

## **Community Resource Guide**

### Knox County Region



### **Mission Statement**

Provide high quality prevention and support services to children and families that promote safety, permanency, and well-being.

## **EMERGENCY NUMBERS**

### **CHILD ABUSE HOTLINE:**

Department of Children Services

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

Adult Protective Services

Phone: 1-888-277-8366

Ambulance, Fire, Police

Phone: 911

Knoxville City Service

Phone: 311

Information & Referral Search

Phone: 211

Knox County Sheriff's Department

Phone: 865-215-2444

Knoxville Police Department  
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

Children's Hospital

Fort Sanders Regional Medical Center

North Knoxville Medical Center

Parkwest Medical Center

Turkey Creek Medical Center

University of TN Medical Center

#### Switchboard

865-541-8000

865-541-1111

865-859-8000

865-373-1000

865-218-7011

865-305-9000

#### Emergency Room

865-541-8458

865-541-1285

865-859-1000

865-373-1280

865-218-7112

865-305-9402

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\*This resource directory is scheduled for annual maintenance\*  
2022

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## **Substance Abuse Referral Services**

### **Next Step Initiative**

Phone: 865-766-2573

611 Citco Avenue, 37921

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

Service:

Next Step Initiative is a grassroots organization, state-registered nonprofit that primarily focuses on providing meals, showers, laundry services, naloxone, and case management referrals to people experiencing homelessness and/or addiction.

Next Step Initiative provides free case management referrals to 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 recently implemented a transitional living program for women known as Noon's House. Women who are experiencing homelessness and addiction are required to enter at least 30 days in an inpatient drug rehab program and enroll in an IOP program after treatment (during their stay at Noon's House) before becoming eligible to join the program. Up to 4 beds are available at a time. The Noon's House program also places a focus on life skills training, peer support, and reunification of families affected by addiction.

Next Step Initiative finds programs that work with the client's insurance, and we also work with the uninsured, geriatric, pregnant, and/or veteran populations.

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

### **A Prodigal's Path 2 Recovery, LLC.**

Phone: 865-730-6628

107 Paint Rock Ferry Rd, Kingston, 37763

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

**Insurance:** Self Pay, Willing to work with anyone

Service:

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

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

### **All Ages Counseling**

Phone: 865-523-9163

816 E. Oldham Avenue, 37917

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

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

Service:

All Ages Counseling provides individuals, 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**  
9111 Cross Park Drive, Suite D200  
Website: [www.alternativeshrinks.org](http://www.alternativeshrinks.org)

Phone: 865-687-8990

**Insurance:**

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**

Knoxville Intake Center - 1910 Ailor Ave, 37921

Phone: 865-522-0661

FAX: 865-247-0543

Joint Commission Certified

**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 Self-Pay Plans Available

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 – 10:30AM and no appointment needed at this time. Ask about our Intake Fee Waiver through our Outreach Program.

**Bradford Health Services - Adults & Adolescents**

301 South Gallaher View Rd Suite 300, 37919

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

Phone: 865-693-9326

Phone: 888-762- 3740 (toll free)  
(888-SOBER40)

**Insurance:** TN Care, Commercial insurance, and private pay  
Service:

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

**Confidential Help**

- Free Alcohol and drug consultations
- Trained staff will listen to your concerns
- We will recommend a course of action for you and your family
- 24 hours a day, 7 days a week

**Adult Care**

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

**Adolescent Care**

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

**Emergency Consultation Service**

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

**Specialty Services**

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

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

**Buffalo Valley, Inc. - Adults**

501 Park Avenue South

Hohenwald, TN 38462

Website: [www.buffalovalley.org](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**

103 Directors Drive, 37923

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

Phone: 865-481-3972

Fax: 865-481-0319

**Insurance:** TN Care, Blue Cross Blue Shield, United Health Care, Community group, CoverKids

Service:

Camelot is an agency that truly cares about the well-being of family and children and we diligently work to keep children from having to leave their home with into state's custody or to a higher level of care. Office Hours: Monday – Friday from 8:30AM – 5PM Camelot Care Centers offer a variety of program including:

- Intensive In-Home (CCFT) Counseling \*
- Outpatient Therapy \*\*
- Tennessee Health Link\*\*
- Aftercare Services
- Trauma Focus Therapy
- Therapeutic Foster Care
- Medication Management
- Mental Health & A& D Assessments

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

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

**Cherokee Health Systems**

Website: [www.cherokeehealth.com](http://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
- Dameron Ave – 140 Dameron Ave Pediatrics
- East Knoxville – 2202 Martin L. King Jr. Ave
- North (Powell) 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. 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:

Compass Intervention Center is a 108-bed psychiatric Residential Treatment Center for male and female children ages 10 to 17. Our program is designed to help successfully treat and rehabilitate children struggling with behavioral, psychiatric, and chemical dependency issues. Our treatment programs include:

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

### **Cornerstone of Recovery**

Phone: 866-532-5946 (toll free)

4726 Airport Highway, Louisville, TN 37777

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

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

Service:

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

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

### **Covenant Counseling & Consultation**

2606 Greenway Drive, Suite 205, 37918

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

Phone: 865-337-7375

Fax: 865-337-7382

email: [covenantcounseling205@gmail.com](mailto:covenantcounseling205@gmail.com)

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

#### **Services:**

Covenant Counseling & Consultation Services (CCCS) mission is to provide Christian and Clinical counseling to at-risk youth and families with a holistic approach to their mental, emotional, spiritual, and behavioral needs. CCCS partners with C.O.N.N.E.C.T. Ministry and other community agencies to assist clients with as many wrap-around services as possible and coordinate needed services. We provide individual and group therapy, case management and alcohol and drug and mental health assessments, as well as mental health training seminars. Our services include, but are not limited to the following:

Alcohol & Drug Treatment \*

Assessments

Anger Management/Conflict Resolution

Family Connection Program

Family Support & Care Coordination

Services

Homemaker Services \*

Intensive In-Home Family Services

Mental Health Case Management \*

Parenting /Bonding Assessments

Psychotherapy and Counseling

Re-entry Program- Ex-Offender Program \*

SAFE Veterans Program \*

Sitter Service \*

\* - Insurance does not pay for this service type

Office Hours may vary.

### **Creekside Behavioral Health**

1025 Executive Park Blvd.

Kingston, TN 37660

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

Phone: 423-830-8110

Main Fax: 423-247-3110

**Insurance:** TN Care, Medicare, Blue Cross Blue Shield, Aetna, Cigna, and other commercial plans.

#### **Service:**

Creekside Behavioral Health is an acute behavioral health hospital serving adolescents, adults and seniors located in the Kingsport, TN area. They provide a structured, therapeutic, and safe environment for those patients in and around the Kingsport area and throughout Tennessee who require acute care with psychiatric or behavioral health challenges. They offer free assessments 24 hours a day, seven days a week. In addition, that offer the following services:

Inpatient Programs Incorporating Individual Sessions, Group & Family Therapy

Chemical Dependency and Detoxification

Intensive Outpatient Programs

Partial Hospitalization Programs

Treatment Planning

Recreational Therapy

Educational Programs

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

~Dr. Penny R. Lukin

**Adult & Child Psychological Services**

9111 Cross Park Drive, Suite D-200, 37923

**Insurance:** Medicare, Aetna, First Health, GEHA, Great-West Life, One Health Plan, United Healthcare and other private insurance /TNCARE not accepted

Service:

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

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

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

Phone: 615-352-1757

Phone: 865-671-0780

Fax: 865-671-0822

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

Phone: 865-525-4627

**Evolve Women's Recovery**

Phone: 865-444-1658

9217 Parkwest Blvd, 37923

Website: [www.evolve womens recovery.com/](http://www.evolve womens recovery.com/)**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

**Florence Crittenton**

Phone: 865-602-2021

1531 Dick Lonas Road, 37909

Fax: 865-602-2039

Website: [www.fcaknox.org](http://www.fcaknox.org)**Insurance:** TNCare

Services:

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

**Focus Treatment Centers**

Phone: 865-622-7116

2210 Sutherland Avenue, Suite 115, 37919

Website: [www.focustreatmentcenters.com](http://www.focustreatmentcenters.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 to provide intensive treatment with the least amount of disruption to the patient's work, school, or family schedule. The groups are "open," with new patients coming in as other clients move on to less intensive levels of care. This is a place of hope, a place to heal, and a place to truly discover who you are. We also offer support groups for families and friends, and other individuals who wish to support someone with an eating disorder. Office Hours: Monday – Friday 9AM – 6PM



### **Free Indeed Ministries**

Phone: 865-334-2312

4101 Holston Drive, 37914

**Insurance:** No Insurance required

Services:

Free Indeed Int'l Ministries is a faith-based ministry that empower women from ages 18+ who have been incarcerated with re-entry into their families and communities through biblical principles, while helping to meet their practical needs. Our mission is to help women incarcerated and in crisis achieve their goals and maintain their freedom while assisting them with restoring the family unit.

We provide an intensive 6-12-month program that provide accountability and responsibility.

Some of the services/classes provided are:

- Substance Abuse Counseling
- Spiritual Counseling
- Coping Skills
- Life Skills
- Mentoring
- Employment referral
- Domestic Violence
- GED preparation
- Basic Computer training
- Homeless Initiative
- Learning how to Forgive
- Getting set free from Shame/Guilt
- Transportation
- Resume writing
- Budgeting
- Permanent housing referral
- Clothing
- Food
- Referral for Reproductive Care
- Obtaining Driver's license
- Restoration of voting privileges

Many of the women we encounter are on parole or probation and are the primary caretakers in their families. We work with several organizations and agencies to assist them in understanding and being able to achieve the requirements to help them remain free and regain custody of their children.

### **Grace Biblical Counseling Center**

Phone: 865-985-0660

Oak Ridge Highway, 37931

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

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

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

Services:

Peer Counseling - Our center offers peer counseling services free of charge to members of the community. These peer counselors have undergone training in biblical counseling and participate in weekly supervision with the Director. These are some limitations to our peer counseling ministry. First, the term of the counseling is limited to 12 sessions. Second, for individual counseling, there is a same-sex requirement for counselor and participant. Third, there are some struggles that fall outside of the scope of our peer counseling ministry. These limitations are:

1. Any situation involving child abuse, geriatric abuse, or domestic violence



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

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

Personal Counseling - Our center, through its Director, offers personal counseling to individuals, couples, and families. The Director brings over a decade of experiences and extensive theological and biblical counseling training to bear on problems in living. The fees for this service range from \$50 to \$75 per session.

