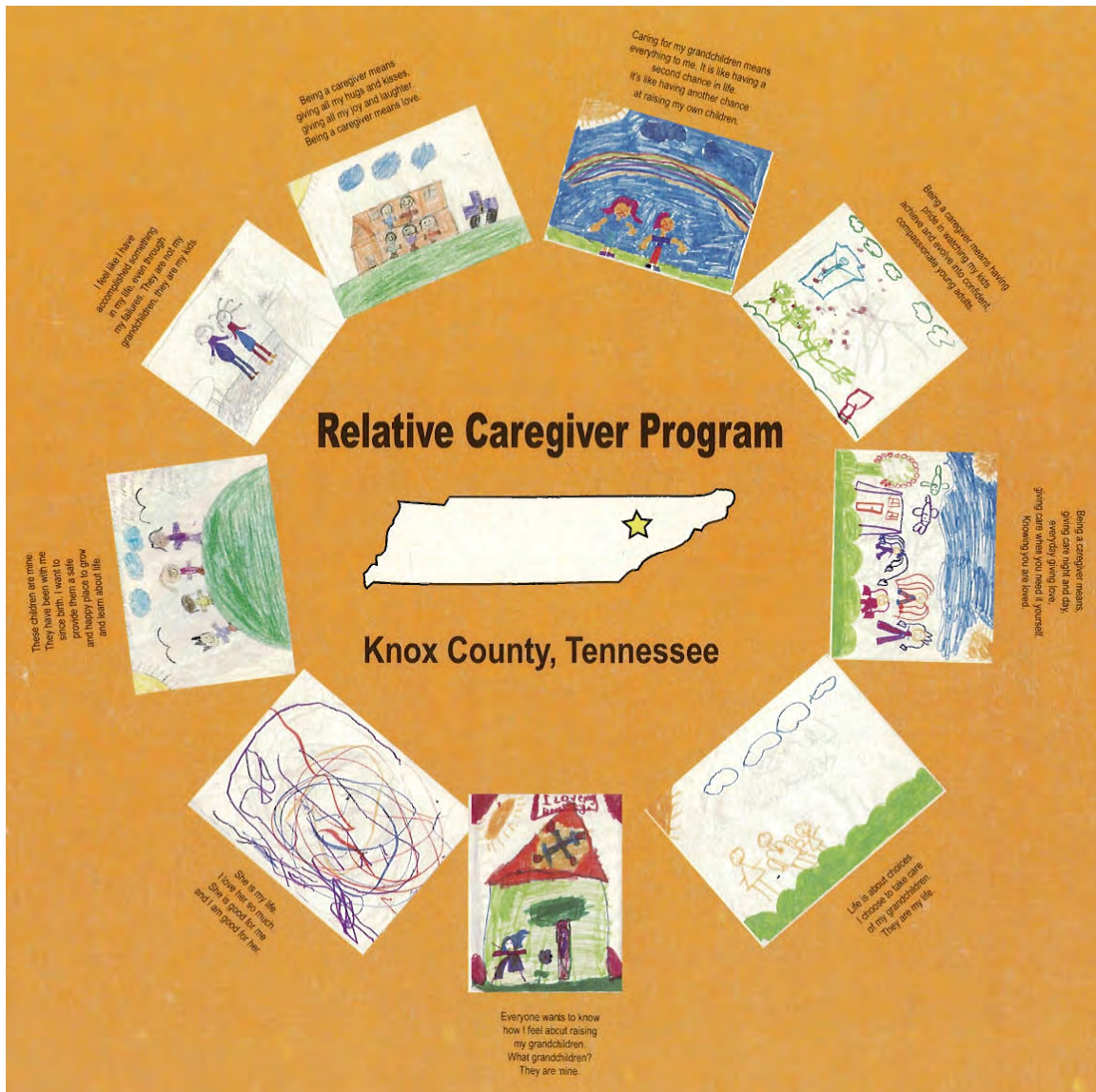


KNOX COUNTY RELATIVE CAREGIVER PROGRAM

ADMINISTERED BY
FOOTHILLS CARE, INC.
663 EMORY VALLEY ROAD
OAK RIDGE, TENNESSEE 37830
(865) 483-9111



2006 – 2007 COMMUNITY RESOURCE DIRECTORY

EMERGENCY NUMBERS

Adult Protective Services	594-5685 (Local)	
	1-888-277-8366 (Statewide/Toll Free)	
Ambulance, Fire, Police	911	
Child Abuse (24 hour)	594-6767	
CONTACT Helpline	584-4424	
Domestic Violence Hotline (24-hour)	637-8000	
Fire Department-	595-4480	
Information and-Referral, Inc.	211	
Area Hospitals:		
Switchboard		Emergency Room
Baptist	632-5111	632-5011
Baptist West	218-7112	218-7011
Baptist Hospital for Women		218-6011
Children's	541-8458	541-8000
Fort Sanders Parkwest	373-1280	373-1000
Fort Sanders Regional	541-1285	541-1111
St. Mary's	545-7955	545-8000
U.T.	544-9401 or 9402	544-9000
National Domestic Violence Hotline		1-800-799-7233
Poison Control	(National and Local)	1-800-222-1222
Police		
Domestic Violence Unit		215-7306
Knox County Sheriff's Department		215-2444
Knoxville Police Department		215-7000
Drug/Crime Hotline		215-7212
Runaways (24-hour)		523-2689
Sexual Assault		522-7273
Suicide Prevention/Crisis		539-2409
Volunteer Rescue Squad	(Emergency)	546-4821
		546-4824
		546-4852

Hotline Numbers and Support/Advocacy Numbers

ADA (Americans with Disabilities) Hotline	1-800-949-4232
Alateen	525-9040
Alcoholics Anonymous	522-9667
American Cancer Society	584-1668
American Diabetes Association	1-800-342-2383
American Heart Association	212-6500
American Lung Association	691-7228
Cherokee Health Systems	670-9231
Child & Family Services	524-7483
Child HELP USA (Child Abuse Hotline)	1-800-422-4453
Child Protective Services (DCS)	594-6767
District Attorney's Office	215-2515
Epilepsy Foundation of East Tennessee	522-4991
Elder Abuse Hotline	594-5685
Family Crisis Center Hotline(Domestic Violence)	637-8000
Food Stamp Fraud	1-800-241-2629
Family Violence Helpline	521-6336
Fourth Circuit Court	400 Main Ave Knoxville, TN 37901 215-2404 * Orders of Protection
Knox County Association for Retarded Citizens	524-1311
Knox County Juvenile Court -Child Support	215-6400
Mobile Crisis Unit	539-2409
NAMI (National Alliance for the Mentally III -TN)	602-7900
National AIDS Hotline	1-800-342-2437
National Kidney Foundation of East Tennessee	688-5481
Quality Transportation	1-800-669-1851
Runaway Shelter/Safe Place	523-2689
Safe Haven	522-7273
Tennessee Relay Center	1-800-848-0298
Tennessee Helpline	1-800-356-6767
*24 Hour helpline with supportive listening, information and referral service for parents and victims of domestic violence.	
* <u>Safe Place Locations:</u> Baptist Hospital, fire Department, Fort Sanders Hospital, Krystal's, Kroger's; Police Department	

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ADOPTION

ADDRESS: 2700 Middlebrook Pike, Suite 210
Knoxville, TN 37921

PHONE: 594-6110
FAX: 594-6355

PURPOSE AND SERVICES:

Responsible for managing and coordinating the adoption activities for the region.

ELIGIBILITY:

Children in state custody and adoption policy requirements are met. HOURS: 8:00 a.m. - 4:30 p.m.

ADULT BUSINESS EDUCATION

PHONE: 594-3713
FAX: 594-3711

ADULT EDUCATION/PROGRAM FOR ADULT LITERACY

ADDRESS: 101 E. Fifth Avenue
Room 206
Knoxville, TN 37917

PHONE: (Adult Education) 594-3622
(Literacy Program): 594-3673

PURPOSE AND SERVICES:

The Adult Education program provides instruction, at no cost to the learner, in adult literacy, basic skills, GED preparation, English as a Second Language for non-native speakers of English, and career counseling in connection with the GED practice test.

ELIGIBILITY:

Open to all 18.years and older.

OFFICE HOURS:

7:30 a.m. - 4:30 p.m., Monday - Friday
(Daytime and Evening Classes in all Neighborhoods)

ADULT ENGLISH-AS-A-SECOND LANGUAGE

PHONE: 594-3622

PURPOSE AND SERVICES:

Improve English usage and literacy skills. Review for citizenship test is available.

ADULT HOME ECONOMICS CENTER

PHONE: 594-3714
FAX: 594-3711

ADULT PROTECTIVE SERVICES

ADDRESS: 531 Henley Street, Suite 403
Knoxville, TN 37902-2810

PHONE: 594-5685 (Local)
1-888-277-8366 (Statewide)

PURPOSE AND SERVICES: To report suspected abuse, neglect, exploitation, or self-neglect of adults (18 years of age or older) who are disabled and unable to protect themselves, and elderly people who are unable to care for themselves. Investigates and provides social services to stop or prevent abuse, neglect, or exploitation of adults. Calls are confidential.

ELIGIBILITY:

No Restrictions

HOURS: 8:00 a.m. - 4:30 p.m.

AGAPE, INC

ADDRESS: 428 E. Scott Avenue
Knoxville, TN 37917

PHONE: 525-1661 (Business Office)
546-7577 (Admissions)
FAX: 525-0318

WEBSITE: www.agapeinc.org

E-MAIL: agapeway@bellsouth.net

PURPOSE AND SERVICES:

Halfway house and residential treatment in a home-like atmosphere for women recovering from chemical dependency and dependency-related issues. Individual, group, education, recreation and aftercare sessions offered, as well as a network with outside medical and mental health services.

CRITERIA FOR ADMISSION:

Female, 18 years or older, 72 hours alcohol/drug free, sincerely motivated and ambulatory. Hours: 8:00 a.m. - 5:00 p.m., Monday - Friday (Admissions) 24-Hour Telephone Service

AL-ANON/ AL-ATEEN

ADDRESS: 1409 Magnolia Avenue Suite #4 PHONE: (865)-525-9040
Knoxville, TN 37917

WEBSITE: www.discoverdt.org/alanon

PURPOSE AND SERVICES:

Provide group meetings for family members of alcohol and drug abusers.

HOURS: 24 Hours

ALLERGY, ASTHMA & SINUS CENTER

ADDRESS: Weisgarber Medical Park PHONE: 584-8588
801 Weisgarber Road, Suite 200 FAX: 584-3364
Knoxville, TN 37909

PURPOSE AND SERVICE:

Diagnosis and treatment of allergies, asthma, and sinus problems. Promotes. early detection and prevention techniques.

LOCATIONS IN KNOXVILLE:

Weisgarber Office: 801 Weisgarber Rd.
Children's Hospital: 2100 Clinch Ave.; Suite 320
North Knoxville: 4410 Valley View Dr.
Farragut: 11416 Grisgsby Chapel Rd.
9430 Parkwest Blvd., Suite 103

ALTERNATIVE COUNSELING CENTER

ADDRESS: 3105 Essary Drive PHONE: 687-8990
Knoxville, TN 37918. FAX: 687-1190

PURPOSE AND SERVICES:

Alternative Counseling Center provides individual, family, couples, and group therapy to children, adolescents, and adults. Provides treatment to those suffering from mental health problems such as depression, anxiety, eating disorders, abuse issues, grief, and more. Also provides treatment for drug and alcohol dependency problems.

ELIGIBILITY:

Anyone who desires treatment. TennCare accepted.

HOURS: 9:00 a.m. to 8 p.m., Monday - Friday 9:00 a.m. to 12 p.m., Saturday

AMERICAN RED CROSS

ADDRESS: 6921 Middlebrook Pike
CALLS: 584-2999

PHONE & EMERGENCY

P.O. Box 50156 (24 hours)
Knoxville, TN 37950-0156

WEB PAGE: www.knoxarc.org

PURPOSE AND SERVICES:

To help East Tennesseans prevent, prepare for, and respond to emergencies. This is done through a variety of services such as Disaster Relief, Assistance to Military Families, and safety/education programs (CPR, First Aid, Water Safety, HIV/AIDS)_ The Red Cross also offers career training through the Certified Nursing Assistant course. **Spanish speaking instructors are available by calling the Safety Department to make an appointment.**

ELIGIBILITY:

Most services are available to anyone in need. Some programs have fees - call for details

HOURS: 8:00 a.m. - 4:45 p.m., Monday -Friday

AMERICORPS

ADDRESS: 2247 Western Avenue
Knoxville, TN 37921

PHONE: 546-3500
FAX: 546-0832

PURPOSE AND SERVICES:

The national service program, "The Peace Corps at Home," that utilizes a local corps 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 of \$4,725 for tuition and/or student loan repayments. Community service areas are: environmental education; water quality improvement and recycling of waste; and urban agriculture (growing fresh, safe; and nutritious food).

HOURS: 8:00 a.m. to 4:45 p.m., Monday - Friday; Some weekends.

ANGELIC MINISTRIES

ADDRESS: 1218 N. Central Ave.
Knoxville, TN 37917

PHONE: 523-8884
FAX: 637-1883

PURPOSE AND SERVICES:

Take referrals from case managers and church employees for food, household and furniture needs. They require a social security # and a picture ID. No referral is necessary for food. They offer some classes in basic sewing and cooking.

HOURS: 9 AM - 1:30 Mondays, Tuesdays, and Wednesdays

ATLANTIC AVENUE MISSIONARY BAPTIST CENTER

ADDRESS: 401 Atlantic Ave. PHONE: 524-8223
Knoxville, TN 37917

PURPOSE AND SERVICES:

Has a food pantry for those in need.

