families offers education, support and resource services to help strengthen families. This program is rooted in the belief that early, nurturing relationships are the foundation for lifelong healthy development.

### Parent Place

The McNabb Center's Parent Place program provides supervised visitation for children and their non-custodial parents, grandparents or other relatives. If you are experiencing a difficult divorce, or other custodial issue, the McNabb Center can provide a professional to observe visits in a safe and discreet location. Families are referred to Parent Place by the court system, Department of Children's Services, family therapists, attorneys, and various community agencies, with some families self-referring. Office Hours: Monday – Friday from 8:30AM – 4:30PM

### 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.

### **Lifeline**

Enrollment Phone: 1-800-977-3768

### **SafeLink Wireless**

Technical Support: 1-800-378-1684

Website: [www.safelinkwireless.com](http://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.

### **Parenting with Purpose**

Phone: 865-455-7725

P.O. Box 7265, 37931

Insurance: Private Pay (Please call for details)

#### Service:

Parenting with Purpose provides is an 8-week comprehensive, research based and court approved parenting program. It provides intensive and personal guidance for families to help them show measurable progress and learning.

### **Relative Care Giver Program**

Phone: 865-579-5498

### **Childhelps**

Email: [tnrelativecare@Childhelp.org](mailto:tnrelativecare@Childhelp.org)

Website: [Childhelp TN Relative Caregiver](http://Childhelp.TN.Relative.Caregiver)

#### Service:

Childhelp's Relative Care Giver Program seeks to help relatives, or non-relative individuals that have a close family relationship with a child. This program will provide assistance to the family through access to

services, and our care coordinators will work with you to obtain additional supports for your family, and the children you are caring for.

Program

- Must meet 200% of the federal poverty income to qualify
- Individualized family plan
- 24/7 crisis support
- Educational support services
- Daily stipend provided
- Free mental health therapy
- Parent training classes

Other Assistance

- Assistance with food insecurity
- Clothing, school supplies, and home support items

**SEED Knox**

1617 Dandridge Avenue, 37915

Website: [www.seeedknox.com](http://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 promoted 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

Phone: 865-766-5185

**Safe Families for Children- East TN**

5401 Kingston Pike, Suite 275, 37919

Website: [www.safe-families.org](http://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 children, while a parent works through her crisis. Average hosting is 30 days or less. Office Hours: Monday – Friday from 8:00AM – 5:00PM

Phone: 865-257-1883

**TN Voices**

500 Professional Park Drive, Goodlettsville, 37072

Website: [www.tnvoices.org](http://www.tnvoices.org)

Services:

TN Voices advocates for the emotional wellbeing of all Tennesseans as a beacon of hope. We know this world is full of uncertainty and challenges, but as we work better together, we commit to helping others thrive. It is an honor and a privilege to come alongside others as they find their joy in the journey. TNVoices offers services for Children, Teens and Adults including Survivors Connection and System of Care Acre TN. Hours: Mon - Fri 8:00 am – 4:30 pm

Phone: 615-269-7751

**Intake Process:** Make a referral online Call at <https://tnvoices.org/make-a-referral/> for more information or call (615) 269-7751 or (800) 670-9882 to speak with an intake specialist.

**Program Fees:** Most programs are available at no cost, though a few offer services based on a sliding scale fee. **Call for details.**

**Eligibility:** Some programs are limited to specific counties and age ranges.

**The Joy of Music School**

1209 Euclid Avenue, 37921

Phone: 865-525-6806

Fax: 865-525-6003

**Website:** [www.joyofmusicschool.org](http://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**

100 One Fine Place, Sevierville, 37862

Phone: 865-429-5437

Website: [www.wvr.org](http://www.wvr.org)

Services:

Wears Valley Ranch (in Sevierville, Tennessee) provides Christian homes, education, and counseling to children in crisis situations. Our vision is to see each child inspired to follow Christ, healed from the past, and equipped to reach their potential.

Children are accepted regardless of their race or religious background. Students do attend church with their houseparent's 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. Wears Valley Ranch also offers Counseling services, equestrian services, recreational services and educational support with St. Andrews School for K-12.

Please contact for student eligibility requirements.