### **Health Connect America**

5743 Western Avenue, 37921

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

Phone: 865-247-7045

Fax: 865-249-8458

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

Services:

\*Online Referral for services available: <https://healthconnectamerica.com/make-a-referral/>

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 12 to 17 in our adolescent program and over

the age of 18 in our adult program. We offer a gender specific women's group that allows mothers to bring children under the age of 2 with them to the group.

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

**Healthy Mind Counseling Service, Inc.**

Phone: 865-588-3173

5410 Homberg Drive, Suite 14, 37919

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

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

Service:

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

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

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

**Helen Ross McNabb Center**

Phone: 865-637-9711

201 W. Springdale Avenue, 37917

Fax: 865-637-1278

**Children and Youth Center**

600 Arthur Street 37921

Phone: 865-523-8695

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

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

Services:

**Adult Services ~**

Mental Health Services

The Helen Ross McNabb Center offers a full array of programs for mental health care. We provide a full range of mental health care services:

- Crisis Services
- Outpatient Care
- Tennessee Health Link
- Therapeutic Preschool
- Military Services
- Other Mental Health Services

### Substance Abuse & Co-Occurring Services

The Helen Ross McNabb Center provides a continuum of substance abuse treatment services from residential care to Medication Assisted Therapy (MAT). We provide a full range of mental health care services:

- Detoxification
- Residential
- Intensive Outpatient
- Medication Assisted Therapy
- Recovery Support/Peer Support

### 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:

- Therapeutic Foster Care & Adoption
- Supervised Visitation
- Behavioral Modification
- Other Social Services
  - Parenting classes
  - Health Families
  - Safe Place
  - Supportive Housing Services
  - Juvenile Justice Services
  - Criminal Justice Services

### Crisis Services

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

- Mental Health Crisis Hotline/Mobile Crisis Unit
- Adult Crisis Stabilization Unit
- Domestic Violence Hotline
- Sexual Assault Hotline
- Runaway/Homeless Youth Hotline

### Sexual Assault Center of East Tennessee

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

The Sexual Assault Center of East Tennessee was founded in 1973 as the Knoxville Rape Crisis Center and remains one of two comprehensive, community sexual assault agencies in the state of Tennessee, serving 16 counties. The mission of the SACET is to provide excellent and compassionate services for survivors of sexual assault and to empower communities through education and social change. **The 24/7 crisis hotline is (865) 522-7273.**

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

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

**Hope of East Tennessee, Inc.**

188 Raleigh Rd. Oak Ridge, 37830

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

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

Phone: 865-482-4826

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

### **Irongate Recovery**

Phone: 865-405-6409

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

Services:

Irongate's goal is to offer residence for individuals in a recovery-based settings providing them with time they need to learn vital life skills which will be required in order to maintain a life free from substance abuse and become productive members of society. Referrals are made for any professional services such as counseling and mental health supports. All residents must be at least 18 years or age and above. Contact directly for more information.

### **Journey Pure Treatment Center**

Phone: 865-256-9710

Contact: Connie Gardner

Detox/Residential (Men and Women): 17 Ridgeway Rd, Norris TN

Detox/Residential (Women Only): 2636 Maryville Pike, Knoxville TN

Outpatient: 7417 Kingston Pike, Knoxville TN

Website: <https://journeypure.com>

**Insurance:** TennCare- Amerigroup, United Healthcare, BlueCare. All commercial insurance

Services:

JourneyPure specializes in evidence-based treatment to address substance use issues and co-occurring mental health issues that drive a person toward substance abuse while imparting the skills necessary to remain sober.

### Detox/Residential Treatment

This is a 28 Day Program for both Adult Men and Women, including women that are pregnant. This program is designed and dedicated to providing the level of care necessary for individuals whose addiction is severe enough to require treatment services and recovery support on a daily, highly intensive basis.

### Out-Patient Treatment

The IOP and outpatient treatment programs of Journey Pure encompass a wide range of paths to achieving sobriety and wellness. We provide trauma-informed care, experiential therapy that aims to explore underlying emotional and mental health issues, and recovery-focused groups that build the skills needed for long-term sobriety.

### Partial Hospitalization Program (PHP)

Journey Pure Partial Hospitalization Program (PHP) operates five days per week. PHP is recommended for individuals leaving residential treatment who have significant work left to do regarding their recovery but have shown that a 24-hour residential treatment setting is not necessary.

### Medication Assisted Treatment (MAT)

Journey Pure MAT is designed to treat the whole patient – emotionally, mentally, and physically. Clients will work with admissions counselors and addiction specialists who can help determine most pressing needs to devise a customized treatment plan. That treatment plan will determine which medication will work best for them.

### Journey Pure Coaching

A qualified coach will remain connected to each of our clients for at least one year after treatment via Journey Pure Coaching, our free, HIPPA-compliant app designed to keep Journey Pure alumni accountable and working the program.

### **KIDLINK Treatment Services**

Phone: 877-454-3703

1000 Health Park Drive, Building 3 Brentwood, TN 37027

800-726-4032

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

Website: [www.kidlinktreatmentservices.com](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:

| Facility       | Location         | IQ >     | Ages         | Gender         | Treatment Tracts/Unit |
|----------------|------------------|----------|--------------|----------------|-----------------------|
| Cedar Grove    | Murfreesboro, TN | 60       | 10-17        | Male           | SA, SR, P/B           |
| Hermitage Hall | Nashville, TN    | 54<br>65 | 9-17<br>8-17 | Male<br>Female | SA, SR, TI            |

| Facility                    | Location          | IQ> | Ages  | Gender           | Treatment Tracts/Unit                                     |
|-----------------------------|-------------------|-----|-------|------------------|---|
| Compass Intervention Center | Memphis, TN       | 69  | 6-17  | Male<br>Female   | P/B, PTSD/SA  |
| McDowell Center             | Dyersburg, TN     | 50  | 13-17 | Male             | P/B, D/L  |
| Mountain Youth Academy      | Mountain City, TN | 65  | 6-17  | Males<br>Females | PB, TF  |
| Natchez Trace Youth Academy | Waverly, TN       | 69  | 12-17 | Male             | P/B, VP/PTDD/SA   |
| Oak Plains Academy          | Ashland City, TN  | 69  | 11-17 | Male<br>Female   | P/B, PTSD   |
| Laurel Heights              | Atlanta, GA       | 50  | 4-17  | Male<br>Female   | P/B, AP, D/L, Non-Verbal A/PDD, Non-Verbal Autism/PDD, AP |

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

### 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.

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

**Mirror Lake Recovery Center**

Phone: 877-369-2344 (Toll Free)

999 Girl Scout Road, Burns, 37029

Website: [www.mirrorlakerecovery.com](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

17 Ridgeway Road, Norris, TN 37828

Email: [Referrals.Norris@sequelyouthservices.com](mailto:Referrals.Norris@sequelyouthservices.com)**Insurance:** All TNCare, most private insuranceWebsite: [www.norrisacademytn.com](http://www.norrisacademytn.com)

Service:

Norris Academy specializes in the treatment of children and adolescents with Autism Spectrum and other Neurodevelopmental diagnoses. Norris is classified as Psychiatric Residential Treatment program (PRTF) and is medically and supervised by a Licensed, Board Certified Child/Adolescent Psychiatrist who serves as the Medical Director of the program and clinical staff are licensed or license-eligible Master's level providers. The program is staffed with a Registered Nurse 24 hours a day and has access to clinical, educational and group living staff with specialized training in the treatment of Neurodevelopmental diagnoses. The program is designed to provide supportive, therapeutic care and evidence-based treatment for individuals ages 5-17 that require a highly structured environment to stabilize unsafe behaviors. These individuals are experiencing emotional, behavioral and/or psychological difficulties that require more than outpatient treatment, but not requiring acute inpatient hospitalization. Residents with more intense needs can receive additional support from Registered Behavioral Technicians who, under the supervision of a Board-Certified Behavior Analyst, provide more intensive care to address those specialized needs. Norris Academy additionally offers therapeutic transitional living program in adjacent apartments for advanced learners who identify an interest in developing more specific independent living skills. The program provides 24 hours a day, 7 days per week therapeutic care for 43 individuals. The program is accredited through the Joint Commission and is licensed by the Department of Mental Health and Substance Abuse as well as having a school on campus that is licensed by the TN Department of Education and approved by DCS, Education Division.

**Admission Criteria**

- Males and females ages 5 to 18 years old
- Must have a DSM diagnosis describing an Autism Spectrum Disorder, Intellectual Disability, or other neurodevelopmental disorder as well as a co-occurring Axis I mental health diagnosis



- Less intensive and less restrictive clinical settings have been attempted without success and/or have been ruled out due to safety concerns
- Demonstrated need for a highly structured environment and is unable to maintain stability in a community setting requiring 24-hour care to maintain safety and security

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

Phone: 1-877-258-8795

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

Fax: 1-800-309-1601

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

Service:

*Behavioral Health Services*

Mental health problems are very common, but treatment and therapy can minimize the effects of mental health on personal well-being.

*Comprehensive Child & Family Treatment (CCFT)*

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

*Comprehensive Diagnostic & Evaluation Services*

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

*Consultation & Outsourced Staffing Services*

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

*Continuous Treatment Team (CTT)*

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

*Family SOS/FITT*

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

*Group Therapy*

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

*Individual, Family & Couples Therapy*

Identification of an individual or group's problems by examination of experiences or issues. Treatment utilizes trauma-informed and evidence-based approaches to help enhance and achieve wellness.



### Intensive Outpatient Program

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

### Medication Management & Evaluation

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

### Relative Caregiver Program \*

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

### School-Based Intervention Services

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

### Supportive Housing

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

### Therapeutic Family Preservation & Reunification Services \*

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

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

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

**Covenant Health**

Phone: 865-970-9800

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

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

Website: [www.peninsulabehavioralhealth.org](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
- Individual, Family and Group Therapy
- Recovery Education Center (Psycho-social Rehabilitation Programs)
- Peer Support Services and Support Groups
- Care Coordination
- Substance Abuse Services

### Behavioral Health Safety Net

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

#### Eligibility Criteria for Safety Net:

- Person must have applied and been denied for TNCare
- Person must not have private health insurance
- Person must be a US citizen or qualified alien
- Person must be a resident of TN
- Person must be diagnosed with a Mental Health diagnosis
- Person must have a household income at or below 100% of Federal Poverty Level
- Person must be 19 years of age or older
- Person must not be in an inpatient facility or incarcerated, or an inmate.
- Person must not receive behavioral health benefits through the VA or another Safety net provider

### Outpatient Services

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

#### **Outpatient Sites:**

The Lighthouse  
1451 Dowell Springs Blvd.