HOURS: Every month on the 2nd and 4th Saturday from 10:30 - 1:30.

BAPTIST CENTER - MONTGOMERY VILLAGE

ADDRESS: 4601 Joe Lewis Road PHONE: 577-6244
Knoxville, TN 37920

MAILING ADDRESS: 4532 Joe Lewis Road
Knoxville, TN 37920

PURPOSE AND SERVICES:

Residents of Montgomery Village can get food assistance through food pantry once a month. A community market, clothing assistance, after school Bible club (Team Kid) tutoring/Bible study, and worship for adults is also offered for Montgomery Village and the immediately surrounding area of South Knoxville.

ELIGIBILITY:

Low income families in and immediately around Montgomery Village.

HOURS: 1:00 p.m. - 3:00 p.m., Monday, 8:30 am. - 4:30 p.m.,
Tuesday - Friday Closed 12 p.m. to 1 p.m.

BAPTIST CENTER - WESTERN HEIGHTS

ADDRESS: 1230W. Scott
Knoxville, TN 37921

WEBSITE: www.whbaptistcenter.org

PURPOSE AND SERVICES:

Maintains a clothing center and community market food pantry for needy families. Community Market is open Tuesdays and Thursdays starting at 10:30 a.m.

ELIGIBILITY:

Low income families in need.

HOURS: 9:00 a.m. - 5:00 p.m., Monday - Friday
9:00 a.m. - 9:45 a.m., Tuesday & Thursday (Sign-Up for Clothing)

BAPTIST HOSPITAL A&D RECOVERY PROGRAMS

ADDRESS: 137 Blount Ave
Knoxville, TN 37920

PURPOSE AND SERVICES:

Inpatient Medical Detoxification
Behavioral Unit that treats Depression and other Mental Health and Alcohol & Drugs Problems

HOURS: 24/7

BAPTIST HOSPITAL FOR WOMEN

ADDRESS: 10820 Parkside Drive PHONE: 218-6011
Knoxville, TN 37934 FAX: 218-6141

PURPOSE AND SERVICES:

Offers a parenting program that includes prepared childbirth, sibling preparation, breast feeding, and postpartum support group and bootcamp for new dads.

ELIGIBILITY:

Anyone in need of services.

COST/PAYMENT METHOD:

Fees vary for each lass. Please call for specific charges. Postpartum support group is free.

BAPTIST HOSPITAL OF EAST TN (ADULT BEHAVIORAL CENTER- INPATIENT)

ADDRESS: 137 Blount Avenue Suite 5-A PHONE: 632-5520
Knoxville, TN 37901

PURPOSE AND SERVICES:

Mental Health and Detoxification Inpatient Unit. (Does accept Tn Care)
HOURS: 24 hours per day

BEHAVIORAL HEALTH ORGANIZATIONS (BHO)

TennCare Partners Hotline	1-800-758-1638
Premier Behavioral Systems	1-800-325-7864
Tennessee Behavioral Health	1-800-447-7242

PURPOSE AND SERVICES:

Provides coverage for mental health services, e.g., counseling, substance abuse, etc:

BELLSOUTH

PHONE: 1-888-757-6500

WEBSITE: www.bellsouth.com

PURPOSE AND SERVICES:

Provides services to people who receive public assistance. Inquire about these services at the Tennessee Department of Human Services _(594-6151):

ELIGIBILITY:

Must be a recipient of public assistance (TANF, TennCare, SSI, or Food Stamps).

BIG BROTHERS/BIG SISTERS OF TENNESSEE VALLEY

ADDRESS: 4928 Homberg Drive
Suites B1-3
Knoxville, TN 37919

PHONE: 523-2179
FAX: 524-3466
Website: <http://www.bbbstnvalley.org>

PURPOSE AND SERVICES:

The agency's "core" mentoring service matches carefully screened adult volunteers individually to children in need of a positive role model, typically from single-parent households. These. volunteer-child matches engage in whatever friendship-based activities they wish to as long as approved by the child's parent/guardian. "Bigs in School" is the Big Brothers/Big Sisters school-based mentoring program. In Bigs in School, elementary school students, chosen by school . personnel, are matched with screened volunteers who spend an hour with the child at school each week in friendship-based activities. Both Bigs in School and Core matches are monitored regularly by Big Brothers/Big Sisters staff.

ELIGIBILITY:

Core Program - Boys and girls 7-15 years of age who have suffered some sort of parental loss. Bigs in School - Children in selected elementary schools are chosen by school staff as needing the mentoring program. Both child and parent/guardian in Core and Sidekicks programs must wish to participate.

HOURS: 9:00 a.m. - 5:00 p.m., Monday - Friday, or by appointment

BOYS & GIRLS CLUB OF KNOXVILLE, INC.

ADDRESS: 220 Carrick Street, Suite 318 PHONE: 544-3825
Knoxville, TN 37921 (Office) FAX: 546-8507

PURPOSE AND SERVICES:

Dedicated to promoting the educational, vocational, and character development of boys and girls in a safe and caring environment.

ELIGIBILITY:

Boys and girls ages 5-17. There is a sliding fee scale based on income. A daycare program also serves 16 months to age 17.

HOURS: 7:30 a.m. - 6:00 p.m.,
Monday - Friday (Summer Hours) 2:30 p.m. - 8:30 p.m.,
Monday - Friday (School Year) 9:00 a.m. - 3:00 p.m.,
Saturdays (October-March only)

CASWELL UNIT	407 Caswell Avenue, Knoxville, TN 37917	524-1214
VESTAL UNIT	522 Maryville Pike, Knoxville, TN 37920	573-4837
CHRISTENBERRY HEIGHTS UNIT	3916 Carus Road, Knoxville, TN 37918	689-5203
MONTGOMERY VILLAGE UNIT (teens only)	4530 Joe Lewis Road, Knoxville, TN 37920	579-5377

BRADFORD HEALTH SERVICES

ADDRESS: 301 Gallaher View Road, Suite 300
Knoxville, TN 37919

PURPOSE AND SERVICES:

Intensive Outpatient Service
Free Assessment
Family Groups

HOURS: 8:00 a.m.- 5:00 p.m.

BRIDGING THE GAP

ADDRESS: 901 E. Summit Hill Drive
Knoxville, TN 37915

PHONE: 521-5605 ext. 229

PURPOSE AND SERVICES:

A child abuse and neglect prevention program. Strengthen families by linking families to resources in the community: food, clothing, housing, employment, training, mental health services, substance abuse recovery, domestic violence assistance, parent education and support, school behavior and performance modification, health services, and child behavior assistance.

ELIGIBILITY:

Families in the Empowerment Zone.

BUFFALO VALLEY

ADDRESS: 501 Park Ave. South
Hohenwald, TN 38462

PHONE: (931) 796-4256

PURPOSE AND SERVICES:

Alcohol and Drug Rehabilitation Center.

HOURS: 8:00-5:00 p.m.

CADAS

ADDRESS: 207 Spears Avenue
Chattanooga, TN 37405

PHONE: (423) 756-7644

PURPOSE AND SERVICES:

Counseling for Drug and Alcohol Abuse services for adults and adolescence.

HOURS: 8:00-5:00 p.m.

CAMELOT CARE CENTERS

ADDRESS: 103 Donner Drive
Oak Ridge, TN 37830

PHONE: 481-3972
FAX: 481-0319

PURPOSE AND SERVICES: 8:00 a.m.-5:00p.m.

Intensive in-home counseling program for children with mild to severe emotional or behavioral problems. Parenting skills taught to participants one-on-one. Foster Care program available.

ELIGIBILITY:

Residents of Knox, Blount, Sevier, Loudon Counties.

COST/PAYMENT METHOD:

Billed to insurance; do not accept TennCare

CAREER ASSESSMENT. CENTER

CHILD FIND

ADDRESS: Fort Sanders School
501 S. 21st Street
Knoxville, TN 37916

PHONE: 594-5060

PURPOSE AND SERVICES:

Serves children with certifiable disabling conditions. Children are screened and/or tested by professionals. An Individual Education Plan (IEP) is developed if a child is certified as having special educational needs. When needs are identified, appropriate programming and program placement will be determined.

ELIGIBILITY:

Children ages three to five with identified special educational needs.

PHONE: 594-1530
FAX: 594-1128

HOURS: 8:00 a.m. - 4:00 p.m., Monday – Friday

CAREER INVESTMENT ACADEMY (KCDC)

ADDRESS: 400 Harriet Tubman Street
Knoxville, TN 37915

PHONE: 403-1275 or 403-1271
FAX: 594-8659

PURPOSE AND SERVICES:

Free classes for GED preparation, college preparation, computer skills, and job preparation. Four sessions per year. Paid internship programs with training.

ELIGIBILITY:

KCDC residents, families First participants, then any other Knoxville/Knox County residents 17 years old and older on a space-available basis.

HOURS:

Classes are from 8:30 a.m. to 12:40 p.m. and 1:30 to 3:30 p.m. Monday through Friday. Orientations are on Wednesdays at 11:00 a.m. on the third floor.

CASE MANAGEMENT SERVICES

ADDRESS: 320 Arthur St.
Knoxville, TN 37921

PHONE: 523-8695

PURPOSE AND SERVICES:

Works with youth on probation. Juvenile court has to refer youth to the program. All services are free: Monday-Friday 9:00am-5:00pm

CATHOLIC CHARITIES

ADDRESS: 119 Dameron Avenue
Knoxville, TN 37917

PHONE: 524-9896
FAX: 971-3575

HISPANIC MINISTRIES: 637-4769

ADOPTION: 524-9896

PURPOSE AND SERVICES:

Counseling services for individuals and families. Telephone counseling and referral for unplanned pregnancy, single mothers, post-abortion counseling, and adoption. A 24-hour phone line answered by licensed counselors (1-877-940-HOPE). Hours: 8:30-4:30

CENTER FOR ENERGY AND HOUSING SERVICES

ADDRESS: 2247 Western Avenue
Knoxville, TN 37921

PHONE: 637-6700
FAX: 637-2953

*Low Income Energy Assistance Program - A crisis prevention program,..; which helps people with the costs of heating their homes. When funding is available, local heat relief helps persons having medical problems with cooling assistance:

*Weatherization 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.

*Minor Home Repair Program - A county-wide program that provides minor home repairs in cooperation with the City of Knoxville and Knox County community development programs. This service enables people to stay in their homes and to remain independent. Priority is given to elderly or disabled low income homeowners.

ELIGIBILITY:

Knoxville - Knox County residents who live within 125 percent of poverty guidelines. Priority services for elderly, disabled and children.

HOURS: 8:00 a.m. - 4:45 p.m., Monday - Friday.

CENTER POINTE

ADDRESS: 5310 Ball Camp Pike
Knoxville, TN 37921

PHONE: 523-4704
FAX: 602-2387

PURPOSE AND SERVICES:

Offers a 10 to 15-day residential rehabilitation program to assist the adult clients in establishing a chemical free lifestyle, an outpatient day/evening treatment program for persons whose alcohol/drug abuse has not yet reached the level of severe dysfunction, and a family education and counseling program for relatives and significant others. Medical detoxification center. Alcohol outpatient program:

ELIGIBILITY:

Any adult over 18 involved with alcohol/chemical substance abuse.

CENTER-OF HOPE

ADDRESS: 971 Hillside Dr.
Knoxville, TN 37920

PHONE: 984-1113
FAX: 984-1115

PURPOSE AND SERVICES:

Provides food, clothes, and household items- back to school, Christmas, and Thanksgiving.

ELIGIBILITY:

Must have the child's social security card. Must walk in (go in person)

HOURS: 10:00 - 2:00, Tuesdays 10:00 - 2:00, Fridays
Auction, First Saturday of each month, 7:00pm

CHAP (Columbus Home Assisting Parents)

ADDRESS: 119 Dameron Ave.
Knoxville, TN 37919

PHONE: 546-0433 ext. 111; 971-3556

PURPOSE AND SERVICES:

In-home case management and transportation services for parents.

HOURS: Monday-Friday 8:30am-5:00pm

CHEROKEE HEALTH SYSTEMS

ADDRESS: 6350 W. Andrew Johnson Hwy.
Talbot, TN 37877

PHONE: (423) 586-5031
KNOXVILLE OFFICE: 865-670-9231

WEBSITE: www.cherokeehealth.com

There is a satellite office located 10263 Kingston Pike.

PURPOSE AND SERVICES:

Our mission is to enhance life by partnering with our clients to improve their health. We provide an integration of behavioral health and primary health care services. We have offices in 10 counties throughout East Tennessee.

ELIGIBILITY:

We provide services to anyone who asks.

HOURS: Hours. vary by office. Monday - Friday 8:00 - 5:00.
Most offices offer evening hours 2 or 3 nights a week.

CHEROKEE HEALTH SYSTEMS

ADDRESS: West Knoxville Health Center PHONE: (865)-670-9231
141 N. David Land
Knoxville, TN
North Knoxville Health Center PHONE: (865)-947-3401
207 E. Emory Road
Powell, TN 37849

PURPOSE AND SERVICES:

Provide behavioral health services, and some medical services

HOURS: 8:00am-4:30pm

CHILD AND FAMILY TENNESSEE

ADDRESS: 901 E. Summit Hill Drive PHONE: 524-7483
Knoxville, TN 37915 FAX: 524-4790
Family Crisis Center Hotline (Domestic Violence): 637-8000
Adoption Program: 524-7483

PURPOSE AND SERVICES:

To prevent individual and family breakdown. To help every child and every adult we serve lead a personally satisfying and productive life.