**WIC (Women, Infants and Children)**

**Knox County Health Department**

140 Dameron Avenue, 37917

Phone: 865-215-5030

Toll Free: 800-342-5942

Service:

WIC is a nutrition program that helps the whole family learn about eating well and staying healthy. WIC helps thousands of families in Knox County with good food, helpful advice, and referrals to community resources. WIC serves pregnant, postpartum, and breastfeeding women, infants and children under the age of five who qualify. The WIC Program is funded by the United States Department of Agriculture. Monday, Wednesday, Friday from 8:00AM-4:30PM and Tuesday & Thursday from 8:00AM – 6:30PM

**YWCA Knoxville and the Tennessee Valley**

420 W. Clinch Avenue, 37902

Phone: 865-523-6126

Website: [www.ywcaknox.com](http://www.ywcaknox.com)

Service:

GameChangers

GameChangers is the only gender-based violence prevention program for middle-school boys in East Tennessee and, through evaluation, will become the only evidence-based program in the United States focused on these topics. GameChangers uses a group mentoring structure, with each group of participants being led by two adult mentors. The program teaches middle school boys about domestic violence, dating violence, sexual assault, and stalking, and about how they can help prevent violence against women and girls. Program runs for 14 to 17 weeks.



Are you and your family just getting by?  
Would you rather get ahead?  
**YOU CAN.**

**The East Tennessee Collaborative (ETC) program puts you and your family in charge of creating your own path to economic independence.**

Work with a coach for up to two years to make a plan to achieve your own goals for yourself and your family.

**Learn more about this FREE program!**

Call: (865) 521-0861

Email: [ETC@unitedwayknox.org](mailto:ETC@unitedwayknox.org)

**Through the program, you will:**

- Partner with a mentor for up to 2 years
- Make a plan to achieve your own goals
- Earn financial incentives
- Access skills and opportunities to increase your income and financial well-being

**You may be eligible if you:**

- Have a child 18 or younger in your home OR are pregnant OR are 18 or younger and the head of your household
- Are a U.S. Citizen and a Tennessee resident
- Are unemployed or underemployed and have low or very low income
- Are interested in pursuing economic independence



## **SEXUAL ABUSE COUNSELING SERVICES**

### **Alternative Counseling**

Phone: 865-687-8990

9111 Cross Park Drive, Suite D200

Service:

AC is an association of independent practitioners that 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.

### **Nan Buturff**

Phone: 865-539-1001

### **Behavioral Strategies**

214 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

### **Susan Joyce Schmiesing, LCSW,**

Phone: 865-679-1955

2322 Johnston Street, 37921

Email: [susanj1997@yahoo.com](mailto: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.

### **TN Voices**

Phone: 615-269-7751

500 Professional Park Drive, Goodlettsville, 37072

Fax: 615-269-8914

Service:

#### **The Survivor Connection**

This program aims to provide high quality intensive in-home services that directly improve the health and well-being of victims of crime with priority given to victims of child abuse, domestic violence, sexual assault and services for previously underserved victims. Children to Adults ages 0 to 24 years and has been a victim of abuse in some manner. Hours are flexible, call for additional information.

## **TRANSPORTATION**

### **CAC (Community Action Committee)**

2247 Western Avenue, 37921

#### **CAC Transit 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 4:45 p.m. for medical appointments, grocery shopping, and other essential errands. Transportation services are limited by available funding. Fares may vary.

Phone: 865-524-0319

Fax: 865-546-9013

### **Handicap License**

Phone: 865-215-2385

#### **Department of Transportation**

300 W. Main Street, 37902

Website: [www.knoxcounty.org/clerk](http://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

9111 Cross Park Drive, Suite D-100

Website: [www.ethra.org/services/transportation/public-transportation](http://www.ethra.org/services/transportation/public-transportation)

Service:

#### **DUI Driver Training:**

ETHRA's DUI School uses the Prime for Life curriculum, which is the ONLY DUI curriculum accepted by the State of Tennessee to reinstate a driver's license that has been revoked by a DUI offense. ETHRA is a state-approved licensed provider of the DUI program. All instructors are certified in the Prime for Life curriculum.

The course is a 12-hour class starting at 8:00 am. The cost is \$150 payable to ETHRA by money order or cashier check only - NO CASH. Available for the following counties: Campbell, Claiborne, Grainger, Hamblen, Jefferson, Loudon, Morgan, Sevier and Union.

#### **Public Transportation**

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 provide a 3-business day notice. Medical trips have priority.