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

**Blount**- Outpatient Center  
210 Simmons Street

**Sevier**- Outpatient Center  
1104 Foxwood Drive

### **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 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

Phone: 865-482-1076

Toll free: 800-834-4178

**HOPE | HEALING | RECOVERY**

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         |
| Forensic Services                         | Psychosocial Rehabilitation |
| Inpatient Services                        | Supervised Residential Care |
| Medication Management & Aftercare Program | Telemedicine Services       |
| Mother's & Infant Sober Together          | TN Health Link Services     |
|   | Transitional Housing        |

### **Children and Youth Services**

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

### **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, and private pay

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 **LGBTQIA+** community. We have over a decade of experience helping **LGBTQIA+** 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:

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

**Steps House, Inc.**

Phone: 865-573-7152

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

Fax: 865-609-9291

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

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

Service:

Residential Recovery Support Program

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

Veterans Service Program

Phone: 865-609-2829

Our GPDO (Grant Per Diem Only) Homeless Program is licensed by the State of Tennessee, Department of Mental Health and Developmental Disabilities as a supportive living facility. This program is a collaborative effort between Steps House and the Department of Veteran's Affairs and is designed to help end the cycle of homelessness among our nations Veterans. Steps Program utilizes a multitude of services within the VA as well as community-based services to provide a holistic, comprehensive approach to addressing each veteran's problems.

**Susannah's House**

923 Dameron Avenue, 37921

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

Phone: 865-200-4759

Fax: 865-315-7044

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

Service:

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

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

**Suzi Miller, Private Practice**

224 South Peters Rd, Suite 204, 37923

Phone: 865-236-0411

**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 | • Anger Management               |
| • Family Therapy     | • Parenting                      |
| • EMDR               | • Alcohol and Drug Assessments   |
| • CBT                | • Mental Health Evaluations, and |
| • Domestic Violence  | more                             |

**TMHCA**

200 West Fifth Avenue, 37917

Website: [www.tmhca-tn.org](http://www.tmhca-tn.org)

Phone: 888-539-0393 (Toll Free)

Phone: 865-281-3683

**Insurance:** TNCare, TN Medicaid

Service:

PeerLINK is designed to match a team of Certified Peer Recovery Specialists with an individual who needs immediate care or will soon be discharged from local psychiatric hospital or treatment center.

Services include peer mentoring, support, advocacy, and skill building through regular, individual contact and group sessions. The primary function of the program is the development of a supportive and trusting relationship between the person in recovery and a team of people with similar life events or experiences. Office Hours: Monday – Friday from 9:00AM – 5:00PM

**Teen Challenge of East Tennessee**

3121 Martin Luther King Jr. Avenue, 37915

Website: [www.teenchallengeusa.com](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**

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      |                     |

**The Mend House**

308 Knox Road, 37918

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

Service:

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

Phone: 865-546-8933

Fax: 865-521-0921

Phone: 865-740-9490

Phone: 865-801-9061

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

- Sober Living
- Food
- Linens
- 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
- Toiletries
- Hygiene Items
- Cleaning Supplies
- Recovery Literature
- 4 Community Outings
- 2 Nutritional Classes

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

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

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

**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:

*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

#### 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

#### **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:

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

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

\*Programs vary by location & level of care

#### **Village Behavioral Health**

2431 Jones Bend Road

Louisville, TN 37777

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

Phone: 865-970-1263

Phone: 800-255-8336 (toll free)

Fax: 865-970-1875

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

Services:

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

We treat adolescents who suffer from:

- 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,

Service:

#### Intercept

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

Phone: 865-560-2098

Phone: 866-791-9224 (toll free)



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

**Tennessee REDLINE**

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

**1.800.889.9789** >

**Call us toll free 24/7**

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

## **AFTER SCHOOL / MENTOR & YOUTH PROGRAMS**

### **Amachi Knoxville**

#### **Knoxville Leadership Foundation**

##### **The Regas Building**

318 North Gay Street, Suite 210, 37917

Website: [www.klf.org/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**

318 North Gay Street, Suite 100, 37917

##### **The Regas Building**

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 6-18) in need of positive role models, primarily through professionally screened and supported one-to-one relationships with caring volunteer adults. The intent of our mentoring service is to transform young people's lives and enrich their families, thus helping to strengthen our communities and society as a whole. Office Hours: Monday – Friday from 8:30AM – 5:00PM. Programs and services included the following:

Phone: 865-523-2179

Fax: 865-524-3466

##### *Community Based Mentoring*

Mentor 2.0 – College readiness

##### *Site Based School Mentoring*

*Bigs In Blue*

*Amachi Program* – Mentor program for children with an incarcerated parent.

### **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 &

Phone: 865-232-1200

Fax: 865-232-1201

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. Summer Hours: Monday – Friday from 7:30AM – 6:00PM School Year Hours: Monday – Friday from 2:00PM – 7:00PM

#### Boys & Girls Club Knoxville Sites:

##### DeBusk Family Club (Powell)

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

##### Haslam Family Club University

957 Irwin Street, 37917  
(865) 232-1214

##### Lonsdale

1317 Louisiana Avenue, 37921  
(865) 232-1252

##### Middlebrook

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

##### Montgomery Village

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

##### North Ridge Crossing

3916 Carus Road, 37918  
(865) 232-1220

##### Northwest Middle School

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

##### Norwood Elementary School

1909 Merchant Drive, 37912  
(865) 232-1254

##### Regal Entertainment Group - Teens

967 Irwin Street, 37917  
(865) 232-1210

##### Richard L. Bean Detention Center

3323 Division Street, 37919  
(865) 215-6510

##### South Knox

801 Sevier Avenue, 37920  
(865) 232-1264

##### Vestal

522 Maryville Pike, 37920  
(865) 232-1216

##### Walter P. Taylor

317 McConnell Street, 37915  
(865) 232-1222

##### Western Heights

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

## City of Knoxville Parks & Recreation

Phone: 865-215-4311

Lakeshore Park 5930 Lyons view Pike, 37919

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

Service:

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

### Recreation & Community Centers for Youth Locations:

#### **Cal Johnson**

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

#### **Deane Hill**

7414 Deane Hill Drive, 37919  
865-690-0781

#### **Richard Leake**

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

#### **Cecil Webb**

923 Baker Avenue, 37920  
865-577-0651

#### **Dr. E.V. Davidson**

3124 Wilson Ave., 37914  
865-971-4746

#### **West Haven**

3622 Sisk Road, 37921  
865-546-1315

#### **Christenberry**

931 Oglewood Ave., 37917  
865-637-5991

#### **Lonsdale**

2700 Stonewall St., 37921  
865-546-0696

#### **Inskip - Norwood**

301 Inskip Drive, 37912  
865-687-6321

#### **Cumberland Estates**

4529 Silver Hill Drive, 37921  
865-588-3442

#### **Milton Roberts**

5900 Asheville Highway, 37924  
865-546-1315

## Girls Inc.

Phone: 865-482-4475

1798 Oak Ridge Turnpike, Oak Ridge, TN 37830

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

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

Service:

Girls Inc. delivers life-changing programs that inspire girls to be strong, smart, and bold. Research-based curricula, delivered by trained professionals, equip girls to achieve academically; lead healthy and physically active lives; manage money; navigate media messages; and discover an interest in science, technology, engineering, and math. They provide services with school care, virtual programming, tutoring, or emergency need items. Hours of operation from 10am to 6pm

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

## **Girl Talk, Inc.**

625 Market St., Suite 1301, 37902

**The Regas Building**

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

Phone: 865-851-7064

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

The Girl Talk Sleepovers

Girl Talk College Tours

Girl Talk Career Tours

Our Annual Retreat

School Based Program

## **Just Lead Ministry**

### **Emerald Youth Foundation**

1620 N. Central Street, 37917

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

Phone: 865-637-3227

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:*

#### **EMERALD AVENUE UMC**

1620 N. Central Street  
Knoxville, TN 37917

#### **HASLAM-SANSOM**

1740 Texas Avenue  
Knoxville, TN 37921

#### **E.V. DAVIDSON COMMUNITY CENTER**

3124 Wilson Avenue (**INDOOR POOL**)  
Knoxville, TN 37914

#### **HILLCREST UMC**

1615 Price Avenue  
Knoxville, TN 37920

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

217 Hiawasse Avenue  
Knoxville, TN 37917

#### **HOPE CENTRAL OF KNOXVILLE**

2206 Tecoma Drive  
Knoxville, TN 37917

**LAUREL CHURCH OF CHRIST**

3457 Kingston Pike  
Knoxville, TN 37919

**LIFE CHURCH**

1015 Cedar Lane  
Knoxville, TN 37912

**LINCOLN PARK UMC**

3120 Pershing Street  
Knoxville, TN 37917

**MECHANICSVILLE MINISTRY CENTER**

601 College Street  
Knoxville, TN 37921

**MOUNT MORIAH FBH**

2001 Western Avenue  
Knoxville, TN 37921

**MOUNT ZION BAPTIST**

2714 Brooks Avenue  
Knoxville, TN 37914

**NEW HOPE RECREATION CENTER**

1905 McMinn Street  
Knoxville, TN 37917

**NORTH AREA MINISTRY COMPLEX**

1718 N. Central Street  
Knoxville, TN 37917

**NORTH KNOXVILLE BAPTIST**

217 W Oldham Avenue  
Knoxville, TN 37917

**OAK VALLEY BAPTIST**

194 Hampton Road  
Oak Ridge, TN 37830

**OVERCOMING BELIEVERS CHURCH**

211 Harriet Tubman St  
Knoxville, Tn 37915

**PEACE AND GOODWILL MISSIONARY  
BAPTIST**

1723 Washington Avenue  
Knoxville, TN 37917

**SANSOM SPORTS COMPLEX**

234 Dale Avenue  
Knoxville, TN 37921

**SECOND UMC**

1524 Western Avenue  
Knoxville, TN 37921

**SMITHWOOD BAPTIST**

4914 Jacksboro Pike  
Knoxville, TN 37918

**THE RESTORATION HOUSE OF EAST  
TENNESSEE**

2205 Village Place Way  
Knoxville, TN 37923

**WESTERN HEIGHTS BAPTIST CENTER**

1230 W. Scott Avenue  
Knoxville, TN 37921

**WOODLAWN CHRISTIAN CHURCH**

4339 Woodlawn Pike  
Knoxville, TN 37920

### **KIDS Rule At The CLO**

Phone: 865-594-3066

Knox County Public Defender's Community Law Office  
1101 Liberty Street, 37919

Website: <https://www.pdknox.org/our-work/youth-programs/>

Service:

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

### **The First Tee of Greater Knoxville**

2351 Dandridge Avenue, 37915

Phone: 865-673-8584

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

Service:

The First Tee of Greater Knoxville (golf-centered) has programs and activities geared at helping each participant gain the tools needed to overcome conflicts and challenges, maintain positive attitudes, and develop core values which are major contributors in obtaining long term success. During the school year, we offer an after-school program for students in the 1<sup>st</sup> – 8<sup>th</sup> grades. During the summer months, we continue to offer both educational and recreational opportunities for our participants for the ages of 6 to 17. Office Hours: Monday-Friday Dawn to Dusk (General 8 AM – 7PM)

### **Thrive Lonsdale**

Phone: 865-544-5881

1317 Connecticut Avenue, 37921

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

Service:

Thrive Lonsdale seeks to connect children with deep spiritual, emotional, academic, and physical needs with caring adults who have been blessed with abundance in those areas. Unlike many after school/mentoring programs, Thrive Lonsdale is explicitly Christian. We recognize that their spiritual needs far outweigh their physical needs. We recognize that physical poverty often stems from poverty in other areas and we seek to address the spiritual, emotional, and academic deficits that can rob children of their potential. Office Hours: 9:00am to 6:00pm Monday – Friday. Programs and services included the following:

*Mentor Program*

*Group Mentoring  
Program*

*After School & Summer  
Programs*

## **UUNIK Academy**

P.O. Box 5872, Knoxville 37928

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

Phone: 865-384-4475

Email: [uunik.academy@gmail.com](mailto:uunik.academy@gmail.com)

Service:

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

UUNIK ('unique') Academy meets every Saturday from 9am to 1pm. Our youth, ages 7-17, have activities which include academics, leadership, and life skill enrichment. We provide meals for our participants.

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

1719 Reynolds Avenue, 37921

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

Phone: 865-524-5494

Fax: 865-524-5495

Services:

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

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

### *P.A.C.E. (Performing Arts and Cultural Education)*

Through PACE, we offer learning beyond academics. Through such activities as singing, sewing, music lessons, golf or dance, the PACE program allows youth to improve their learning, skills, creativity, discipline, and ability to work as a team through creative expression. PACE exposes our children to positive activities that build confidence and self-esteem.

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

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



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

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

Service:

YMCA of East Tennessee offers afterschool care at 14 locations throughout Knox County. Students in grades K – 5<sup>th</sup> are invited to join YMCA Child Care Services, a licensed child care program. This program is conducted in cooperation with the Knox County school system. School hours: follow KCS schedule. Summer hours: 7am to 6pm

### Locations

|                                    |                                       |                                       |
|------------------------------------|---------------------------------------|---------------------------------------|
| A.L. Lotts Elementary<br>973-1005  | Farragut Intermediate<br>789-9041     | Rocky Hill Elementary<br>865-973-1002 |
| Ball Camp Elementary<br>789-0769   | Green Magnet School<br>973-1130       | Sarah Moore Greene<br>560-6632        |
| Bearden Elementary<br>973-4074     | Halls Elementary<br>560-6630          | Shannondale Elementary<br>936-0827    |
| Beaumont Magnet School<br>973-1210 | Hardin Valley Elementary<br>560-6619  | Spring Hill Elementary<br>237-1477    |
| Blue Grass Elementary<br>560-6617  | Northshore Elementary<br>789-9201     | West Hills Elementary<br>973-1009     |
| Cedar Bluff Elementary<br>438-6173 | Pleasant Ridge Elementary<br>237-1154 |                                       |

## **YWCA - Phyllis Wheatly**

Phone: 865-546-0651

124 S. Cruze Street, 37915

Service:

### After-School Enrichment Program

"ASEP works to encourage academic success, leadership, and 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. Students participate in daily academic enhancement, weekly prevention programming, regular physical activity, and choose from a variety of educational blocks.

ASEP has trained staff available to meet families in the community and provide support to ensure success among enrolled students. Family outreach includes parenting groups, home visits, onsite and community meetings, and family events."

### Reach Program

The Reach Program is a competitive, incentivized internship offered to young men and women; ages 15-18 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.

### Reducing Chronic Absenteeism (ReCAB)

Due to a recently identified need in the community, the Phyllis Wheatley Center began offering this evidence-based program in 2018 for students with significant absenteeism. A dedicated social service professional works to identify the root causes and circumstances of each student's chronic absenteeism. In partnership with the student and their guardian, staff creates an individualized plan to ensure that the student gets to school on time, every day.

## **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:** Sunday @ 3:00pm – Register at <https://chat.alateen.net/>

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

Website: [www.northknoxcr.org/home](http://www.northknoxcr.org/home)

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: 865-974-9888

5833 Clinton Highway #202, 37912

Helpline Phone: 865-522-9667

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

Email: [www.etiaa@msn.com](mailto:www.etiaa@msn.com)

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: 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 6:00pm. The service begins at 7:00pm. We then hear a testimony of recovery, read the 12 steps and Biblical comparisons. We hear a message that combines recovery principles with God's word. Each week there are 15-16 small groups meet at 8:15pm. Church Office Hours: Monday – Thursday 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 Tuesday. Dinner 5:45pm, Children's program starts at 6:15pm, Worship at 6:30pm and groups at 7:40pm.

### **Celebrate Recovery – Faith Promise Church**

**Pellissippi Campus**

Contact Number: (865) 251-2590

Website: [http: https://faithpromise.org/celbrate](http://https://faithpromise.org/celbrate)

Day Group Meets: Monday - Dinner: 6pm, Worship 7pm. Child Care Provide

Email: [celebrate@faithpromise.org](mailto:celebrate@faithpromise.org)

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

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

4660 Old Broadway St, 37918

Phone: 865-249-7851

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.

### **Knoxville Center For Reproductive Health**

Phone: 865-637-3861

1547 W. Clinch Avenue, 37916

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

Service:

**Knoxville Center for Reproductive Health** is a small not-for-profit educational reproductive health center dedicated to providing a wide range of medical services, including pregnancy testing, routine gynecological care, medical abortion (Abortion by Pill) up to 10 weeks and 6 days, first trimester aspiration abortion and second trimester abortion up to 15 weeks, Morning After Pill, family planning counseling, and contraceptive (birth control) options. The Center is fully licensed by the State of Tennessee. Our goal is to deliver comprehensive yet low-cost reproductive services in a supportive, nonjudgmental, knowledge-based environment, which respects individual choice and religious practices and affiliations. Office Hours: Monday - Thursday from 8:30AM – 5:00PM and Friday from 8:30AM - 4:00PM

## **Planned Parenthood**

Phone: 865-694-7155

710 North Cherry Street, 37914

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

Service:

This center provides counseling services for pre and post pregnancy services. Planned Parenthood also provides education regarding reproductive health services and is dedicated to providing women with contraceptive information, options counseling in times of unplanned pregnancies, as well as sound gynecological and medical care. Services include abortion services, birth control, HIV testing, **LGBTQ** Services, Morning After pill, pregnancy testing and services, STI testing along with treatment and vaccines, women's, and men's health care. Office Hours: Monday – Friday 9:00AM – 4:00pm.

## **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, 37916Website: <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.**

P.O. Box 11066, 37939

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

Services:

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

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

**Silverstein Luper Hearing & Speech Center**

**The University of Tennessee**

1455 Tee Martin Drive, 37916

Website: [www.uthsc.edu/asp/clinical/index.php](http://www.uthsc.edu/asp/clinical/index.php)

Service:

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

**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)

**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

Phone: 865-588-8567

Fax: 865-588-0075

Phone: 865-974-5451

Audiology Services: 865-974-5453

Phone: 865-637-9711

Phone: 865-523-8695

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 Mental 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

**Rehabilitation Center  
East Tennessee Children's Hospital**

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, Psychiatry, 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

Phone: 865-690-8961

Fax: 865-693-3941

**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*

*Respite Care*

*Pre-employment training*

*Supported Employment*

*MyLife Day Services*

Phone: 865-524-5555

Fax: 865-524-5563

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

Phone: 865-988-4711

Fax: 865-988-4712

**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.

Phone: 800-772-1213 (toll free)

TDD Service: 800-325-0778

**Step, Inc. (Support and Training for Exceptional Parents)**

712 Professional Plaza

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.

Phone: 800-280-7837

Local: 423-639-0125

**The Arc Knox County**

Sunshine Services

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.

Phone: 865-546-9431

Fax: 865-546-7960

*Early Intervention*

*Employment Services*

*Leisure Services*

*Residential Program*

*The Independent Living Program*

*Community Program*

*Vocational Training*

**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

**Tennessee Voices For Children**

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**

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

9050 Executive Park Drive, Suite 101-B, 37923

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.

Phone: 800-342-1660 (toll free)

TTY: 888-852-2852

Local Phone: 865-670-2944

### **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

## **DOMESTIC VIOLENCE ASSISTANCE**

### **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.

### **Batterer's Intervention Knoxville**

Phone: 865-368-8391 (text or call)

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

The BIP (Batterers' Intervention Program) is a program to prevent male offenders of domestic violence from continued abusive behaviors. The goal of BIPs is to change offender thinking and behavior with the result that offenders are held accountable and victim safety is enhanced and to decrease the likelihood of further violence.

Class schedule:

Wednesdays at 3:30-5pm and 6-7:30 pm.

Saturday 9:30-11am.