ELIGIBILITY:

Residents of East Tennessee

HOURS: 8:30 a.m. - 5:00 p.m., Monday - Friday

CHILD CARE CERTIFICATE PROGRAM

ADDRESS: 2700 Middlebrook Pike PHONE: 594-8923
Suite 100 594-8929
Knoxville, TN 37921-5602 FAX: 594-7167

PURPOSE AND SERVICES

The Child Care Certificate Program provides supportive services in the form of subsidized child care for people who are working, in training programs, or in higher education to become self-sufficient and to improve their quality of life.

ELIGIBILITY:

Individuals must meet the income guidelines for their family size and must have a need for the subsidized child care. Services are based on the availability of funding.

HOURS: 8:00 a.m. - 4:30 p.m.,\Monday - Friday

CHILD CARE RESOURCE AND REFERRAL

PHONE: 1-800-462-8261

Childcare Complaint Hotline: 866-296-3422

PURPOSE AND SERVICES:

Serves parents by providing a list of state licensed child care programs that meet individual family needs by location, ages of children, hours care is needed, and any special services. Callers should have zip codes ready for their home and work locations or any other zip code near them where child care would be convenient. A current list will be mailed or faxed.

ELIGIBILITY:

Anyone needing child care information

CHILD CARE SERVICES

ADDRESS: 531 Henley Street, Suite 524
Knoxville, TN 37902

PHONE: 594-6763
594-6754

COMPLAINT HOTLINE: 1-800-462-8261

PURPOSE AND SERVICES: Child Care Services provides consultation and technical assistance to those who are just getting their child care businesses started. Licensing Counselors also enforce the child care rules, policies, and procedures for licensed agencies as well as provide training opportunities, consultation and technical assistance for these agencies.

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.

ELIGIBILITY:

Anyone in the greater Knoxville area.

HOURS: 8:00 a.m. - 4:30 p.m., Monday – Friday

CHILD PROTECTIVE SERVICES

ADDRESS: 531 Henley Street
Knoxville, TN 37902

PHONE: 594-6748
Office: ext. 1126
1-877-237-0004
24 hour hotline: 594-6633

PURPOSE AND SERVICES: Protective services for neglected and abused children. Investigates and provides services to stop or prevent neglect and abuse. Calls are confidential.

ELIGIBILITY:

No Restrictions

HOURS: 8:00 a.m. - 4:30 p.m.

See Parent Orientation Addendum for additional information on Abuse/Neglect.

ADDRESS: 413 Northshore Drive
Suite E
Knoxville, TN 37919

PHONE: 594-7091 ext. 140
FAX: 594-7121

CHILDNET

ADDRESS: 600 Arthur Street
Knoxville, TN 37921

PHONE: 523-8695
FAX: 523-6827

PURPOSE AND SERVICES:

To assess, treat and follow children experiencing trauma, mental illness and behavioral problems. Children enrolled will have access to psychiatric evaluation and medication, if necessary. Children enrolled in this program may be referred to outside extracurricular activities when they are considered to be a necessary part of their treatment plan. (There will be scholarships for these extracurricular activities on a very limited basis and only for those who required these activities on their treatment plan.)

ELIGIBILITY:

Children must be from 2 to 12 years old. FEES: Accept TennCare.

CHILDREN'S SPECIAL SERVICES

PHONE: 215-5190

Serves children with disabling conditions, chronic illness, speech and/or hearing defect, and other conditions which impair normal growth and development.

ELIGIBILITY:

Must meet financial and diagnostic guidelines and be a resident of Tennessee.

HOURS: 8:00 a.m. - 4:30 p.m., Monday - Friday

CLINICAL PSYCHOLOGY AND PSYCHOTHERAPY ASSOCIATIONS

ADDRESS: 307 West hills Drive

PURPOSE AND SERVICES:

Mental Health Services, Psychotherapy and Psychoeducational Services.

Hours: 9:00- 5:00 p.m.

COKER HALL

ADDRESS: 1409 Magnolia Ridge
Knoxville, TN 37914

PHONE: 522-9667

PURPOSE AND SERVICES:

Alcohol Anonymous

Recovering Alcoholics that help other Alcoholics

HOURS: Meetings are held everyday every hour.

COMMUNITY ACTION COMMITTEE (CAC)

"Helping People. Changing Lives."

ADDRESS: L. T. Ross Building
2247 Western Avenue

PHONE: 546-3500
FAX: 546-0832

MAILING ADDRESS: P.O. Box 51650
Knoxville, TN 37950-1650

WEBSITE: www.knoxcac.org

PURPOSE AND SERVICES:

Knoxville-Knox County Community Action Committee (CAC) is a local public agency serving the community with a comprehensive range of federal, state, and locally funded programs. CAC promotes family self sufficiency and independent living.

ELIGIBILITY:

As determined by need. HOURS: 8:00 a.m. - 4:45 p.m.

COMMUNITY COALITION ON FAMILY VIOLENCE

MAILING ADDRESS: 1301 Hannah Avenue PHONE: 215-4150 (voice mail)
Knoxville, TN 37921 PHONE: 521-6336 (Family Violence Helpline)

WEBSITE: www.ccfv.org

PURPOSE AND SERVICES:

An organization that promotes prevention of domestic violence. The coalition has several community education committees that provide information about and intervention. in family violence, including partner, child, elder, and animal abuse.

ELIGIBILITY:

Anyone who needs information about preventing family violence.

HOURS: 24 hours a day/7 days a week

COMMUNITY MEDIATION CENTER, INC

ADDRESS: 912 S. Gay Street, Suite L300 PHONE: 594-1879
Knoxville, TN 37902 FAX: 594-1890

WEBSITE: www.2mediate.org E-mail: info@mediate.org

PURPOSE AND SERVICES:

Mediation center works with parties to help solve problems and disputes. 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 DA referrals. If both parties are willing, the Center will help mediate divorce cases. Mediation is a time involved process.

ELIGIBILITY:

Services are available at no cost, unless it is a divorce case. There is a \$10 per person application fee for divorcing parties. After paperwork is started additional fees may be charged as determined by income level.

HOURS: 8:00 a.m. - 4:30 p.m., Monday - Friday

COMPASSION COALITION

ADDRESS: 1450 Dowell Springs Blvd. Suite 100
Knoxville, TN 37909

PHONE: 251-1591
FAX: 588-2876

WEBSITE: www.compassioncoalition.org

PURPOSE AND SERVICES:

To increase the unity, effectiveness and participation of Knoxville congregations serving the compassion needs of our community. We provide furniture to those in need, as well as church members' skills in providing home repair, car care for single moms, and more.

ELIGIBILITY:

Referral from agency only.

HOURS: 9:00 a.m. to 4 p.m.
Services in Spanish: Limited

COMPLETE COUNSELING NORTH

ADDRESS: 2507 Mineral Springs Avenue, Suite C
Knoxville, TN 37917

PHONE: 688-0661
FAX: 688-5780

PURPOSE AND SERVICES:

Provides individual, family, couples, and group therapy to children, adolescents, and adults. Provides different types of psychological evaluations, psychosexual assessment, women's and men's domestic violence groups, medication management, play therapy, and smoking cessation. Provides treatment for depression, anxiety, eating disorders, abuse issues, grief, drug and alcohol dependency, etc.

ELIGIBILITY:

Anyone. Accept most insurance plans and TennCare.

HOURS: 9:00 a.m. to 8:00 p.m. Monday - Friday 9:00 a.m. to 12:00 p.m. Saturday

CONLEY CENTER

ADDRESS: 901 E. Summit Hill Drive
Knoxville, TN 37915

PHONE: 546-7483
FAX: 521-5630

PURPOSE AND SERVICES:

Comprehensive services for the diagnosis and treatment of ADHD. Provides evaluation, therapy, training, consultation referrals, and professional training.

CONNECTIONS

ADDRESS: 901 E. Summit Hill
Knoxville, TN 37915

PHONE: 546-7483

PURPOSE AND SERVICES:

Provides intensive in-home services, counseling, and other therapeutic services designed to meet the needs of at-risk families in Knox County.

CONSUMER CREDIT COUNSELING

ADDRESS: 1011 N. Broadway
Knoxville, TN 37917

PHONE: 522-2661 522-7151

Website: www.cccsinc.org

PURPOSE AND SERVICES:

A financial counseling/debt management program. There is a \$15.00 fee for those who can afford to pay, otherwise services are free

HOURS: 8:30 a.m. - 5:00 p.m., Monday, Wednesday, Thursday, Friday 8:30 a.m. - 6:30 p.m., Tuesday 8:30 a.m. - 5:00 p.m., one Saturday per month

CONTACT OF KNOXVILLE, INC.

ADDRESS: hotline

PHONE: (865)-584-4424

PURPOSE AND SERVICES:

Receive calls and link to community resources, discuss problems with people of all ages, and make calls out to lonely elderly everyday, this is a hotline for people of all ages

HOURS: 8:00am-8:00pm

CORNERSTONE OF RECOVERY

ADDRESS: 1120 Topside Road
Knoxville, TN 37777

PHONE: 1-800-684-6614

WEBSITE: www.cornerstoneofrecovery.com

PURPOSE AND SERVICES:

Drug and alcohol services including: medical detox, adult inpatient, young adult residential, aftercare, family services, intervention, outpatient, relapse recovery, intensive outpatient

HOURS: 8:00am-5:00pm

DENTISTS WHO ACCEPT TENNCARE

PEDIATRIC DENTISTS

Dr. J. William Bell
2931 Essary Road
Knoxville, TN 37918
Phone: 687-4450 / Fax: 688-4319 (No new patients over age 6)
TennCare plans accepted: All plans

Dr. Joseph R. Townsend
2931 Essary Road
Knoxville, TN 37918
Phone: 687-4450 / Fax: 688-4319 (No new patients over age 10)
TennCare plans accepted: All plans

FAMILY DENTISTS

Creekside Dental Clinic
2606 Greenway Drive, Suite 201
640 North Building
Knoxville, TN 37918
Phone: 688-7699

Thomas Haws
5816 Kingston Pike
Knoxville, TN 37919
Phone: 584-1814/Fax: 330-2466 (For patients over 6/under 21)
TennCare plans accepted: All plans

Tamara Howard
512 Merchants Drive
Knoxville, TN 37912
Phone: 689-7556 (Age 4 and up)
TennCare Plans accepted: All Plans

John Jones
3720 Cunningham Rd.
Knoxville, TN 37918
Phone: 922-7469 / Fax: 925-4693 (For patients age 11 and older)
Mon. through Thurs. 9:00 - 5:30
TennCare plans accepted: All plans

Knox County Health Dept.
140 Dameron Avenue
Knoxville, TN 37917
Phone: 215-5110 / Fax: 215-5117 (Accepts patients under 21)
TennCare plans accepted: All plans

DEPARTMENT OF TRANSPORTATION

ADDRESS: 300 W. Main Street PHONE: 215-2385 (Old Courthouse - Main Floor)
Knoxville, TN 37902 PHONE: 215-1540 (for help with address)

WEBSITE: www.kornett.org/knox/clerk

PURPOSE AND SERVICES:

To apply for a "handicap" license or placard, pick up form for physician to complete..
Call for information on application process and costs.

DETOX & REHAB ALCOHOL and DRUG TREATMENT PROGRAM

PHONE: 1-800-711-6375

PURPOSE AND SERVICES:

24 hour help line for Drug and Alcohol Dual Diagnosis Center

DEVELOPMENTAL AND GENETIC CENTER

ADDRESS:	U.T. Medical Center/Knoxville	PHONE: 544-9030
	1924 Alcoa Highway	1-800-325-3894
	Box U-102	FAX: 544-6675
	Knoxville, TN 37920	

PURPOSE AND SERVICES:

A multi-disciplinary team of physicians who are specialists in genetic and developmental disorders, psychologist, social workers, speech pathologists and nutritionist. The clinical services include diagnostic medical and genetic consultations, genetic counseling, psychological, speech/language and nutritional evaluations, family counseling, early intervention services, speech/language therapy and independent support coordination. Specialized laboratory services for chromosomal, metabolic and molecular tests available.

ELIGIBILITY:

No restrictions based on age or type of disability. Accepts clients covered by private insurance and all TennCare plans in Knox County and the East Tennessee region. Prior authorization is required by some private health maintenance organizations (HMOs) and TennCare managed organizations (MCOs).

HOURS: 8:30 a.m. - 5:00 p.m., Monday - Friday.

DEVELOPMENTAL DISABILITIES SERVICES

ADDRESS: 424 Clark Street
Knoxville, TN 37921

PHONE: 541-6647

PURPOSE AND SERVICES:

A program at Helen Ross McNabb for persons with mental retardation and/or other developmental disabilities. The program provides linkage, a psychopharmacology clinic, and individual therapy.

ELIGIBILITY:

Must have state verification of MR status (588-0508).

DISABILITY RESOURCE CENTER

ADDRESS: 900 E. Hill Ave., Suite 120
Knoxville, TN 37915

PHONE: 637-3666

FAX: 637-5616

TTY: 637-6976

WEBSITE: www.dretn.org

E-mail: dre@tn.org

PURPOSE AND SERVICES:

To assist individuals with disabilities in living as independently as possible. Provide information & referral, peer support, employment, advocacy & independent living skills training for persons with disabilities. Also provide ADA technical assistance for the community at large.

ELIGIBILITY:

Any person who has a disability of any kind

HOURS: 8:30 - 4:30; Monday – Friday

Dr. REGINALD BUTLER

ADDRESS: 2128 Cedar Greens Rd.
Knoxville, TN 37914

PHONE: 207-1568

PURPOSE AND SERVICES:

Provides group counseling, anger management, family counseling, and in-home parenting education. Some insurance accepted.