Fares vary according to each transportation need. Transportation days and hours of operation vary. ETHRA has a Public Transit and Ride to Work program.

**KAT (Knoxville Area Transit)**

Phone: 865-215-7800

301 Church Street, 37915 **Route & Schedule Information:** 865-637-3000

Website: [www.katbus.com](http://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.

Paratransit: The Lift

KAT offers paratransit service for those who are unable to use regular fixed-route buses. The LIFT, a door-to-door service, is provided by reservation only, and passengers must be certified by KAT to use the service. All LIFT passengers must re-apply every two years in order to keep their certification current. 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:**

United Health Community Plan 1-866-725-6270  
Blue Care-Southeast Trans 1-866-473-7563  
Amerigroup 1-866-680-0633

**Phone Numbers:**

**Office Hours:**

Mon. – Fri. 7:30AM -7:00PM  
7 Day a Week 24 Hours  
Must call at least 3 days in advance

**UTILITIES/Housing Repair Program**

**CAC (Community Action Committee)**

2247 Western Avenue, 37921

[www.knoxcac.org](http://www.knoxcac.org)

Phone: 865-546-3500

Fax: 865-546-0832

**Neighborhood Centers**

Each center 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 Services listed below these centers.

East- 4200 Asheville Highway

Phone: 865-546-5125

West - 2247 Western Avenue

Phone: 865-524-3345

South – 522 Maryville Pike

Phone: 865-577-7591

Home Repair and Weatherization CAC's Housing and Energy strengthens neighborhoods by using energy efficient and cost-saving measures to repair existing housing and improve the quality of life for low to moderate income residents of Knoxville and Knox County.

Service Programs include:

Lead-Safe & Healthy Homes  
Owner-Occupied Home Repair  
Septic Repair

Water Savings  
Weatherization

Social Services CAC Social Services walks alongside clients to provide case management and care services including finding housing, neighborhood resources, employment, higher education, academic tutoring, and mentorship. We work alongside clients to help them set personal goals to meet their needs and advocate to eliminate barriers in their path to success.

Service Programs include:

Family and Youth  
Homeward Bound  
Neighborhood Centers

Project LIVE  
Transforming Western  
Workforce Connections

Utility Assistance There are several types of utility assistance currently available through CAC that includes:

LIHEAP (Low Income Home Energy Assistance Program)  
LIHWAP (Low Income Home Water Assistance Program)  
Project Help

**Housing Rehabilitation for Homeowners  
City of Knoxville**

Phone: 865-215-2120

400 Main Street, 5<sup>th</sup> Floor, 37902

Website: [Housing & Neighborhood Development](#)

Services:

The Housing Rehabilitation Program offers financial and technical assistance for low-to-moderate income homeowners to make repairs they otherwise could not afford. The loan terms are based on participant income and ability to pay. We have several ways to make expensive projects affordable from Direct Loans/ Deferred Payments Loans/ Grants.

**KUB (Knoxville Utilities Board)**

Phone: 865-524-2911

445 South Gay Street, 37902

Fax: 865-558-2540

Website: [www.kub.org](http://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  
Knoxville Leadership Foundation**

Phone: 865-524-2774

The Regas Building

318 North Gay Street, Suite 210, 37917

Website: [www.klf.org](http://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**

Phone: 865-525-9401

409 N. Broadway Street, 37917

Fax: 865-524-7748

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

**Tennessee Housing Development Agency**

Phone: 865-273-6003

Website: <https://thda.org/help-for-homeowners/need-home-repairs/erp>

Service:

The THDA Emergency Repair Program is designed to correct, repair, or replace an essential system and/or critical structural problem for low-income homeowners who are elderly (60+) or disabled. This is not a comprehensive home renovation program; the aim is to stabilize the homeowner's residence by making essential repairs to make the home more livable.

**The Refuge@  
Volunteer Ministry Center**

Phone: 865-524-3926

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

**877-DCS-KIDS  
Tnfosters.gov**

**Hi, Future Foster Parent:  
Here's the Sign You've Been Waiting For**

tnfosters.gov | @tnfosters



**Children & Teens in our  
community need foster  
parents just like you**

DCS seeks foster parents for all children, but especially, families for:

- siblings who need to stay together
- teenage boys and girls
- children with higher needs
- Spanish-speaking children



**Yes, You Can Be a Foster Parent**