### **Haven House**

Phone: 865-982-1087

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

Services:

Haven House is a shelter and advocacy provider for victims of domestic violence. At Haven House, we're here to provide healing, support, and empowerment to all victims of domestic violence, no matter your race, background, gender, or sexual orientation. We believe in walking alongside victims to provide safety, advocacy, and education.

### **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**

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

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



### Kent C. Withers Family Crisis Center

Phone: 865-637-8000

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

### 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.

### **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
- 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

Direct Site Office

Phone: 865-673-6540

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**

### **Emerald Academy**

Emerald Youth Foundation

220 Carrick Street, 37921

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

Phone: 865-249-7223

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.

### **Job Corp**

American Job Center Knoxville

2700 Middlebrook Pike, 37921

Website - [www.jobcorps.gov](http://www.jobcorps.gov)

Phone: 865-384-7341

Phone: 865-544-5200

Services:

Job Corp is job training and education program offered to young adults ages 16 through 24 who qualify. While enrolled, Job Corps will provide your meals, books, tools, uniforms, basic health care and a place to live. Job Corps provides the opportunity to earn a high school

diploma or GED and offers training and certification in a variety of career technical training areas. Office Hours: Monday – Friday from 8:00AM to 5:00PM.

### **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**

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

**Mascot Branch  
1927 Library Drive  
865-933-2620**

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

**601 S. Gay Street  
865-215-8800**

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

**Murphy Branch  
2247 Western Avenue  
865-521-7812**

##### **Bearden Branch**

**100 Golfclub Rd  
865-588-8813**

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

**North Knoxville Branch  
2901 Ocoee Trail  
865-525-7036**

##### **Burlington Branch**

**4614 Asheville Highway  
865-525-5431**

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

**Norwood Branch  
1110 Merchants Drive  
865-688-2454**

##### **Carter Branch**

**9036 Asheville Highway  
865-933-5438**

**Karns Branch  
7516 Oak Ridge Highway  
865-470-8663**

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

##### **Cedar Bluff Branch**

**9045 Cross Park Drive  
865-470-7033**

**Sequoyah Branch  
1140 Southgate Rd  
865-525-1541**

##### **Corryton Branch**

**7733 Corryton Rd  
865-688-1501**

**South Knoxville Branch  
4500 Chapman Highway  
865-573-1772**

**Knox County Schools**

Phone: 865-594-1800

Andrew Johnson Building, 15th floor

912 S. Gay Street, 37902

Website: [www.knoxschools.org](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: 865-539-8670

[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)

Sam E. Hill Primary School

Phone: 865-594-3632

[www.knoxschools.org/samhill](http://www.knoxschools.org/samhill)

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:**

Amherst Elementary

Belle Morris 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

Gibbs Elementary

Fort Sanders Educational Development Center -2

(\*# of classes)

Halls Elementary -2\*

Karns Elementary – 2\*

Mooreland Heights Elementary

Pleasant Ridge Elementary

Ritta Elementary

Sarah Moore Greene Academy

Spring Hill Elementary

Sunnyview Primary

West Haven Elementary

West Hills Elementary

West View Elementary



**KnoxWorx**  
**Knoxville Leadership Foundation**

Phone: 865-524-2774

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. Other services include:

Career Search Workshops

Job Clubs

Face Forward

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

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

Phone: 865-522-2193

Fax: 865-522-2338

2400 Piedmont Street, 37921

Email: [kkchs@comcast.net](mailto:kkchs@comcast.net)

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

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

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

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

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

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

**Parents As Teachers/CHANT  
Knox County Health Department**

Phone: 865-215-5000

140 Dameron Avenue, 37914

Website: [www.knoxcounty.org/health/parents\\_as\\_teachers/](http://www.knoxcounty.org/health/parents_as_teachers/)

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 Visit**

[tnpromise.gov](http://tnpromise.gov)

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

American Job Center

Phone: 865-594-5500

2700 Middlebrook Pike, Suite 100, 37921

Website: <https://www.tn.gov/workforce/jobs-and-education/job-search1/find-local-american-job-center.html>

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

SNAP Employment & Training

Seniors

Veteran

WIOA Reentry Program

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. 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

BLS (Basic Life Support)

Swimming

First Aid

CNA

Lifeguarding & Water Safety

AED (Automated External  
Defibrillator)

Baby Sitting & Child Care

(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

Phone: 865-523-8884

Fax: 865-637-1883

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

Email: [help@angelicministries.com](mailto:help@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.

**Connect Ministries**

Phone: 865-851-8005

3615 Martin Luther King Jr., 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.

**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.

The EOC provides the following services:

- Provides information about opportunities for postsecondary training, student financial aid, academic assistance, and career options
- Advises participants regarding academic preparation, admissions testing, deadlines for applications, course requirements, etc.
- Offers information and training in financial and economic literacy on topics such as basic personal income, household money management, financial planning skills, and basic economic decision-making skills
- Counsels and assists in areas of admissions, application completion, and career testing and exploration
- Assists with financial aid, including defaulted students' loans, reinstatement of financial aid eligibility, and completion of the Free Application for Federal Student Aid (FAFSA)
- Provides referrals to other agencies and institutions as appropriate
- Conducts workshops on attending and surviving college, with lessons in reducing test anxiety, ACT preparation, and funding for college.

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

**Johnson University**

7900 Johnson Drive, 37998

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

Phone: 865-974-4466

Fax: 865-974-3961

Phone: 865-573-4517

Fax: 865-251-2337

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

Additional Campuses PSCC:

**Division Street Campus**

3435 Division Street, 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**

Phone: 865-354-3000

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

**Tennessee College of Applied Technology**

1100 Liberty Street, 37919

Phone: 865-594-0766

Website: <https://tcatknoxville.edu/future-students/adult-education>

Phone: 844-323-7323

Service:

Tennessee offers free adult education classes and testing in every county of the state. Students can earn a high school diploma by taking the High School Equivalency Test (HiSET). Tennessee Adult Education division delivers educational services to adults who are over the age of 17 (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: [www.tiny.utk.edu/SkillUpTN](http://www.tiny.utk.edu/SkillUpTN)

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, 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 College

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

Maryville College

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

Knox Bar School

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

South College

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

Strayer University

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

Tennessee School of Beauty

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

Tennessee School of Therapeutic Massage

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

Tusculum College

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

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



**Baptist Center@ Montgomery Village**

4601 Joe Lewis Road, 37920

Phone: 865-577-6244

Email: [mvbaptistcenter@gmail.com](mailto:mvbaptistcenter@gmail.com)Website: <https://www.kcab.org/montgomery-village-baptist-center>*Clothing* – Hours: Friday's only 9:45AM to 11:30AM (Please go to the downstairs door)*Food Pantry* -Service & Market – Hours: Tuesday from 10:30AM to 11:45AM

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

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

1230 W. Scott Avenue, 37921

Phone: 865-525-9068

Email: [baptistcenter@aol.com](mailto:baptistcenter@aol.com)Website: <https://westernheightsbc.weebly.com/>*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://www.westparkbaptist.org/cause/care-ministries/mercy/bol-food-pantry/>*Food Pantry*

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

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

**CAC/Food Programs**

Phone: 865-546-3500

2247 Western Avenue, 37921

Fax: 865-546-0832

***The Commodity Program*** distributes USDA surplus food to low income families in Knox County. Please call to confirm the next scheduled session. Please bring 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, 37934

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

Service:

*The C.A.R.E. (Christians Actively Reaching Everyone) Food Pantry* provides food to those who are hungry in the Farragut Community. We know that there are hungry children in school, working-poor, single-parent homes, and elderly on fixed incomes living in Farragut. It is our

desire as a church to reach out to those who are hungry and help meet that need. Hours: Every Thursday (except holidays) from 6:00PM – 8:00PM.

**Christ United Methodist Church**

Phone: 865-922-1412

7535 Maynardville Highway, 37938

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

Service:

Hours: Wednesday from 10:00am – 2:00pm

**Corryton Hospitality Food Pantry**

7815 Corryton Rd, 37721

Phone: 865-687-8438

*Food Pantry*

Rutherford Church hosts the Corryton pantry every 2<sup>nd</sup> and 4<sup>th</sup> Thursday of the month.

Hours: Thursday from 9:00AM - 2:00PM

**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

**Expanded Food & Nutrition Education Program (EFNEP)** Phone: 865-974-7384

**UT/Agriculture Extension Service**

26210 Morgan Circle, 121 Morgan Hall, 37996

Website: [https://ag.tennessee.edu/efnep/Pages/NFS\\_EFNEP\\_Main.aspx](https://ag.tennessee.edu/efnep/Pages/NFS_EFNEP_Main.aspx)

Service:

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

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

- Selecting and preparing nutritious foods
  - managing food resources wisely
  - Handling foods safely
  - Participating in regular physical activity
- Office Hours: Monday –Friday from 8:00 AM – 5:00PM.

## **FISH**

Main office: 800 Northshore Drive, 37919  
(Episcopal Church of the Ascension)  
Website: [www.fishpantries.org](http://www.fishpantries.org)

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

### **North West**

#### ***Fish Hospitality Pantry***

122 W. Scott Avenue, 37921

Hours: Tuesday & Thursday 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 Spring semesters from 4pm to 6pm

Phone: 865-236-1235

(call or text)

## **Food In The Fort**

Redeemer Church

1642 Highland Avenue, 37916

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

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

### **Food Pantry**

Hours: 4<sup>th</sup> Wednesday of the month from 8:30AM to 11:30AM

Phone: 865-237-8166

Phone: 865-524-4552

**Fountain City Ministry Center**

Phone: 865-688-5000

Central Baptist Church of Fountain City

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

Website: [www.fcministry.org](http://www.fcministry.org)Email: [fountaincitymc@gmail.com](mailto:fountaincitymc@gmail.com)

Service:

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

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: 865-690-4214

**ReStore**

1511 Downtown West Blvd.

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 Clothing Center**

Phone: 865-594-3791

1000 Central Avenue, 37917

Fax: 865-594-1107

Service:

Provides clothing for school age children currently enrolled in the Knox County Public School System. Also provides clothing in emergency situations such as fire. Parents must have a completed clothing card from the school for each child being served. Hours: Monday-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 &amp; Hours:

Lunch Meal: Wednesdays &amp; 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 10:00AM – 12 Noon, Wednesday 2:00PM – 4:00PM, Saturday 9:00AM – 11:00AM and Thursday Evenings from 5PM to 6:30PM **\*Services are 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 (September – May)