HOURS: Monday-Friday; flexible hours

DRD MEDICAL CLINIC- METHADONE CLINIC

ADDRESS: 626 Bernard Avenue
Knoxville, TN 37921

PHONE: (865)-522-0161

HOURS: 5:30am- 2:30pm

DUTCH, VALLEY CHURCH OF GOD BREAD OF LIFE FOOD PANTRY

ADDRESS: 1416 Breda Drive
Knoxville, TN 37918

PHONE: 688-8711

PURPOSE AND SERVICES:

Provides emergency food supplies to those in need. Must pick up in person, show LP., and fill out application.

HOURS: 8:00 a.m. - 10:30 a.m. (Second and fourth Wednesday of each month)

EAST TENNESSEE CHILDREN'S HOSPITAL

ADDRESS: 2018 W. Clinch Avenue
Knoxville, TN 37916

PHONE: 541-8000
FAX: 541-8343

WEBSITE: www.etch.com ' E-MAIL: care@etch.com

PURPOSE AND SERVICES:

Children's Hospital is the region's comprehensive regional pediatric center, and treats children from birth to 21 years of age, from throughout East Tennessee, Southwest Virginia, and Southeast Kentucky. The hospital's services include, but are not limited to, 24 hour pediatric emergency care, surgical services, inpatient care, outpatient clinics, diagnostic services ,and community education. ETCH offers their forms in Spanish and uses an 800 number to do translation services over the phone.

ELIGIBILITY:

East Tennessee, Southeast Virginia, and Southwest Kentucky children and infants - birth to 21 years of age.

HOURS: 24 hours! 7 days/week

EAST TENNESSEE CHILDREN'S HOSPITAL REHABILITATION CENTER

ADDRESS: 1025 Children's Way
Knoxville, TN 37922

PHONE: 690-8961
FAX: 693-3941

PURPOSE AND SERVICES:

A private, not-for-profit regional facility owned by Children's Hospital, the Rehab Center offers a continuum of pediatric services to children with special needs. Inpatient rehab evaluation and treatment services are provided at Children's Hospital and at Patricia Neal Rehabilitation Center. Home health rehab services are provided through Children's Hospital Home Health. Outpatient services include evaluation and treatment in speech, physical and occupational therapy; medical day treatment program; physiatry (physical medicine and rehabilitation), social work, nursing; nutrition services; high risk and seating clinics, and summer day camp.

ELIGIBILITY:

Tennessee physician referral of children ages birth through 14 years.

HOURS: Outpatient Services:
8:00 a.m. - 5:00 p.m., Monday - Friday
8:00 a.m. - 7:00 p.m., Tuesday

EAST TENNESSEE REGIONAL OFFICE OF DEPARTMENT OF MENTAL RETARDATION

ADDRESS: 5908 Lyons View Drive
Greenbriar Cottage
Knoxville, TN 37919

PHONE: 588-0508
1-800-531-9876
FAX: 594-5180

PURPOSE AND SERVICES:

Provides direct social services to mentally disabled individuals of any age and their relatives. These services include referral services, consultation to preschool programs, respite care services for children, and family based services for children and adults.

ELIGIBILITY:

Must have a primary diagnosis of mental retardation (IQ below 70) prior to age 18. Services are free.

HOURS: 8:00 a.m. - 4:30 p.m., Monday - Friday

ECKERD YOUTH ALTERNATIVES, INC.

ADDRESS: 421 Catfish Farm Road
Deerlodge, TN 37726

WEBSITE: www.eckerd.org

PURPOSE AND SERVICES:

To provide a residential therapeutic treatment program for youth with emotional and behavioral problems. Our objective is to aid youth in developing appropriate social relationship skills, problem-solving skills, anger management and personal values which can be transferred to their home, school, and community setting.

ELIGIBILITY:

Boys ages 10-17 at the time of intake, behavior/conduct disordered, ability to link cause and effect, ability to feel remorse and guilt.

HOURS: 8:00 a.m. - 4:45 p.m., Monday - Friday (Office)
Program is operational 24hours/365 days a year

EDUCATIONAL ENHANCEMENT SERVICES, INC

ADDRESS: 2948 Magnolia Avenue
Knoxville; TN 37915

PHONE: (931) 863-5046
FAX: (931) 863-5366

PURPOSES AND SERVICES:

Tutoring service for K-12. Study skills assistance. Preparation assistance for high school exit exams, ACT and SAT.

HOURS: 4:00 p.m. - 7:00 p. m., Monday – Thursday

FEES: Standard fee is \$15 an hour. Some reduction for one or more siblings in the family.

EDUCATIONAL OPPORTUNITIES CENTER (EOC)

ADDRESS: 1914 Andy Holt Ave.
Hyper Building
College of Human Ecology
Knoxville, TN 37996

PHONE: 974-4466

PURPOSES AND SERVICES:

Helps students financially go to college by assisting with filling out applications for scholarships and grants, and helps improve academic skills.

HOURS: Monday-Friday 8:00am-5:00pm

EDUCATIONAL OPPORTUNITY CENTER

ADDRESS: 1914 Andy Holt Avenue
25 HPER Building
Knoxville, TN 37996-2745

PHONE: 974-4466
FAX: 974-3961

WEBSITE: <http://web.utk.edu/-utfp/eoc>

College of Education, Health and Human Services - University of Tennessee

PURPOSE AND SERVICES:

Provides educational, financial and career counseling. Helps individuals who wish to continue or re-enter education at any level from basic literacy and GED to college.

ELIGIBILITY:

Outreach project for low/modest income adults, but serves any adult seeking to re-enter the education process:

HOURS: 8:00 a.m. - 5:00 p.m. Monday - Friday

ELKS LODGE SHOE GIVEAWAY

ADDRESS: 6000 Loans Road
Knoxville, TN 37909

PHONE: 588-1879

PURPOSE AND SERVICES:

Shoe giveaway for low income kids between kindergarten and eighth grade.

HOURS: 8:00 a.m. to 5:00pm, Monday-Friday

EM JELLINK CENTER

ADDRESS: 130 Hinton Avenue
Knoxville, TN 37917

PHONE: (865)-525-4627

PURPOSE AND SERVICES:

Alcohol and drug rehabilitation, an adult male halfway house, this is a 6 month program

HOURS: 8:00am-5:00pm

EMOTIONAL HEALTH AND RECOVERY

ADDRESS: 907 E. Lamar Alexander Parkway
Maryville, TN 37804

PHONE: (865)-981-2300

PURPOSE AND SERVICES:

Alcohol and drug services that include: assessment, inpatient, outpatient, day hospital, mental health, chemical dependency and geriatrics

HOURS: 8:00am- 5:00pm

ETHRA

ADDRESS: 9111 Crosspark Drive
Knoxville, TN 37923

PHONE: (865)-691-2551
(865)-531-7216

PURPOSE AND SERVICES:

Help families in need with housing, transportation, and with the payment of heating and lighting bills.

HOURS: Transportation 24 Hours 8:00am-5:00pm

EVENING ADULT HIGH SCHOOL

ADDRESS: 101 E. 5TH Ave.; Room 307
Knoxville, TN. 37917

PHONE: 594-3713
594-3711

PURPOSE AND SERVICES:

A state approved evening high school program which offers courses to people wishing to earn their high school diploma. Classes meet four nights a week from 5:00 p.m. - 10:00 p.m. and are on a semester system that follows the same schedule as Knox County Schools. Courses completed with passing grades earn credits toward graduation. Transcripts are available. Classes begin in August and January. Interested persons should preregister.

ELIGIBILITY:

Persons ages 18 and older interested in obtaining a high school diploma. No fees for Knox County residents.

HOURS: 5:00 p.m. - 10:00 p.m., Monday - Thursday 10:00 a.m. - 2:00 p.m.,
Friday

FAMILY CRISIS CENTER

ADDRESS: 901 East Summit Drive
Knoxville, TN 37915

Phone: 637-8000

PURPOSE AND SERVICES

Domestic Violence Services for Women and Children.
They also provide Case Management, Support Groups, and Counseling.

Hours: 8:00 - 5:00 p.m.

FAMILY CRISIS INTERVENTION PROGRAM

PURPOSE AND SERVICES:

Work with the unruly population in a outside of custody. non-custodial intervention capacity to serve those children

ELIGIBILITY:

Child must meet criteria for unruly and be at risk of coming into state custody. Referrals" must go through DCS or Knox County Juvenile Court.

HOURS: 8:00 a.m. - 4:30 p.m.

FAMILY RECOVERY PROGRAM

ADDRESS: 418 N. Broadway
P.O. Box 3352
Knoxville, TN 37927-3352

PURPOSE AND SERVICES:

A residential shelter for homeless families (married couples with or without children and single parents with children). The residential recovery program provides education groups, alcohol and drug recovery services, Bible study, counseling, case management, work rehabilitation and limited transportation. Three meals a day, clothing and basic needs are also provided to our residential clients. Services are provided. Without charge.

ELIGIBILITY:

Homeless families. Ask to speak to a case manager to enter the program.

HOURS: 24 hours a day.

FISH OF KNOX COUNTY

ADDRESS: East Knoxville Hospitality Pantry
600 S. Chestnut Street
Knoxville, TN 37914

South Knoxville Hospitality Pantry
115 Ogle Street
Knoxville, TN 37920

PHONE: 523-7900 Main Line (Delivers)
522-3474 East Pantry: St. Luke's Episcopal Church (Pick-up Only):
577-9600 South Pantry: United Methodist Church in Vestal (Pick-up
Only)
687-8438 Corryton Pantry: Rutherford United Methodist Church
(Thursdays, 10- 2 only)

FLORENCE CRITTENTON AGENCY

ADDRESS: 1531 Dick Lonas Road
Knoxville, TN 37909

PHONE: 602-2021
FAX: 602-2039

WEBSITE: www.fcaknox.org

PURPOSES AND SERVICES:

Offering care, support, and hope to young women in crisis by providing an effective and efficient array of services that will enable young people to achieve their highest potential. Clients at risk or in crisis will be provided access to prevention and treatment programs, education, housing, living skills, and encouragement within a nurturing environment.

Residential Services for young women ages 12 -18:

Life Skill and Barrett Hall for non-pregnant teens (houses up to 32 girls). Crittenden Program for pregnant teens (houses up to 12 girls):

NewPathways Academy - private alternative on-campus school.

Non-residential services: Foster care Home-based counseling

Outreach programs in the public schools: .

STARS - Students Teaching and Respecting Sexuality CAPS - Child and Parenting Skills

ELIGIBILITY:

Residential teenage girls ages 13.-18

Non-residential - varies

Outreach - pregnant or parenting teens attending public school

HOURS: 8:00 a.m. - 5:00 p.m., Monday - Friday (Administrative Office)

FOOD PROGRAMS

ADDRESS: 2247 Western Avenue
Knoxville, TN 37921

PHONE: 546-3500
FAX: 546-0832

USDA Programs: The Commodity Program distributes USDA surplus food to, low income families in Knox County. The Summer Food Service Program provides meals to children at a variety of sites within Knox County.

Christmas Clearinghouse - Coordinates agencies, organizations, and churches that wish to help families during the holiday season. Works to eliminate duplication in order to serve as many needy families as possible. Applications for the News Sentinel Empty Stocking Fund are taken by the Clearinghouse staff.

The News Sentinel Milk Fund - Provides nutrition supplements to qualified individuals and to some agencies which serve low-income people.

FOSTER CARE (CHILD AND FAMILY TEAMS)

ADDRESS: 531 Henley Street
Knoxville, TN 37902

PHONE: 594-6633

PURPOSE AND SERVICES:

Works with children and their families to ensure stability.

ELIGIBILITY:

Children in state custody.

HOURS: 8:00 a.m. - 4:30 p.m.

FOUNTAIN 'CITY MINISTRY CENTER

ADDRESS: Central Baptist Church of Fountain City
5364 N Broadway
Knoxville, TN 37918

PHONE: 688-2421
FAX: 688-2423

PURPOSE AND SERVICES:

Sponsored by several area churches to assist persons with food; limited to once per month. Must pick up in person and fill out application.

ELIGIBILITY:

Any Knox County resident.

HOURS: 2:00 p.m. - 4:00 p.m., Tuesday, Thursday, and
Friday 6:00 p.m. - 7:00 p.m., Wednesday

GATEWAY CENTER

ADDRESS: 3845 Holston College Road
Louisville, TN 37777

PHONE: 524-5757
FAX: 380-5088

PURPOSE AND SERVICES:

Offers a 3 to 6. months residential rehabilitation program to assist the adolescent clients in establishing a chemical free lifestyle, an outpatient day/evening treatment program for persons whose alcohol/drug abuse has not yet reached the level of severe dysfunction, and a family education and counseling program for relatives and significant others.

ELIGIBILITY:

Any adolescent 13-18; involved with alcohol/chemical substance abuse.

GED TESTING CENTER

ADDRESS: 101 East Fifth Avenue
Room 211
Knoxville, TN 37917

PHONE: 594-5060

PURPOSE AND SERVICES:

The General Education Development (GED) Tests for High School Equivalency Diploma are administered by appointment only.

ELIGIBILITY:

Must be eighteen years of age to take test. Proof of age and identity must be furnished: There is a non-refundable testing fee of \$55.00.

GOODWILL INDUSTRIES OF KNOXVILLE

ADDRESS: 5508 Kingston Pike (Thrift Store)
Knoxville, TN 37919

PHONE: 588-8567
FAX: 588-0075

PURPOSE AND SERVICES:

Goodwill Industries of Knoxville provides vocational services and employment for people who, because of a disability or disadvantage, face barriers for competitive employment. Programs include: Vocational assessment, work adjustment, school-to-work programs, industrial services, janitorial services; job readiness, employment skills (clerical, SPACE, computer repair, retail, CNA), driver's education, Work Keys services, supported employment/follow along, and placement.

ELIGIBILITY:

Serves individuals based on their ability to meet certain eligibility requirements: The disability may be physical, psychological, vocational, educational or social, and must contribute to limiting the individual's vocational ability. Applicants under 16 are accepted for evaluation only.

HOURS: 8:00 a.m.- 4:30 p.m., Monday - Friday (Corporate Office)
9:00 a.m.- 6:00 p.m., Monday - Saturday (Retail Outlets)
1:00 p.m.- 5:00 p.m., Sunday (Retail Outlets)

GREAT STARTS

ADDRESS: 2601 Keith Ave.
Knoxville, TN 37921

PHONE: 525-4794
FAX: 521-5632

PURPOSE AND SERVICES:

Provides residential/intensive outpatient drug treatment and therapeutic nursery services to drug-exposed and/or HIV-infected infants and children up to age 11 and their mothers. Women and children live in a safe, drug-free environment for up to six months. Parenting, drug education, and therapeutic services are offered daily.

ELIGIBILITY:

My woman in need. Residential program fee is one-third of monthly income.

HOURS: 8:00a.m. 5:30p.m.Monday - Friday(Nursery),
24 hours a day (Residential Services)

HABITAT FOR HUMANITY

ADDRESS: 719 Dameron Avenue
Knoxville, TN

PHONE: 523-3539
FAX: 522-8081

WEBSITE: www.knoxvillehabitatforhumanity.com

PURPOSE AND SERVICES:

Builds and sells homes to families with low or very low income. Simple, decent, affordable housing with a 20-year, no-interest loan.

ELIGIBILITY:

Low or very low income families who are able to pay a 20-year no interest mortgage, who are in need of housing and who are willing to contribute at least 500 hours of sweat equity.

HOURS: Varies, based on availability of volunteers.

HANDS & FEET MINISTRIES SERVICE CENTER

ADDRESS: Bridgewater Baptist Church
205 Bridgewater Road
Knoxville, TN 37923

PHONE: 690-8012
FAX: 690-5321

E-mail: info@bridgewaterchurch.org

PURPOSE AND SERVICES:

Serves the community with a food pantry and clothes closet. Call for information about other services, including financial counseling.

ELIGIBILITY:

Anyone in need. A photo I.D. is required.

HOURS: Food Pantry, 9:00 a.m. - 4:00 p.m., Tuesday Friday.
Clothes closet by appointment.

SERVICES IN SPANISH: By appointment only.

HASLAM CENTER

ADDRESS: 3006 Lake Brook Boulevard
Knoxville, TN 37909

PHONE: 558-6361
FAX: 588-4371

PURPOSE AND SERVICES:

Community-based, family treatment oriented, co-ed, psychiatric residential treatment facility specializes in treating the dually-diagnosed, victims of sexual abuse, and sexual offenders.

HEAD START I EARLY HEAD START

ADDRESS: 2400 Piedmont Street (Office)

PHONE: 522-2193
FAX: 522-2338

E-MAIL: Knoxville, TN 37921-7048
kkchs@comcast.net

PURPOSE AND SERVICES:

Provides preschool education for low-income three and four-year old children. A limited number of spaces are available for infants and toddlers. The program's education services help children grow, learn, develop, and get ready for kindergarten. Additional services include: medical, dental, nutrition, and mental health; social services; parent involvement; and disability services. Children receive height, weight, hearing, vision, and dental screenings, plus follow-up and treatment services as needed.

Part day, school year program enrollment is available to income-qualifying families. Transportation to and from home may be provided for children enrolled in part-day programs. Full-day, full-year program. enrollment is available for families with childcare certificates. Infant and toddler services are full-day, full-year as needed by the parent for work or school following the same income guidelines. Knoxville-Knox County Head Start is a NHSA Program of Excellence and has a 3-Star quality rating, the highest possible,` from the Tennessee Department of Human Services Daycare Licensing officials:

HEAD START I EARLY HEAD START CENTERS

Anderson Head Start Center	South 4808 Prospect Road Knoxville, TN 37920	573-1846
Christenberry	North Center Breda Drive Knoxville, TN 37918	689-1183
Claxton Head Start Center	West 2400 Piedmont Street Knoxville, TN 37921	971-5845
Family Investment Center Head Start	400 Harriet Tubman Knoxville, TN 37914	971-4195
Kiwanis	East, Building I 2400 Prosser Road Knoxville, TN 37914	521-6551
Kiwanis	East, Building II Knoxville, TN 37914	637-2639
T. Ross Head Start Center	Central 2247 Western Avenue Knoxville, TN 37921	637-6244

ELIGIBILITY:

Three and four year old children from low-income families. Five year olds if age ineligible for kindergarten. Infants and toddlers eligible for Early Head Start at the North Center.

HOURS: 8:00 a.m. - 4:45 p.m., Monday -. Friday (Administrative Office)

HEALTHY FAMILIES

ADDRESS: 600 Arthur Street
Knoxville, TN 37921

PHONE: 523-8695

PURPOSE AND SERVICES:

Designed to prevent child abuse and neglect by working with first-time parents before negative parenting practices begin. Support and education are provided by means of intensive home visits and group activities: Staff members provide informal counseling, teach parenting and interpersonal skills, and assist the family with linkage to community resources. Emphasis is placed on strengthening parent child bonding and on enhancing school. preparedness. Services are provided until the child is of school age. The program operates in Blount, Loudon, Jefferson, and Knox Counties.

ELIGIBILITY:

Must be a first-time parent within the Knox, Blount, Loudon or Jefferson counties.
There are no income guidelines.. Services for chosen persons are free of charge.

HOURS: 8:00 a.m. - 5:00 p.m. (24-hour emergency coverage provided)

HEALTHY KIDS

ADDRESS: 2018 Clinch Avenue
Knoxville, TN 37916

PHONE: 541-8165
E-mail: eliston@etch.com

PURPOSE AND SERVICES:

Provides parents with education to keep their children healthy with a focus on wellness and early intervention prevention.

ELIGIBILITY:

Open to general public. Targeted to parents, childcare workers, and grandparents.

COST/PAYMENT METHOD: None
\$18.00 charge for Child CPR class

HEARING & SPEECH CENTER

ADDRESS: 1600 Peyton Manning Pass
Knoxville, TN 37996-2500

PHONE: 974-5451
FAX: 974-4639

PURPOSE AND SERVICES:

Provides Speech, Language, Hearing diagnostic and treatment services for children and adults with communication disorders. Provides education and counseling for the families.

ELIGIBILITY:

Any person exhibiting a speech/language disorder. Financial assistance offered by Scottish Rites for those who can't afford these services.

HOURS: 8:00 a.m. - 5:00 p.m., Monday - Friday

HELEN ROSS MCNABB CENTER

ADDRESS: 201 W. Springdale Ave.
Knoxville, TN 37917
Sexual Abuse Assistance:
AIDS Outreach Program:
Children and Youth Program:

PHONE/CRISIS LINE: 637-9711
FAX: 637-1278
523-8695
637-9711
523-8695

WEBSITE: www.mcnabbcenter.org

PURPOSE AND SERVICES:

A comprehensive community mental health center whose services include alcohol and drug treatment, family and individual counseling, adult outpatient programs, children and adolescent services, geriatric services, emergency services, partial hospitalization and day treatment.

HOURS: 8:00 a.m. - 5:00 p.m., Monday - Friday

HOMEWARD BOUND PROGRAMS

ADDRESS: 2247 Western Avenue PHONE: 546-3500
Knoxville, TN 37921 FAX: 546-0832

MAILING ADDRESS: P.O. Box 51650
Knoxville, TN 37950-1650

PURPOSE AND SERVICES:

Provides a variety of programs to help homeless people achieve self-sufficiency. All programs offer case management, outreach, crisis assistance, job training services, basic skills training, GED prep classes, budget management, parenting classes, employability classes, housing placement assistance, transportation assistance, and other supportive services related to achieving self-sufficiency.

+Counseling and Recovery Services - Provides intake, assessment, referral, and outpatient counseling to homeless and/or uninsured individuals and families. Group and individual treatment sessions. Groups meet Mondays and Wednesdays at 10 a.m. and 3 p.m.

+Emergency Shelter Grant Program - Links homeless people with resources to housing, employment or job training.

+Families In Need - Provides homeless families with case management, comprehensive family development planning, supportive services, and life skills training to prepare for, and maintain, permanent housing.

Protect Succeed - Provides job training, case management, life skills, and GED preparation to homeless individuals who reside in shelters, transitional housing, and halfway houses. Parenting, employability, and budget classes are taught on a weekly basis;

REACH (Resources Extended to Assist the Chronically Homeless) - A street outreach program providing case management, support services, life skills training, and housing assistance to the street homeless.

ELIGIBILITY:

People who are homeless, living in a shelter, transitional housing, half-way house, domestic violence shelter, car or substandard housing.

HOURS: 8:00 a.m. - 4:45 p.m., Monday - Friday.

HOPE OF EAST TENNESSEE

ADDRESS: 188 Raleigh Road
Oak Ridge, TN 37831

PHONE: (865)-482-4826

PURPOSE AND SERVICES:

Drug and alcohol treatment, halfway house for men and women, and outpatient services

HOURS: 8:00am-5:00pm

HOPE RESOURCE CENTER

ADDRESS: 2700 Painter Avenue
Knoxville, TN 37919

PHONE: 525-4673
FAX: 523-2257

WEBSITE: www.hoperc.org

PURPOSE AND SERVICES:

Free pregnancy testing, confidential lay counseling for pregnancy, adoption, and abortion; post abortion counseling, referrals for TennCare, doctors, professional counseling, housing referrals for pregnant clients, educational classes for mother's to be to prepare for parenting, client storkshop, support. All services are free.

ELIGIBILITY:

Any woman who may have an unplanned pregnancy or any woman who may need post-abortion counseling.

HOURS: 9:00 a.m. - 5:00 p.m., Monday, Wednesday, Thursday, and Friday
9:00 a.m. - 8:00 p.m., Tuesday (modified summer hours).
8:00 a.m. - 12:00 noon, Saturday

INTEGROUS COUNSELING CENTER

ADDRESS: 901 East Summit Hill Dr.
Knoxville, TN 37915

Phone: 673-3066/637-8000

PURPOSE AND SERVICES:

Domestic Violence Shelter for Women & Children
They offer Case Management, Family Advocacy, and Support Groups in East and West Knoxville. In Knox, Anderson, Roane, Counties.

HOURS: 8:00-5:00 p.m.

INTERFAITH HEALTH CLINIC

ADDRESS: 315 Gill Avenue
Knoxville, TN 37917

PHONE: 546-7330
FAX: 546-6643

WEBSITE: www.interfaithhealthclinic.org

PURPOSE AND SERVICES:

Provides primary health care services, including an eye clinic, dental clinic, counseling services, and social services. Patients are seen by appointment only.

ELIGIBILITY:

The Interfaith Health Clinic is designed primarily for low income, working, uninsured families. There is a sliding fee scale based on family income.

HOURS: Monday-Friday 8:00 a.m.-9:00 p.m.

INTERFAITH HOSPITALITY NETWORK OF GREATER KNOXVILLE

MAILING ADDRESS: P.O. Box 1652
Knoxville, TN 37901

PHONE: 454-0078

PHYSICAL ADDRESS: 103 South Gay Street
Knoxville, TN 37902

E-MAIL: ihnknoxville@yahoo.com

PURPOSE AND SERVICES:

Provides shelter for displaced families, and a central day center. Provides a phone for use. Provides case management to assist families as they seek housing, jobs, and other resources.

HOURS: 7:00 a.m. to 5:00 p.m.

ELIGIBILITY:

Must be a family. Family unit must include children. Must be sober/clean for a substantial amount of time. Cannot have a criminal history that includes violent or sexual offenses. Must be motivated to improve their situation.

JOHN TARLETON HOME

ADDRESS: 2455 Sutherland Avenue
Knoxville, TN 37919

PHONE: 544-5000
FAX: 544-5074

WEBSITE: www.mcnabb.org

PURPOSE AND SERVICES:

Parenting classes cover childhood development, discipline methods, relationship building, and other topics specific to the age of the child.

ELIGIBILITY:

Anyone interested in parenting classes.

COST/PAYMENT METHOD: \$10.00 for a class series.

JUVENILE JUSTICE

ADDRESS: 531 Henley Street
Knoxville, TN 37902

PHONE: 594-6633

PURPOSE AND SERVICES:

Provides probation services and supervises delinquent children on aftercare.

ELIGIBILITY:

Children in state custody who are adjudicated delinquent.

HOURS: 8:00a.m.-4:30p.m:

KENT WITHERS FAMILY CRISIS CENTER

PHONE: 637-8000 (Hotline) or 1-800-455-6538

PURPOSE AND SERVICES:

Provides safe shelter to battered women and their children. Crisis Intervention, assistance with immediate and long range goal planning, and counseling services are offered.

HOURS: 24 hours a day, 365 days a year

KIDS ON THE BLOCK

ADDRESS: 901 E. Summit Hill Drive
Knoxville, TN 37915

PHONE: 524-7483
FAX: 524-4790

PURPOSE AND SERVICES:

Volunteers use puppets to teach children about topics like child abuse, disabilities, and bullies.

KNOX AREA RESCUE MINISTRIES (KARM)

ADDRESS: 418 N. Broadway
P.O. Box 3352
Knoxville, TN 37927-3352
WEBSITE: www.KARM.org

PHONE: Main Office - 673-6540
FAX: 673-6556

PURPOSE AND SERVICES:

Provides shelter, food, clothing, and household items to indigent persons.

ELIGIBILITY:

Any person in need.

HOURS: 8:30 a.m. - 5 p.m., Monday - Friday.

KNOX COUNTY CAC TRANSIT

ADDRESS: 2247 Western Avenue
Knoxville, TN 37921

PHONE: 524-0319
FAX: 546-0832

Demand Response Transportation - Provides transportation to people of all ages within Knox County who have no other means to get to medical appointments, shopping, employment, and other essential services. Sliding scale fee.