**Ridgeview Baptist Church**

Phone: 865-688-8822

6125 Lacy Road, 37912

Services &amp; Hours:

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

**St. James Episcopal Church**

Phone: 865-523-5687

1101 North Broadway Street, 37917

Fax: 865-637-1007

Service &amp; Hours:

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

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

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

**Salvation Army**

409 N. Broadway Street, 37917

Service:

**Clothing & Food Pantry**

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

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

**Bread & Pastry Pantry**

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

**Shepherd of Hope Food Pantry**

Phone: 865-966-9626

225 Jamestowne Blvd., 37934

Website: [www.faithloves.org/shepherd-of-hope-food-pantry/](http://www.faithloves.org/shepherd-of-hope-food-pantry/)

Hours: 1<sup>st</sup> Monday 3PM – 5PM, 3<sup>rd</sup> Monday 3PM -7PM every month

**Local Thrift Stores:****Amvets**

109 N. Seven Oaks Dr.,

37922

865-609-3188

**Honey Rock Thrift Store**

4105 Holston Drive #B,

37914

865-240-3139

**Community Chest**

1508 N. Central Ave

865-522-3266

122 West Scott Avenue

865-971-4417

2107 W. Emory Road

865-938-3517

**Goodwill Industries (8 Knoxville Locations)**

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

**Bearden**

5307 Kingston Pike

865-588-8567

**Cumberland Estates**

5705 Western Avenue

865-588-9181

**Halls**

7026 Maynardville Hwy

865-922-9114

**Broadway**

2041 N. Broadway

865-524-0245

**Farragut**

148 West End Avenue

865-675-6470

**Hardin Valley**

11509 Hardin Valley Rd

865-200-5335

**Maynardville**

3049 Maynardville Highway  
865-745-1212

**Pleasant Ridge**

5412 Pleasant Ridge  
865-240-4505

**Powell**

7623 Clinton Highway  
865-362-5065

**Rutledge**

7805 Rutledge Pike  
865-828-5663

**Seventeenth Street**

713 S. Seventeenth St  
865-524-5995  
\*No Children's Items

**South Knoxville**

4201 Chapman Hwy  
865-573-3627

**KARM Thrift Stores**

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

**Bearden**

5917 Kingston Pike  
865-521-0770 ext. 303

**Karnes**

7224 Oak Ridge Hwy  
865-521-0770 x 305

**South Knoxville**

4221 Chapman Highway  
865-521-0770 ext. 304

**Downtown – Hall of Fame North Knoxville**

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

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

**South Knoxville – Mountain Grove**

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

**East Knoxville**

4714 Centerline Drive  
865-521-0770 ext. 327

**North Knoxville Merchants**

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

**West Hills**

7101 Kingston Pike  
865-521-0770 ext. 722

**Farragut**

10612 Kingston Pike  
865-521-0770 x328

**Powell**

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

**West Knoxville Marketplace**

9329 Kingston Pike  
865-521-0770 ext. 501

**Halls**

6840 Maynardville Pike  
865-521-0770 x326

**Rocky Hill\***

7702 S Northshore Dr.  
865-521-0770 ext. 323  
**\*Drop off Site only**

**West Knoxville**

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



**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****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***

## **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***

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

Harmony Adoptions of TN Inc.  
131 Cherokee Heights Dr. Maryville, TN 37801  
[www.harmonyadoptions.org](http://www.harmonyadoptions.org)  
(865) 982-5225  
(888) 440-9800

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

Tennessee Children's Home  
3831 Copper Ridge Rd, 37931  
[www.tennesseechildrenshome.org](http://www.tennesseechildrenshome.org)  
(865) 584-0841

Youth Villages  
[www.youthvillages.org](http://www.youthvillages.org)  
(877) 983-6786

## **Grief Services**

### **Compassionate Friends-Knoxville**

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

#### **Hope Chapter Support Group**

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

Second United Methodist Church

1524 Western Avenue, 37917

Service:

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

#### **UT Hospice**

Cherokee Mills Building Suite 2270

Phone: 865-544-6277

Service:

Grief Support meeting offered the 1st and 3rd Tuesday of every month from 5p.m. – 6:30p.m. Dinner is served at no charge. Anyone suffering a loss of a loved one is welcome. (All groups are free of charge.)

### **First Candle**

[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**

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

Phone: 865-208-3004

Service:

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

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

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

Phone: 865-374-0864

Service:

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

**Knoxville Suicide Grievors Support Group**

Professional/Peer Facilitated Group

Phone: 865-671-9631

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)

## **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>East Knoxville</b>         | 2202 M.L. King Avenue, 37914        | Phone: 865-522-6097 |
| <b>Knox County Pediatrics</b> | 140 Dameron Avenue, 37917           | Phone: 865-936-6100 |
| <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: 800-318-2596

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

*Local Contact:* Tennessee Community Services Agency  
6716

Phone: 865-966-

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

#### Services:

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

### **Free Medical Clinic of Knoxville**

6209 Chapman Highway, 37920

Phone: 865-577-3733

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

#### Services:

Fax: 865-577-3744

#### Eligibility Requirements:

- Photo ID
- Current employment (no minimum or max income for eligibility)
- No medical insurance
- American citizen or have a "green card"

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

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

*Healthy Ways Clinic*

2018 Clinch Avenue, 37916

Services:

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

Phone: 865-541-8000

Phone: 865-541-8810

### **Interfaith Health Clinic**

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. These’s a sliding fee scale based on family income, please call or check website for information needed to qualify for services. Office Hours: Monday – Friday from 8:00AM – 8:00PM

Phone: 865-546-7330

### **Knox County Health Department**

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: 865-215-5173

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 with families, CHANT care coordinators strive to:

- Improve access to care by arranging for or providing screening, assessment, and navigation of preventive services
- Increase awareness of the importance of primary prevention including Early Periodic Screening, Diagnosis and Treatment.
- Identify social risk factors contributing to poor health outcomes and connect to resources
- Coordinate services for children and youth with special health needs

In addition to CHANT our Coordinated Care Department provides prevention services and education for Childhood Lead Poisoning and Sudden Unexpected Infant Death Prevention

Phone: 865-215-5000 (main)

### Satellite Clinic Services:

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

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

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

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

#### **Teague Clinic**

405 Dante School Road, 37918

865-215-5500

#### **West Clinic**

1028 Old Cedar Bluff Road, 37923

865-215-5950

### Centers of Excellence

Phone: 865-215-5080

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

### Communicable Disease Clinic

Phone: 865-215-5370

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

### Dental Services:

Phone: 865-215-5110

Provide emergency dental care, routine dental services, and school-based dental programs. Qualifications for clinical services:

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

### Diabetes Management Series

Phone: 865-215-5170

Diabetes guide and meal planner and management classes are available

### Environmental Health:

Phone: 865-215-5200

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

### Pediatric Clinic: (Managed by Cherokee Health)

Phone: 865-934-6100

The Knox County Health Department has partnered with Cherokee Health Systems to provide pediatric primary care. All patients seeking pediatric care services should go to Cherokee Health Services Pediatrics; located on the first floor of the main health

department location, 140 Dameron Ave. Services include well child-care, immunizations, and care for acute and chronic illnesses.

Social Services

Phone: 865-215-5400

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

Travel/Immunization Clinic:

Phone: 865-215-5071

Provides adult and childhood vaccines:

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

Vital Records:

Phone: 865-215-5100

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

WIC Clinic:

Phone: 865-215-5030

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

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

Women's Health Clinic:

Phone: 865-215-5320

Fax: 865-215-5340

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



**Knoxville Area Project Access**

Phone: 865-531-2766

115 Suburban Rd, 37923

Website: [www.knoxvilleareaprojectaccess.org](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 your quality, some, or your entire healthcare needs can be met at little or no charge to you. You must be a resident of Knox County and meet the income guidelines. You may contact us for additional information or you may apply at one at our main location or one of the additional locations listed services: primary care, specialty care, inpatient & outpatient, hospital services, mental health services, prescription drug services, bilingual enrollment and case management.

**Network Partners:**

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

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



<https://www.ramusa.org>

**TENNCARE Connect**

310 Great Circle Rd, 37243

Nashville, TN 37243

Website: [www.TN.gov/tenncare](http://www.TN.gov/tenncare)

Phone: 855-259-0701

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

Blue Care

United Health Care Community Plan

TennCare Select

**Phone**

800-468-9698 /800-299-1658

800-690-1606

800-263-5479 /800-999-1658

**After hours:****Help Line**

English

Spanish

Kurdish/Arabic

Bosnian

**Toll Free**

1-800-269-4038

1-800-254-7568

1-877-652-3046

1-877-652-3069

**Local**

313-9972

227-7568

313-9840

313-9382

## Learn more about Safe Sleep



Tennessee Department of Health Safe Sleep Campaign: <http://safesleep.tn.gov>

CDC Safe Sleep Information: <http://www.cdc.gov/sids/Parents-Caregivers.htm>



First Candle: National Infant Safe Sleep Campaign: <http://www.firstcandle.org>

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



### Safe to Sleep® Tip

Grandparents:  
Learn how to **help your  
grandbaby sleep safely.**

Learn more about safe infant sleep at  
<http://safetosleep.nichd.nih.gov>



NIH

Eunice Kennedy Shriver National Institute  
of Child Health and Human Development



## **HISPANIC SERVICES**

### **Catholic Charities**

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**

119 Dameron Avenue, 37917

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

Servicios:

Servicios para Inmigrantes: (Dameron Lo catión)

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**

Phone: 865-522-0052

2455 Sutherland Avenue, 37919

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

Service:

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

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

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

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

### Spanish

Centro Hispano de East Tennessee es un centro de recursos y su propósito principal es de proveer una variedad de servicios y programas para servir a la comunidad Hispana y de fomentar el reconocimiento y la celebración de la cultura, el patrimonio y las contribuciones de los Hispanos en la región del Este de Tennessee y más allá.