Job Ride Transportation - CAC Job Access Transportation provides 24-hours a. day, 7-days per week, demand responsive transportation service for employment and training related purposes. Services available for individuals who live outside the KAT area, or whose jobs are outside the KAT area. Employment transportation provided to neighboring counties. Side trips for delivering children to daycare allowed.

Emergency Ride Home Program - CAC Emergency Ride Home Program provides emergency transportation for employment and training related purposes for eligible persons pre-registered for the services. Services

KNOX COUNTY ELEMENTARY SCHOOLS

Website: www.kcs.k12tn.net
PHONE: 594-1705

A.L. Lofts Elementary 539-8611
9320 Westland Drive

Adrian Burnett Elementary 689-1474
4521 Brown Gap Road

Ball Camp Primary 539-7888
9801 Middlebrook Pike

Bearden Elementary 5717 Kingston Pike	909-9000
Beaumont Magnet & Elementary 1211 Beaumont Avenue	594-1272
Belle Morris Elementary 2308 Washington Pike	594-1277
Blue Grass Elementary 8901 Blue Grass Road	539-7864
Bonny Kate Elementary 7608 Martin Mill Pike	579-2108
Brickey Elementar 1810 Dry Gap Pike	689-1499
Carter Elementary 9304 College Lane	933-4172
Cedar Bluff Intermediate 709 N Cedar Bluff Road	539-7852
Cedar Bluff Primary 705 N Cedar Bluff Road	539-7721
Chilhowee Intermediate 5005 Asheville Highway	594-1285
Christenberry Elementary 927 Oglewood Avenue	594-8500
Copper Ridge Elementary 2502 Brushy Valley Road	938-7002
Corryton Elementary 7200 Corryton Road	687-4573
Dogwood Elementary 705 Tipton Avenue	579-5677
East Knox Elementary 9315 Rutledge Pike	933-3493
Fairgarden Family Community Ctr. 400 Fern Street	594-1320
Farragut Intermediate 208 W. End Avenue	966-6703
Farragut Primary 509 N Campbell Station Road	966-5848
Fountain City Elementary 2910 Montbelle Drive	689-1445

KNOX COUNTY ELEMENTARY SCHOOLS, continued

Ft. Sanders Education Dev. Ctr. 501 S. 21st Street	594-5035
Gap Creek Elementary 1920 Kimberlin Heights Road	577-4860
Gibbs Elementary 7622 Tazewell Pike, Corryton	689-1497
Green Math & Science Academy 801 Townview Drive	594-1324
Halls Elementary 7502 Andersonville Pike	922-7445
Hardin Valley Elementary 1 1445 Hardin Valley Rd.	470-2088
Inskip Elementary 4701 High School Street	689-1450
Karns Elementary 8108 Beaver Ridge Rd.	539-7767
Karns Intermediate 8018 Beaver Ridge Road	539-7772
Karns Primary School 8108 Beaver Ridge Road	539-7767
Knoxville Adaptive Ed. Ctr. 5719 Kingston Pike	594-5010
Lonsdale Elementary 1317 Louisiana Avenue	594-1330
Maynard Elementary 737 College Street	594-1333
Mooreland Heights Elementary 5315 Magazine Road	579-2105
Mount Olive Elementary 2507 Maryville Pike SW	579-2170
New Hopewell Elementary 757 Kimberlin Heights Road	579-2194
Norwood Elementary 1909 Merchants Drive	689-1460
Pleasant Ridge Elementary 3013 Walnoaks Road	594-1354
Pond Gap Elementary 1400 Hollywood Drive	909-9040

Powell Elementary 1711 Spring Street, Powell	938-2048
Ridgedale Elementary 4600 Ridgedale Road	909-9060
Ritta Elementary 6228 Washington Pike	689-1496
Rocky Hill Elementary 1200 Morrell Road	539-7844
Sam E. Hill Family Community Ctr. 1725 Delaware Avenue	594-3632
Sarah Moore Greene Elementary 3001 Brooks Road	594-1328
Sequoyah. Elementary 942 Southgate Road	594-1360
Shannondale Elementary 5316; Shannondale Road	689-1465
South Knoxville Elementary 801 Sevier Avenue	579-2100
Spring Hill Elementary 47.11 Mildred Drive	594-1365
Sterchi Elementary 900 Oaklett Drive	689-1470
Sunnyview Primary . 412 Bagwell Road	594-1173
West Haven Elemental 3620 Sisk Road	594-4467
West Hills Elementary 409 Vanosdale Road	539-7850
West View Elementary 1714 Mingle Avenue	5944471

If you are unsure about your child's school zone, call 594-1550, KCS Transportation and Zoning Department or check on-line at: www.kgis.org/SchoolZoneLookup.asp

KNOX COUNTY HEALTH DEPARTMENT

ADDRESS: 140 Dameron Avenue
Knoxville, TN 37917-6413

PHONE: 215-5000
Main Lines: 215-5300
MAIN FAX: 215-5295
Social Services: 215-5400
Primary Care: 215-5440
East Clinic 215-5470
Women's
Health Clinic: 215-5320
Teague Clinic 215-5500
West Clinic 215-5950
Dental Clinic 215-5110
HIV Testing 215-5370

WEBSITE: www.knoxcounty.org (click on Health)

PURPOSE AND SERVICES:

To identify and promote public health practices that safeguard and improve quality of life.

***Primary Care**

Medical services for medically indigent Knox County residents:

***Children's Services**

Immunizations, WIC (supplemental food program for women, infants, and children), well child check-ups, lead screening, newborn screening, and primary care.

***Pediatric Primary Care Clinic**

Primary care services including, well child check-ups, sick care, school and sports physicals, and immunizations. Services provided to children on TennCare:

***Prenatal Care**

Comprehensive prenatal care.

+Family Planning Services

Confidential services including counseling on contraceptive methods, pregnancy testing, and pap smears.

+Dental Care

Children on TennCare, low income, school-age. Adults, limited to indigent care referrals and federal poverty level or low income.

+Health Education Services

Assessment and information on diseases and health conditions or concerns.

+Vital Records

Birth, deaths, and delayed birth registration.

+Environmental Health

Groundwater protection, air quality control, food and general sanitation, and animal control.

+Communicable Disease

Investigates reportable communicable diseases, patient education, screening and treatment for tuberculosis and sexually transmitted diseases, HIV testing, and counseling.

+Preventive Health Services

Immunizations for children and adults including foreign travel, pre-exposure rabies vaccine, blood pressure screening, treatment and patient education for head lice and scabies, refugee screenings, and immunization services.

+Social Services

Determines eligibility for indigent care services; determine eligibility for dental care services for low-income school children; reduced-cost care safety seats.

+Centers of Excellence: HIV specialty clinic.

ELIGIBILITY:

Requirements vary depending on program.

HOURS:

8:00 a.m. - 4:30 p.m., Monday, Wednesday and Friday 8:00 a.m. - 8:00 p.m., Tuesday and Thursday

KNOX COUNTY HOUSING AUTHORITY

ADDRESS: 6331 Pleasant Ridge Road
Knoxville, TN 37921
(Located in the Virginia Walker Apts.)

PHONE: 637-7942
TDD: 521-9430
FAX: 637-1233

PURPOSE AND SERVICES:

Aid for low income families in obtaining decent & safe housing through rent supplements.

ELIGIBILITY:

Low income families in Knox County.

HOURS: 8:00 a.m. - 4:30 p.m., Monday - Friday

KNOX COUNTY JUVENILE COURT

ADDRESS: 300 W. Main Street
Old Knox County Courthouse
Knoxville, TN 37902

PHONE: 215-2926
FAX: 215-3444 Room 333

Website: www.knoxcounty.org/circuit/juvenile_court.php

PURPOSE AND SERVICES:

May file for the following Unruly, guardianship, custody, and visitation petitions.
Court costs, fees, and fines are due and payable on the day of the court hearing.

HOURS: Monday - Friday, 8:00 - 4:30

KNOX COUNTY PUBLIC DEFENDER'S COMMUNITY LAW OFFICE

ADDRESS: 1101 Liberty Street
Knoxville, TN 37919

PHONE: (865)-594-6120

Website: www.pdknox.org

HOURS: 8:00am- 4:00pm

KNOX COUNTY PUBLIC LIBRARY SYSTEM

There are branches of the library throughout the city and county. The libraries have books, magazines, CDs, audio tapes, records and videos for use in the library and to check out. There is no cost to use or check out items, however there are fines for keeping items past their due date. You must get a library card to check out items.

To get a library card you will need proof of identity, such as a current driver's license or other form of I.D. such as credit card, social security card, school LD., or hunting or fishing license. You will also need proof of a Knox County address such as your driver's license, phone or utility bill, checkbook, or voter registration card.

Library cards are available at all Knox County Public Library locations, and once you have it, you may use it at any Knox County Public Library location. It does not take long to get the card and you will be eligible to take out four items the first time you use it.

There are also computers for public use in the library and access to the internet. Materials can be borrowed, transferred and returned from any location in the Knox County Public Library System.

Locations - Call for hours

KNOX COUNTY SCHOOLS

WEBSITE: vwww.kcs.kl2tn.net

KNOX HOUSING PARTNERSHIP, INC.

ADDRESS: 900 E. Hill Avenue
Suite 105
Knoxville, TN 37915

WEBSITE: <http://KHP.org>

PURPOSE AND SERVICES:

To enhance communities through quality housing and build wealth through home ownership. NeighborWorks Home Ownership Centers are an innovative approach to providing, in one physical location, all the services and training that customers need to shop for, purchase, rehabilitate, insure and maintain a home. They offer down payment assistance and rehab loans. There is a Financial Fitness program which focuses on financial management skills; cost: \$50.

ELIGIBILITY:

Must be able to qualify for first mortgage financing, either currently or within a three-year period. Must make a financial contribution toward the purchase of their home equal to 3% of the purchase price; participants are required to participate in a series of home ownership training workshops which provide essential information to first time home buyers. Must be first time home buyer, have legal capacity to acquire property, and meet income guidelines.

HOURS: Office is open from 8:00am - 4:30pm. Class times vary each month.
Translators for Spanish are available as needed.

KNOXVILLE AREA COMMUNITY COMMUNITY CENTER FOR THE DEAF

ADDRESS: 3731 Martin Mill Pike
Knoxville, TN 37920

PHONE: 579-0832
Emergency Use ext. 50
TTY: 573-5640
FAX: 577.0656

WEBSITE: kormet.org/kaccd
E-MAIL: kaccd@comcast.net

PURPOSE AND SERVICES:

Offers interpretation services to and serves as 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.

ELIGIBILITY:

Anyone with a hearing loss.

PHONE: 637-1679
FAX: 637-9713

HOURS: 8:30 a.m. - 5:00 p.m. Monday - Friday

KNOXVILLE AREA TASK FORCE FOR EATING

PHONE: 671-6159

PURPOSE AND SERVICES:

Information and referral services

HOURS: 8:00 -5:00p.m.

KNOXVILLE AREA TRANSIT (KAT)

ADDRESS: 1135 Magnolia Avenue
Knoxville, TN 37917

FAX: 215-7820

PHONE: 215-7800 (Office)

Bus Schedule Information: 637-3000

Information for the Deaf: 525-1525

(The Lift): 215-7850

WEBSITE: www.katbus.com

PURPOSE AND SERVICES:

Provides bus transportation within the City of Knoxville for a small fee (children under 5 ride free). Has a Shop & Ride Program with Kroger, Bi-Lo, The Knoxville. Food Co-op, and Food City wherein persons spend a minimum amount of \$10, take their receipt to the Customer Service Counter, and receive a bus ticket home. School-aged children (K-12) ride for half price with a KAT Photo-ID (call 637-3000 for details). KAT offers a summer pass program for Knoxville's youth through the 12th grade. A \$15 pass provides unlimited rides all summer. Available at Kroger stores during the summer months.

All KAT bus schedules have Spanish translation included on them.

ELIGIBILITY:

Anyone.

KNOXVILLE AREA URBAN LEAGUE

ADDRESS: 1514 E. Fifth Avenue
Knoxville, TN 37917

PHONE: 524-5511

FAX: 525-5154

WEBSITE: www.thekaul.org

PURPOSE AND SERVICES:

To equalize life chances and results for minority and other disadvantaged persons by providing counseling, consultations and assistance in the areas of housing, employment, economic development, equal opportunity, community relations and development, and minority businesses. Interpreters are available for the First Time Buyer Program.

ELIGIBILITY:

Persons in need; residents of the Knoxville Metropolitan Area. (Priority given to disadvantaged individuals)

HOURS: 9:00 a.m. - 5:00 p.m., Monday - Friday

KNOXVILLE BAR ASSOCIATION LAWYER REFERRAL AND INFORMATION SERVICE

ADDRESS: 505 Main Street
Suite 50
Knoxville, TN 37901

PHONE: 522.7501

FAX: 523-5662

WEBSITE: www.knoxbar.org

PURPOSE AND SERVICES:

Designed for those who can afford legal services. Will arrange a consult by phone or in-office visit to speak with an attorney directly regarding legal situations.

ELIGIBILITY:

Anyone who can afford legal services and needs to consult with an attorney.

HOURS: 9:00 a.m. - 12:00 noon & 1:00 p.m. - 4:00 p.m., Monday - Thursday.
Closes at 3 p.m. Fridays

KNOXVILLE CENTER FOR REPRODUCTIVE HEALTH

ADDRESS: 1547 W. Clinch Ave.
Knoxville, TN 37916

PHONE: 637-3861

FAX: 637-0222

WEBSITE: www.kcrh.com

PURPOSE AND SERVICES:

Reproductive Health Services including pregnancy testing, gynecological exams, birth control, testing and treatment of sexually transmitted diseases, and abortions up to 16 weeks gestation.

ELIGIBILITY:

Any female; HIV testing for men.

HOURS: Monday - Thursday 8:30 AM - 5:00 PM; Friday 7:30 AM - 4:00 PM

FEES: Accept BlueCross/BlueShield; \$80 for the annual exam which includes pelvic exam, breast exam, prescription for birth control pills, consultation for premenstrual syndrome and hormone replacement therapy as needed, pap smear and limited lab work. Call to verify fees.

KNOXVILLE COMMUNITY DEVELOPMENT CORPORATION (KCDC)

ADDRESS: 901 Broadway NE PHONE: 403-1100
P.O. Box 3550 FAX: 594-8791
Knoxville, TN 37927-3550 JOB LINE: 403-1111
TN Relay Center: 1-800-848-0298

WEBSITE: www.kcdc.org

PURPOSE AND SERVICES: Low-rent housing to citizens who qualify under certain income limits; social services, which provide services for the residents by trained social workers and teachers; Urban Renewal and other redevelopment program administration for the City of Knoxville; independent living with services program for elderly and individuals with impairments.; and Family Investment Center, location of child care and resident education and training program.

ELIGIBILITY:

Housing - limited income families, limited income elderly, and disabled individuals and families. Redevelopment - depends on project requirements. Social services - eligibility requirements are program specific.

HOURS: 7:30 a.m. - 4:00 p.m., Monday - Friday

KNOXVILLE INFORMATION & REFERRAL, INC.

(JUST ASK 2111) PHONE: 211

PURPOSE AND SERVICES:

Service answers non-emergency questions about a broad range of subjects from financial assistance with utility bills, location of the nearest library branch, or transportation to a doctor.

HOURS: 8:00 a.m. to 11 p.m., every day including holidays.

KNOXVILLE SCOTTISH RITE. FOUNDATION

ADDRESS: 612 16th Street PHONE: 524-3459
Knoxville, TN FAX: 522-9449

PURPOSE AND SERVICES:

Services include the loaning of hospital equipment and supplies, shoes for school-aged children, and help with hearing and speech services for children under 4 years of age.

ELIGIBILITY:

As determined by verified need.

HOURS: 8:00 a.m. - 4:30 p.m., Monday - Friday

KNOXVILLE UTILITIES BOARD (KUB) SOCIAL SERVICES

ADDRESS: 445 South Gay Street
Knoxville, TN 37902

PHONE: 524-2911
FAX: 594-7271

PURPOSE AND SERVICES:

Working with agencies and customers to coordinate assistance on KUB bills. The Customer Counselors also work with agencies and their clients in an educational setting to promote affordable utility bills and housing.

ELIGIBILITY:

Must be a customer of Knoxville Utilities Board.

HOURS: 8:00 a.m. - 5:00 p.m., Monday - Friday

KNOXVILLE WAVE (WORK ACHIEVEMENT VALUE EDUCATION)

ADDRESS: 2109 Terrace Ave.
Knoxville, TN 37996

PHONE: 974-8163

PURPOSES AND SERVICES:

Personalized GED instruction classes. The classes and GED test is free of charge. Services are for ages 17-25 yrs. old.

KNOXVILLE WAVE (WORK ACHIEVEMENT VALUES EDUCATION)

ADDRESS: University of Tennessee
Terrace Avenue
Knoxville, TN 37996

PHONE: 974-8163 2109
FAX: 974-1951

PURPOSE AND SERVICES:

Provides GED test preparation for. high school dropouts, combined with job readiness preparedness and placement.

ELIGIBILITY:

Must be 17-21 years of age and meet income guidelines.

HOURS: 8:30 a.m. - 4:30 p.m., Monday - Friday (Office)
8:30 a.m. - 11:30 a.m., Monday - Friday (GED Classes)

KNOXVILLE-KNOX COUNTY PUBLIC SCHOOL CLOTHING CENTER

ADDRESS: 1000 North Central
Knoxville, TN 37917

PHONE: 594-3791
FAX: 594-1107

PURPOSE AND SERVICES:

Provides clothing for school age. children currently enrolled in the Knox County Public School System. Also provides clothing in emergency situations such as fire. Must have a completed clothing card from the school for each child being served.

ELIGIBILITY:

Children in K-12 in the Knox County Public School System.

HOURS: 8:30 a.m. - 3:00 p.m. Monday, Thursday, and Friday By appointment only. (September - April)

LADIES OF CHARITY FOOD PANTRY

ADDRESS: 119 Dameron Avenue
In Catholic Charities Bldg)
Knoxville, TN 37917

PHONE: 522-6341
FAX: 546-5863

PURPOSE AND SERVICES:

Provides emergency assistance to those in need. Includes: food, clothing vouchers for thrift store, fuel; baby layettes, formula, diapers, and life-sustaining medicines (excludes medicines such as pain relievers, anti-depressant, and anti-anxiety medications). Rent assistance available for KCDC residents only. Some items limited to 3 times per year.

ELIGIBILITY:

Anyone in need. Must present Social Security cards for each individual requesting help, or be accompanied by a social worker. Must be at least 30 days in between requests for help:

HOURS: 9:30 am. - 12:00 noon, Monday - Friday; 2:00 p.m. - 4:30 p.m., Monday - Friday Doors close 15 minutes before closing time. Vouchers accepted until 4 p.m. daily.

LEGAL AID OF EAST TENNESSEE, INC.

ADDRESS: 502 South Gay Street
Suite 404
Knoxville, TN 37902

PHONE: 637-0484
FAX: 525-1162

PURPOSE AND SERVICES:

Provides legal services to low income families. Legal Aid deals strictly with civil law; no criminal law cases are accepted.

ELIGIBILITY:

Clients must meet income eligibility guidelines.

HOURS: 8:30 a.m. - 5:00 p.m., Monday - Friday (Also open every other Saturday.)

LEGAL AID OF EAST TENNESSEE, INC.

ADDRESS: 502 South Gay Street
Suite 404
Knoxville, TN 37902

PHONE: 637-0484
FAX: 525-1162

PURPOSE AND SERVICES:

Provides legal services to low income families. Legal Aid deals strictly with civil law; no criminal law cases are accepted.

ELIGIBILITY:

Clients must meet income eligibility guidelines.

HOURS: 8:30 a.m. - 5:00 p.m., Monday - Friday (Also open every other Saturday.)

LEGAL CLINIC

ADDRESS: 1505 W. Cumberland
Knoxville, TN 37996-1810

PHONE: 974-2331

PURPOSE AND SERVICES:

Legal representation by third-year law students under supervision of faculty at U.T. School of Law.

ELIGIBILITY:

To be determined by clinic personnel. Generally, clients must be residents of Knox County and be low-income.

HOURS:

New clients are accepted only when the U.T. Law School is in session (roughly September through April). Office hours during these months are: 8:00 a.m. - 5:00 p.m., Monday - Friday.

LINCOLN PARK TECHNICAL AND TRADE CENTER

ADDRESS: 535 Chickamauga Ave.
Knoxville, TN 37917

PHONE: 689-1454
FAX: 689-1456

WEBSITE: <http://www.voctech.knox.kl2tn.net>

PURPOSE AND SERVICES:

Lincoln Park Technology and Trade Center works with business, industry, and labor in establishing classes to increase the skill and technical knowledge of the workforce. Participants must be 18 years old, have a high school diploma or GED, and should be employed in a trade, industrial or related occupation.

Classes are offered in the evening to accommodate the working individual. Call or enroll online at website. Classes offered are:

HVAC	Appliance Repair	Upholstery
Brick Masonry	Electrical	Welding
Plumbing	Sheet Metal	Woodworking

FEES: From \$125.00 minimum depending on the length of class.

HOURS: Monday - Thursday 8:00 AM - 9:00 PM; Friday 8:00 AM - 4:00 PM

LISA ROSS BIRTH & WOMEN'S CENTER, INC.

ADDRESS: 1925-B Ailor Avenue
Knoxville, TN 37921

PHONE: 524-4422
FAX: 523-3687

WEBSITE: www.lisarosscenter.org

PURPOSE AND SERVICES: Well woman gynecology and prenatal care, labor and delivery services by four certified nurse midwives, and a women's health nurse practitioner. GYN services include: Annual visits and pap smears, comprehensive family planning including IUD's, care for minor non-surgical gynecological problems, testing and treatment for sexually transmitted diseases (STDs), perimenopausal care, premenstrual syndrome (PMS) evaluation and support, pregnancy testing, breast exams and mammogram referrals, and colposcopy and cryotherapy. Prenatal care, labor and delivery services include: Personalized care, childbirth preparation, early pregnancy and breastfeeding classes, and birth center, water birth or hospital birth options.

ELIGIBILITY:

Accepts TennCare, commercial insurance and self-pay.

HOURS: 8:00 a.m. 4:30 p.m., Monday - Thursday.

MAGNOLIA RIDGE

ADDRESS: 900 Buffalo Drive
Johnson City, TN 37604

PHONE: (423)-232-4130
After Hours: (423) 232-4137

PURPOSE AND SERVICES:

Alcohol Rehabilitation Center

HOURS: 8:00- 5:00 p.m.

MANAGED CARE ORGANIZATIONS (MGO)

John Deere
Preferred Health Partnership (PHP)

1-800-209-0034
470-7440

BlueCare

1-800-468-9771

TennCare Select

1-800-263-5479

MANAGING EMOTIONS NONVIOLENTLY

ADDRESS: 901 E. Summit Hill Drive
Knoxville, TN 37915

PHONE: 524-7483
FAX: 521-5630

PURPOSE AND SERVICES:

Provides counseling and instruction for men with anger management issues, primarily related to domestic violence. Clientele are both voluntary and court-ordered.

MEN'S RECOVERY PROGRAM

ADDRESS: 418 N. Broadway
P.O. Box 3352
Knoxville, TN 37927-3352

PURPOSE AND SERVICES:

A residential shelter for homeless men. The residential recovery program is available to men who are committed to changing life-dominating problems. Three meals a day, clothing and basic necessities are supplied. Education groups, alcohol and drug recovery services, Bible study, counseling, case management, and work rehabilitation are provided. Services are provided without charge.

ELIGIBILITY:

Homeless men.

HOURS: 24 hours a day.

MENTAL HEALTH ASSOCIATION OF EAST TENNESSEE

ADDRESS: 9050 Executive Park Drive
Suite 104-A
Knoxville, TN 37923

WEBSITE: www.mhaet.com

PURPOSE AND SERVICES:

To serve the community by collaborating with other agencies and professionals to promote mental health and to advocate for the strengthening of all mental health services. To work for the understanding of mental illness through education.

Corn-Peer Program

Matches a mentally ill person with a friend/mentor.

Education Campaigns

Public education about mental illness; includes Mental Health 101 and Postpartum Depression Task Force.

Information and Referral

For mental health services and support groups.

Invisible Children's Project

Support services for children of parents with mental illness.

Screenings

Year-round free screenings for depression, anxiety disorders and eating disorders.

Youth Connection

Matches youth in need with resources to increase self-esteem. Must be referred by a professional.

ELIGIBILITY:

Open to everyone. All services free

PHONE: 584-9125

FAX: 824-0040

HOURS: 8:30 a.m. - 5:00 p.m., Monday - Friday

METROPOLITAN DRUG COMMISSION- ASSESSMENT CENTER

ADDRESS: 5908 Lyons View Drive
Knoxville, TN 37919

PHONE: (865)-588-5550
(865)-588-8671

www.metrodrug.org

PURPOSE AND SERVICES:

Provide information on drugs and alcohol, give referrals to other agencies, prevention agency

HOURS: 8:00am- 4:00pm

MICHAEL MAURER, LCSW

ADDRESS: Cross Park Dr.
Knoxville, TN 37912

PHONE: 544-4236

PURPOSE AND SERVICES:

Licensed social worker that assists with anger management, all types of counseling from parenting skills, drug/alcohol or any other addiction and behavior issues. TennCare and other insurances accepted.

HOURS: Flexible hours

MIDWAY REHABILITATION

ADDRESS: 1715 Magnolia Avenue
Knoxville, TN 37917

PHONE: (865)-522-0301

PURPOSE AND SERVICES:

Provide alcohol and drug services

HOURS: 8:00am-5:00pm

MOBILE CRISIS UNIT

ADDRESS: 6800 Baum Drive
Knoxville, TN 37919

PHONE: 539-2409
FAX: 330-8138

PURPOSE AND SERVICES: Provides on or offsite crisis intervention, referrals and evaluations to persons aged 18 years and older in need. Assists individuals who are suicidal or having an emotional crisis.

ELIGIBILITY:

Anyone in need within Knox, Loudon, Blount, Sevier, and Monroe counties.

HOURS: Crisis line 24 hours a day.

NATIONAL ALLIANCE FOR THE MENTALLY ILL (NAMI OF KNOXVILLE)

MAILING ADDRESS:
P.O. Box 10004
Knoxville, TN 37939-0004

PHONE: 602-7807
FAX: 602-7814

WEBSITE: [www. Korrnet.org/namiknox](http://www.Korrnet.org/namiknox)

PURPOSE AND SERVICES: NAMI provides free support groups for families of those with mental illness, as well as support and advocacy for those with mental illness, and community education. There are two free education courses, one specifically for caregivers of children and adolescents with brain disorders.

ELIGIBILITY:

Those with mental illness, their families and friends. A family membership is \$30.

HOURS: 9:00 a.m. to 5:00 p.m., Monday - Friday.

NEIGHBORHOOD CENTERS

PURPOSE AND SERVICES:

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.