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

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

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

## **HIV/AIDS Services**

### **Hope Center**

Phone: 865-374-0870

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

3001 Lake Brook Blvd, Suite 103, 37909

Website: [www.covenanthomecareandhospice.com/hopecenter/](http://www.covenanthomecareandhospice.com/hopecenter/) Email: [hope\\_center@covhlth.com](mailto:hope_center@covhlth.com)

#### **Service:**

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

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

### **HIV/AIDS Prevention and Outreach**

Phone: 865-637-9711

#### **Helen Ross McNabb Center**

201 W. Springdale Avenue, 37917

#### **Service:**

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

#### **List Services Provided:**

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

### **Knox County Health Department**

Phone: 865-215-5080

140 Dameron Avenue, 37917

Website: [www.knoxcounty.org/health/centersofexcellence.php](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 & Choice Health Network**

Phone: 865-525-1540

900 E. Hill Avenue, Suite 280, 37915

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

Service:

PL&CHN serves vulnerable groups struggling to survive the challenges created by HIV/AIDS, homelessness, mental illness, addiction, and disabilities. Our mission is to provide compassionate care to empower, promote, and inspire wellness. PL& CHN also work 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.

**Samaritan Ministry**

Phone: 865-450-1000 ex. 827

**Central Baptist Church of Bearden**

Fax: 865-584-2249

6300 Deane Hill Drive, 37919

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

## **Housing Services & Affordable Locations**

### **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.

### **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)**

Phone: 865-403-1100

901 Broadway Street NE, 37917

Fax: 865-594-8791

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.

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

North Ridge Crossing  
712 Breda Drive  
865-403-1320

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

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

Lonsdale Homes  
2020 Minnesota Ave  
865-403-1350

The Vista  
957 East Hill Avenue  
865-403-1300

Mechanicsville  
Leasing: 1621 Jourolman Ave  
865-403-1420

Valley Oaks  
3504 Oak Branch Circle  
865-403-1320

Montgomery Village  
4530 Joe Lewis Road  
865-403-1380

Western Heights  
1621 Jourolmon Avenue  
865-403-1420

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

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

Elderly/Disabled

Cagle Terrace  
515 Renford Drive  
865-403-1310

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

Isabella Towers  
1515 Isabella Circle  
865-403-1340

Northgate Terrace  
4301 Whittle Springs Rd  
865-403-1400

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

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

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

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:

Home Source 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**

Phone: 865-524-5511

1514 East Fifth Avenue, 37917

Fax: 865-525-5154

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

Services:

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

Our core programs include:

|                                 |                                  |
|---------------------------------|----------------------------------|
| Pre-purchase Housing Counseling | Foreclosure counseling           |
| Homebuyer Education             | Renters' Rights                  |
| Budget and Credit Counseling    | Mortgage assistance              |
| Fair Housing Education          | HECM Reverse Mortgage Counseling |

### **Knoxville Leadership Foundation**

Phone: 865-524-2774

*Homebuyers Readiness Program*

Fax: 865-525-421

#### ***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**

Phone: 865-523-3338

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 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  
requirements

*-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*

Cedar Springs Apts. ◇

364 Cedar View Way

865-693-3644

◇ Accepts Voucher

◎ Special Housing/Must meets

Broadway Towers ◇/★

1508 McCroskey Ave

865-524-4092

*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 Village Apts. ☒

206 Gayview Drive

865-573-5775

Chapman Square ◇

121 Taliwa Court

865-573-1000

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

*-Elderly/Disabled-62over*  
Dogwood Terrace ✱  
8729 Middlebrook Pike  
865-690-0313/865-986-0280

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

Flennigan Square Apts. ◇  
500 Flennwood Way

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

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

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

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

Kensington Forest Apts. ☒  
404 Tammy Drive

865-577-2599

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

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

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

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

Peaks of Knoxville ◇  
4013 Peaks Landing Way  
865-687-7777  
865-523-9303

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

Pond Gap Flats ◇  
817 Hollywood Rd  
865-410-8672

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

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

865-523-4133

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

Pinnacle Park Apts. ◇/✱  
300 Hall of Fame Drive

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

River View Park ✱  
3219 River Maple Way  
865-524-2990

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

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

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

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

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

Tanglewood Apts. ☒  
4501 Tillery Rd  
865-689-4112

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

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

Young High Flats ◇/★  
111 E. Young High Pike  
865-577-9300



## **Human Trafficking**

### **CCAHT**

Address: Confidential Location

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

Service:

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

Phone: 865-236-1046

(x2 for referral and direct services)

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

### **Street Hope TN**

PO Box 1170, Powell, TN 37849

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

Service:

We are a nonprofit organization on a mission to eliminate the sexual exploitation and trafficking of children in Tennessee and provide safe environments to foster hope and healing through Jesus Christ.

Phone: 865-233-6780

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

**Tennessee Human Trafficking Hotline:**

1-855-55-TNHTH (86484)



## **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. Mediation center works with parties to help solve problems and disputes. Monday – Friday 9:00AM – 4:30PM

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

Phone: 865-522-7501

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            |

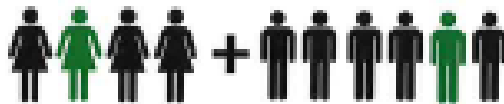


# DOMESTIC MINOR SEX TRAFFICKING

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 **SOLD** — **{13}** IS THE AVERAGE  
A CHILD IS FOR SEX IN THE U.S. 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
- + RUNAWAY INCIDENTS
- + LACK OF SUPERVISION
- + SUDDEN WITHDRAWAL OR ISOLATION
- + DRUG OR SUBSTANCE ABUSE
- + EVIDENCE OF PHYSICAL TRAUMA
- + POOR PERSONAL HYGIENE
- + TRUANCY PATTERNS
- + OLDER ONLINE CONNECTIONS

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

## **LGBTQIA Services**



**Knox Pride**

– [knoxpride.com](http://knoxpride.com)

Mail Address: PO Box 30315, Knoxville, 37930

Website: <https://knoxpride.com/local-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.

### **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.

### **City of Knoxville**

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

### **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, and private pay

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 **LGBTQIA** community. We have over a decade of experience helping **LGBTQIA** identified individuals achieve their goals. Appointments can be requested online.

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

## Talkline GLBT

LGBT National Youth Talkline Help Center

Phone: 800-246-7743

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

## The Trevor Project

Phone: 866-488-7386

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

## Other LGBTQ Websites:



**Voices for Transgender Youth**

- [voicesfortransyouth.wixsite.com/campaign](https://www.voicesfortransyouth.wixsite.com/campaign)



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

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



**GLSEN** - improving the educational experience for LGBTQ students

- [www.glsen.org](http://www.glsen.org)



**TN Equality Project** - LGBTQ legislative advocacy in Tennessee

- [www.tnep.org](http://www.tnep.org)



TRANS EMPOWERMENT PROJECT

**Trans Empowerment** - Bridging the gap between the Trans community and our allies

- [www.transempowerment.org](http://www.transempowerment.org)

## Planned Parenthood

Phone: 865-694-7155

710 North Cherry Street, 37914

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

Service:

This center provides counseling services for pre and post pregnancy services. Planned Parenthood also provides education regarding reproductive health services and provides women with contraceptive information, options counseling in times of unplanned pregnancies, as well as sound gynecological and medical care. Services include abortion services, birth control, HIV testing, **LGBTQ** Services, Morning After pill, pregnancy testing and services, STI testing along with treatment and vaccines, women's, and men's health care. Office Hours: Monday – Friday 9:00AM – 4:00pm.

## **PARENTING CLASSES/SUPPORT SERVICES**

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

### **311- City of Knoxville**

Services:

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

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

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

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

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

Phone: 888-848-ASAP (2727)

118 Mabry Hood Rd, Knoxville, TN 37922

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

Service:

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

### **Assurance Wireless**

Phone: 1-800-392-3850

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

Service:

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

### **CASA of East Tennessee**

Phone: 865-329-3399

5410 Homberg Drive, Suite 29A, 37919

Fax: 865-329-3311

Website: [www.casaofeasttn.org](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**

140 Dameron Avenue, 37917

Website: <https://www.knoxcounty.org/health/chant.php>

Services:

Phone: 865-215-5190

Email: [CHANT@knoxcounty.org](mailto:CHANT@knoxcounty.org)

The CHANT program provides free and voluntary care coordination services to TennCare eligible and TennCare enrolled pregnant women and children and youth less than 21 years old, including those with special healthcare needs. Through direct engagement with families, the CHANT program seeks to:

- Improve access to care
- Increase awareness of the importance of primary prevention including Early Periodic Screening, Diagnosis and Treatment
- Screening for risk factors for disease or poor health and connecting to resources
- Coordinate services for children and youth with special needs

**Catholic Charities**

119 Dameron Avenue, 37917

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

Services:

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

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

Phone: 865-524-9896

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

Immigrant Services: (Dameron Location)

Phone: 865-971-3550

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

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

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

**Canvas Can Do Miracles**

3812 Debonair Drive,

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

Services:

Canvas Can Do Miracles (CCDM) is a 501©3 Nonprofit organization integrating arts, culture, and design activities into efforts that strengthen a community by advancing local economic, physical, and/or social outcomes. CCDM provides free community-based art education classes held every

Phone: 865-382-3599

Email: [jackie@ccdmiracles.com](mailto:jackie@ccdmiracles.com)



Wednesday at 5:30pm until 8:30pm at The Avenue, 2128 Magnolia Avenue and Thursday at the Burlington Plaza 3615 MLKing Avenue, Knoxville, TN. We have a unique referral program with Covenant Counseling.

### **Centro Hispano de East Tennessee**

Phone: 865-522-0052

2455 Sutherland Avenue, 37919

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

Service:

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

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

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

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

### Spanish

Centro Hispano de East Tennessee es un centro de recursos y su propósito principal es de proveer una variedad de servicios y programas para servir a la comunidad Hispana y de fomentar el reconocimiento y la celebración de la cultura, el patrimonio y las contribuciones de los Hispanos en la región del Este de Tennessee y más allá.

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

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

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

**Child Advocacy**

Phone: 865-594-6658

**ETCCY (Tennessee Commission on Children and Youth)**

East Tennessee Commission on Children

7175 Strawberry Plains Pike, Suite 302, 37914 E-mail: [www.lindsey.cody@tn.gov](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 administers and distributes funding for teen pregnancy prevention programs and for improvements in juvenile justice. The Commission staffs and coordinates nine regional councils, including the East TN Council on Children and Youth. The regional councils address local needs of children and families; provides local input to the Commission. Council members include any professional or citizen interested in affecting the lives of Tennessee's Children. The East TN Council on Children and Youth, a non-partisan, non-profit organization, meets at least four times per year and participates in many regional projects.

**Child Care Resource & Referral**

Phone: 865-974-7750

**University of Tennessee**

Phone: 877-584-0596 (toll free)

Service:

Email: [eastccrr@utk.edu](mailto:eastccrr@utk.edu)

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

2505 Kingston Pike, 37919

Fax: 865-544-7150

Website: [www.childhelp.org/advocacy-centers/childrens-center-of-east-tennessee](http://www.childhelp.org/advocacy-centers/childrens-center-of-east-tennessee)

Service:

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

**Homeward Bound**  
**CAC (Community Action Committee)**  
2247 Western Avenue, 37921  
[www.knoxcac.org](http://www.knoxcac.org)

Phone: 865-546-3500  
Fax: 865-546-0832

Services:

Parenting Classes:

CAC offers free five-week sessions of parenting classes. Our classes address issues such as identify what kind of parent you are, it teaches discipline techniques, promotes child safety, setting limits and boundaries, child development and parental expectations. Please call for dates and times of classes. General Office Hours Monday – Friday from 8AM to 4:30PM.

**CONNECT Ministries**

3615 Martin L. King Jr. Avenue, 37914  
Website: <https://www.connectministries.net/contact>

Phone: 865-851-8005  
Fax: 865-851-8011

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.

Project Fresh Start –is a paid summer internship program for At-Risk Youth age 12-21 years of age. The program also provides skills assistance with:

Education Component Emphasis on STEM  
Employment and Job Readiness Training  
Juvenile Diversion  
Community Service Project

Financial Literacy Training  
Career Assessments  
Life Skills Training  
Mentoring

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.

### 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

### **Homemaker Family Support**

#### **ETHRA**

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

### **Girl Scouts of Southern Appalachians**

Phone: 800-474-1912 (toll free)

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.

### **Helen Ross McNabb Center**

Phone: 865-637-9711

201 W. Springdale Avenue, 37917

Fax: 865-637-1278

**Children and Youth Center** 600 Arthur Street 37921

Phone: 865-523-8695

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

Service:

### Healthy Families East Tennessee

Healthy Families East Tennessee is an in-home visitation program that serves first-time parents. As an in-home visitation program, support and education is provided through individual, group and

case management services. The program is designed to prevent child abuse and neglect through education, intervention and strengthening the family. Services are provided as needed until the child is of school age. Emphasis is placed on:

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

*Parent Place (Now located on John Tarleton Campus)*

Parent Place provides supervised visitation for children and their non-custodial parents, grandparents, or other relatives. 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

*Regional Intervention Program*

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

*Parenting Classes*

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

*Parent Education and Training Program*

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

Services provided:

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

### Non-offending Parenting Group

A group for non-offending parents and caretakers of children who have or have allegedly been victims of sexual abuse. We provide education about the legal process, how to respond to children's disclosures about sexual abuse, signs and symptoms of sexual abuse as it relates to trauma, education about healthy and unhealthy sexual behavior patterns in children and adolescents, and appropriate ways to communicate with children about sexuality in general. All participants will also complete safety plans as part of their treatment.

### **Hispanic Chamber of Commerce of East Tennessee**

Phone: 865-659-4652

P.O. Box 31552, 37930

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

Service:

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

### **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.

### **Office On Aging**

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

Phone: 865-524-2786

2247 Western Avenue, 37921

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

Service:

### Grand Parents as Parents Program

Grandparents as Parent Program provides support, information, and referrals to community resources. Now, trained Volunteer Advocates can assist grandparents through the Juvenile Court custody process with information, guidance, and support. There is no age or income requirement to join the free program. Office Hours: Monday – Friday from 8:00AM – 4:30PM

**Parenting 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 Caregiver Program**

Phone: 865-376-3464

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

Fax: 865-376-3433

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

Service:

To provide a comprehensive regional support network to promote family stability for children who are at risk of, or have been the victim of, abuse and neglect through ensuring their continued successful development in the care of relative caregivers. Referrals to program may be made through DCS or CSA, court, advocacy organization, schools, community agency, or self-referral. Office Hours: Monday – Friday from 9:00AM -5:00PM

**SEED Knox**

Phone: 865-766-5185

1617 Dandridge Avenue, 37915

Website: [www.seeedknox.com](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 promote development and employment sustainability, while instilling environmental knowledge in our future leaders. Our program values economic develop and self-sustainability, which is our inspiration for wanting to train young adults to gain and keep long-term jobs. By enrolling in this program, young adults receive an opportunity to gain a foothold in careers they have never thought possible. Business Hours: Monday – Friday 9AM - 5PM

**Safe Families For Children**

Phone: 865-257-1883

318 Erin Drive, Suite 10, 37919

Website: [www.safe-families.org](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 families in crisis. Office Hours: Monday – Friday from 8:00AM – 5:00PM

**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**

Phone: 865-429-5437

100 One Fine Place, Sevierville, 37862

**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)**

Phone: 865-215-5000

**Knox County Health Department**

Toll Free: 800-342-5942

140 Dameron Avenue, 37917

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**

Phone: 865-523-6126

420 W. Clinch Avenue, 37902

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.

## **SEXUAL ABUSE COUNSELING SERVICES**

### **Alternative Counseling Center - Offender Groups**

Phone: 865-687-8990

9111 Cross Park Drive, Suite D200

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

Services:

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

### **Nan Buturff**

Phone: 865-539-1001

### **Behavioral Strategies**

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

### **Steppenstone**

Phone: 423-257-6054

P.O. Box 278, Limestone, TN 37681

Fax: 423-257-6975

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

Service:

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

### **Susan Joyce Schmiesing, LCSW,**

Phone: 865-679-1955

2322 Johnston Street, 37921

Email: [susanj1997@yahoo.com](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.

## **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.

### **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)**

2247 Western Avenue, 37921 (Ross Building)

Phone: 865-546-3500

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:

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

## **TRANSPORTATION**

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

2247 Western Avenue, 37921

Phone: 865-524-0319

Fax: 865-546-9013

#### **Service:**

Knox County CAC Transit provides accessible, demand response public transportation services to the residents of Knox County who live within Knox County outside of the City of Knoxville, to those individuals who live within the City of Knoxville outside the KAT service area, and to those city residents who are not served by the KAT fixed route system, including those who live too far from a bus stop or who's destination is not within the KAT service area. Transportation services are available Monday through Friday from 8:00 a.m. to 4:45 p.m. for medical appointments, grocery shopping, and other essential errands. Transportation services are limited by available funding. Fares may vary.

### **Handicap License**

Phone: 865-215-2385

#### **Department of Transportation**

300 W. Main Street, 37902

Website: [www.knoxcounty.org/clerk](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

Public Transportation

9111 Cross Park Drive, Suite D-100

Website: [www.ethra.org/services/transportation/public-transportation](http://www.ethra.org/services/transportation/public-transportation)

#### **Service:**

To provide mobility to citizens in a 16-county area; to connect people in rural areas to health care, employment, education, public services, and recreation. The program provides public and medical transportation. Residents are asked to provide a 3-business day notice. Medical trips have priority. Fares vary according each transportation need. Transportation days and hours of operation vary.



**KAT (Knoxville Area Transit)**

Phone: 865-215-7800

301 Church Street, 37915 **Route & Schedule Information:** 865-637-3000Website: [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.

**The Lift**

Phone: 865-215-7800

**KAT**

TTY: 865-525-1525

301 Church Street, 37915

**Service:**

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:****Phone Numbers:****Office Hours:**United Health Community Plan 1-866-725-6270  
7:00PM

Mon. – Fri. 7:30AM -

Blue Care-Southeast Trans 1-866-473-7563

7 Day a Week 24 Hours

Amerigroup 1-866-680-0633

Must call at least 3 days  
in advance

## **UTILITIES/Housing Repair Program**

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

2247 Western Avenue, 37921

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

Services:

### **Center for Energy & Housing Services**

Phone: 865-546-3500

Fax: 865-546-0832

Phone: 865-637-6700

EMERGENCY HOME REPAIR PROGRAM is a county-wide program that provides emergency home repairs in cooperation with the City of Knoxville community development programs. This service enables people to stay in their homes and to remain independent. Applicants must meet income and other eligibility requirements.

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM provides low income families with energy assistance. The program operates three components: regular heating or crisis prevention; emergency; and summer cooling. In addition, PROJECT HELP, a crisis intervention energy program and LOCAL HEAT RELIEF are coordinated through this office. Office Hours: Monday – Friday from 8:00AM – 4:45PM

### **Neighborhood Centers**

This program provides emergency services, case management, information & referral for limited income people linking them with a broad range of social services. Special emphasis within the centers helps individuals to become self-sufficient. Office Hours: Monday – Friday from 8:00AM – 4:45PM

East- 4200 Asheville Highway

Phone: 865-546-5125

West - 2247 Western Avenue

Phone: 865-524-3345

South – 522 Maryville Pike

Phone: 865-577-7591

### **WEATHERIZATION PROGRAM**

WEATHERIZATION ASSISTANCE PROGRAM aims at securing long term savings for low-income homeowners and renters by weatherizing their homes to reduce energy consumption, and thereby, reducing the homeowner's utility bills. Office Hours: Monday – Friday from 8:00AM – 4:45PM.

**Keep My Tennessee Home**

Phone: 855-890-8073 (toll free)

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

Service:

The Keep My Tennessee Home program provides loans to unemployed or substantially underemployed homeowners who, through no fault of their own, are financially unable to make their mortgage payments and are in danger of losing their homes to foreclosure.

**KUB (Knoxville Utilities Board)**

Phone: 865-524-2911

445 South Gay Street, 37902

Fax: 865-558-2540

Website: [www.kub.org](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**

Phone: 865-524-2774

**Knoxville Leadership Foundation**

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

**The Refuge@**

Phone: 865-524-3926

**Volunteer Ministry Center**

511 North Broadway Street, 37917

Service:

The Refuge provides some financial assistance to different services (utilities & rent included) when funds are available. For more information, you must schedule an appointment to speak with a counselor. Office Hours: Monday – Friday (By Appointment) from 9:30AM – 2:30PM

# Hi, Future Foster Parent: Here's the Sign You've Been Waiting For



[tnfosters.gov](http://tnfosters.gov) | [@tnfosters](https://twitter.com/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

**877-DCS-KIDS**  
**Tnfosters.gov**