East Neighborhood Center
4200 Asheville Highway

Phone: 546-5125
Fax: 637-3641

North Neighborhood Center
7028 Maynardville Hwy

Phone: 925-0880
Fax: 925-0447

West Neighborhood Center
2247 Western Avenue

Phone: 524-3345
Fax: 637-3376

South Neighborhood Center
522 Maryville Pike

Phone: 577-7591
Fax: 609-7035

NORTH KNOX COUNTY COMMUNITY CHEST.

ADDRESS: 1900 W. Emory Road
Knoxville, TN 37912

PHONE: 938-3517
(Call ahead for fax)

PURPOSE AND SERVICES:

A non-profit thrift store selling clothing at \$1.00 each and household items. comparably priced.

ELIGIBILITY:

Specifically for the distressed and low income families. No eligibility proof required.

HOURS: 10:00. a.m. - 5:00 p.m., Monday - Saturday

OFFICE OF STUDENT ASSISTANCE SERVICES

PHONE: 573-5144 ext. 1074

PURPOSE AND SERVICES:

Serves Knox Co. students in grades K -12 as well as a large proportion of private school students with information, programming, and resources regarding drugs, violence, character education, and related topics. We also provide staff development in the same areas.

OFFICE ON AGING

ADDRESS: 2247 Western Avenue
Knoxville, TN 37921

PHONE: 524-2786
FAX: 546-0832

MAILING ADDRESS: P.O. Box 51650
Knoxville, TN 37950-1650

PURPOSE AND SERVICES:

Provides a wide variety of services and information for senior citizens as well as the family members and professionals who provide care or services for seniors. The office also develops new resources and coordinates existing ones to provide the best possible quality of life for seniors in the community: Among the information resources of the Office on Aging are Elder News & Views, a free monthly newsletter with current news of interest to seniors, and . the Service Directory for Older Citizens, a comprehensive resource guide to services for Knoxville and Knox County seniors.

Affordable: Medicine Options for Seniors (AIMS) - Provides general guidance, individual advice, and assistance with referrals and application forms to lower prescription medicine costs. No fees.

Family Friends - Recruits, trains, and matches older volunteers to mentor children and families with special needs. Volunteers receive insurance and travel reimbursement.

Foster Grandparent Program - Coordinates the assignment of volunteers (60 or older) to serve 20 hours weekly in programs for children in the Knox County area. Volunteers receive a stipend, travel reimbursement, a daily meal, insurance, and training.

Gift of Sight and Hearing - Run jointly with the Council on Aging and Senior Citizens Information and Referral Service to offer, through a revolving loan fund, exams, glasses and hearing aids for persons 60+ who cannot afford to purchase them.

Grandparents as Parents Program - Provides support sessions, intergenerational activities, and information for grandparents raising grandchildren without a parent in the home.

MAMS - (Meal Service) Provides hot, home-delivered noon meals Monday through Friday, \$5.00 a meal (\$25.00 minimum order) for people of any age recovering from illness, injury, hospitalization, or who need meals for any reason. Twenty-four (24) hour notice. Cold supper and breakfast available for additional fee.

Mobile Meals Provides midday meals (Monday-Friday) for senior citizens at community congregate locations. Mobile Meals are delivered (Monday-Friday) by volunteers to homebound elderly (age 60+) unable to prepare meals for themselves. Priority is given to those with the greatest need.

Memory Loss Support Services - Provides in-home services for persons with memory problems, as well as respite for their family caregivers.

O'Connor Senior Citizens Center - Provides programming in recreation, health, physical fitness, and education for residents of Knox County, ages 55+. Call 523-1135 for more information.

Project LIVE (Living Independently through Volunteer Efforts) - Social worker assessment, care management, and the services of volunteers for escorted transportation to medical appointments, grocery store, and other essential errands. No fees. Contributions accepted.

RSVP (Retired and Senior Volunteer Program) - Places volunteers age 55 years and over in various community agencies. Volunteers receive insurance. Some transportation is available.

Senior Citizens Information and Referral Service (SCIRS) - Links senior citizens (60+) with appropriate community service or agency.

Senior Companion Program - Volunteers, age 60 and over, provide friendly companionship and some help 20 hours a week to adult homebound clients with special needs. Volunteers receive a stipend, travel reimbursement, a daily meal, insurance, annual physical, and training.

Senior Employment and Training Program - Computer and customer service training furnished upon referral from Workforce Connections. Fee-based computer classes are also available for all seniors.

OPTOMETRISTS

Vision services are provided by all TennCare plans for children under age 21.

Michael Allee, O.D.
4722 Western Avenue
Knoxville, TN 37921

Phone: 588-1886
Fax: 588-2152

TennCare plans accepted: All Plans

Douglas Condry, O.D.
4300 Chapman Highway
Knoxville, TN 37920

Phone: 577-2020
Fax: 579-3688

TennCare plans accepted: All Plans except PHP

John Condry, O.D.
1053 N. Central
Knoxville, TN 37917

Phone: 524-8521
Fax: 521-9033

TennCare plans accepted:
All Plans except PHP

Condry Vision Center
7555 Oak Ridge Highway
Knoxville, TN 37931

Phone: 531-3937
Fax: 691-1998

Halls Vision Clinic

All Plans Dr. Steve Malone, O.D.
Dr. Tommy Louthan O.D.
4626 Millbranch Lane
Knoxville, TN 37938
All Plans

Phone: 922-7765
Fax: 922-7766

John Hunt, O.D.
1450 Dowell Springs, Suite 150
Knoxville, TN 37909

Phone: 584-2282
Fax: 584-0027

TennCare plans accepted:
All Plans TennCare plans accepted:
Rhyne & Patton

Phone: 687-1232

715 Callahan Road
Knoxville, TN 37912

Fax: 687-8256

TennCare plans accepted:
Blue Care, John Deere, PHP
Shields & Shields
618 S. Gay Street, Suite 104
Knoxville, TN 37902

Phone: 523-3888
Fax: 539-0653

TennCare plans accepted:
PHP, Select, Blue Care, John Deere

John Thumblin, O.D.
3016 Sanders Drive, N.E.
Knoxville, TN 37918

Phone: 688-2050
Fax: 688-2051

TennCare plans accepted:
Shields & Shields (2"d office)
10219 Kingston Pike, Suite 101
Knoxville, TN 37922

Phone: 539-3888/539-0653

TennCare plans accepted:
All Plans John Deere

OUTPATIENT THERAPY

ADDRESS: 201 W. Springdale Avenue (adults)
Knoxville, TN 37921

PHONE: 637-9711

ADDRESS: 600 Arthur Street (children)
Knoxville, TN 37921

PHONE: 523-8695

PURPOSE AND SERVICES:

Available to clients ages two and up with emotional, behavioral, and substance abuse problems. Treatment helps clients overcome emotional conflicts, work through trauma, develop adaptive behavior, learn effective communication skills, and resolve family turmoil.

OVEREATERS ANONYMOUS

PHONE: (505) 891-2664

www.overeatersanonymous.org

PURPOSE AND SERVICES:

12 Step Program for overeaters
No dues or fees.

PARENT PATHWAY

ADDRESS: P.O. Box 5101
Knoxville, TN 37928

PHONE: 850-1256
HOTLINE: 1-800-356-6767

PURPOSE AND SERVICES:

A program of support and information for parents with newborns. Families that are expecting an infant or have a child up to one year of age are matched with a trained counselor. (There may be older children in the home as well.) Through home visits, the counselor offers parents opportunities to discuss questions they may have concerning care of the new baby, parenting skills and information about community resources. A voluntary program at no cost to families residing in Tennessee.

ELIGIBILITY:

Expectant parents during the third trimester of pregnancy or parents of a child up to one year old.

HOURS: 8:00 A.M. 5:00 P.M., Monday - Friday at 850-1256

PARENT PLACE

ADDRESS: 2416 Magnolia Avenue
Knoxville, TN 37914

PURPOSE AND SERVICES:

Supervised visitation for non-custodial parents, and parent support and education.

ELIGIBILITY:

No restrictions.

PARENTS ENCOURAGING PARENTS (P.E.P.)

ADDRESS: Department of Health
P.O. Box 59019
Knoxville, TN 37950-9019

PHONE: 549-5315
FAX: 594-5344

PURPOSE AND SERVICES:.

One to one parent support and referral network for families with children who have arty-kind of special needs.

ELIGIBILITY:

Any parent with a special needs child ages birth to 21. (Permission from ,parents is required before a staff or resource person can contact the P.E.P. Program.) No economic or diagnosis guidelines.

HOURS: 8:00 a.m. - 4:30 p.m.

PARTNERS

ADDRESS: 901 E. Summit Hill Drive
Knoxville, TN 37915

PHONE: 524-7483

PURPOSE. AND SERVICES:

Provides a wide range of services to adolescents who are pregnant or parenting to help them achieve self-sufficiency through furthering their education, developing occupational skills, and increasing effective parenting skills.

PASAAC

ADDRESS: 901 E. Summit Hill Drive
Knoxville, TN 37915

PHONE: 546-7483
FAX: 521-5630

PURPOSE AND SERVICES:

Sexual abuse treatment program services include group & family treatment for perpetrators, victims, and families; sex abuse treatment training; research; consultation and materials development; speakers to community groups as requested.

ELIGIBILITY:

Sexually victimized; referrals accepted. HOURS: 8:30 a.m. -. 5:00 p.m.;
Monday - Friday

PATRICIA NEAL REHABILITATION CENTER

ADDRESS: 1901 Clinch Avenue
Fort Sanders Regional Medical Center
Knoxville, TN 37916

PHONE: 541-1446

PURPOSE AND SERVICES:

A medical comprehensive rehabilitation center offering occupational, physical, psychological, speech and language, and case management services for persons with physical disabilities.

ELIGIBILITY:

People with a physical disability, all ages, with referral from a medical doctor for services. HOURS: 8:00 a.m. - 4:30 p.m. (Office hours)

PEDIATRIC LANGUAGE CLINIC

ADDRESS: Department of Audiology and
Speech Pathology
909 Mountcastle Street
Knoxville; TN 37996

PHONE: 974-6702
FAX: 974-4766

PURPOSE AND SERVICES:

To provide early intervention/developmental services and speech/language services for children with developmental disabilities ages birth to three. Parent education and training is also available. Services are provided center-based, home-based, and community-based.

ELIGIBILITY:

Children of any social-economic status, ages birth to three, who possess some kind of developmental disability. No fees for developmental services. Third party reimbursement (private insurance, TennCare, TEIS) for speech/language.

HOURS: 8:00 a.m. - 5:00 p.m., Monday - Friday (Office)

Developmental services provided in the home and community centers/women Speech-language services provided in the center.

PELLISSIPPI STATE TECHNICAL COMMUNITY COLLEGE

ADDRESS: 10915 Hardin Valley Road
Knoxville, TN 37933

PHONE: 694-6400
Admissions: 694-6570

PURPOSE AND SERVICES:

Two-year college. Scholarships and grants available.

HOURS: Monday-Friday 8:00am-4:30pm

PELLISSIPPI STATE TECHNICAL COMMUNITY COLLEGE

ADDRESS: 10915 Hardin Valley Road
P.O. Box 22990
Knoxville, TN 37933

PHONE: 694-6400 694-6571
(Admissions) 539-7167
(Continuing Education)

Division Street Campus
3435 Division Street
Knoxville, TN

971-5200

Magnolia Avenue Campus
1610 E. Magnolia Avenue
Knoxville, TN

329-3100

PURPOSE AND SERVICES:

Offers secondary education opportunities, including continuing education and technical training.

**PELLISSIPPI STATE TECHNICAL COMMUNITY COLLEGE -
FINANCIAL AID**

ADDRESS: P.O. Box 22990
Knoxville, TN 37933-0990

PHONE: 694-6565
FAX: 694-6577

PURPOSE AND SERVICES:

To assist students in paying for their educational expenses.

HOURS: 8:00 a.m. - 6:00 p.m., Monday
8:00 a.m. - 4:30 p.m., Tuesday - Friday

PENINSULA LIGHTHOUSE / PENINSULA HOSPITAL

ADDRESS: 6800 Baum Drive
Knoxville, TN 37919

PHONE: 970-9800

PURPOSE AND SERVICE:

Provide partial hospitalization and intensive outpatient services to children, adolescents, and adults who may be suffering from mental health or chemical dependency problems.

ELIGIBILITY:

Individuals of ages 8 and older with mental health or drug/alcohol problems.

HOURS: 9:00 a.m. - 5:00 p.m. (Hours vary based on level of service)

PHYLLIS WHEATLEY

ADDRESS: 124 S. Cruze Street
Knoxville, TN 37915

PHONE: 546-0651

ELIGIBILITY:

Anyone

HOURS: 10:00 a.m. - 8:00 p.m., Monday - Friday (Building Open) Day Camp

Provides day time activities for children ages 6 - 12. Scholarships are available for low-income families.

Hours: 6:00 a.m. - 6:00 p.m.; Monday - Friday (Summer Only)

After School Program

Offers tutoring, piano lessons, aerobic classes, and dance classes to children ages 10 through 17 at no cost to those who qualify.

Hours: 3:00 p.m. - 6:00 p.m.; Monday - Friday (During School Only)

PLEASAN TREE APARTMENTS

ADDRESS: 2460 E. Fifth Avenue
Knoxville, TN 37917

PHONE: 546-5812

1909 Dawn Street•
Knoxville, TN 37921

524-1312

114 Dameron Avenue
Knoxville, TN 37917

521-5615

PURPOSE AND SERVICES:

Women with a . history of mental illness and homelessness, and their children, live in a permanent residence with supportive, educational, and therapeutic programs.

POISON CONTROL CENTER

PHONE: 1-800-222-1222
(Local and National)

PREGNANCY HELP CENTER

PHONE: 212-4942

PURPOSE AND SERVICES:

Provides baby items.

PSYCHOLOGICAL CLINIC

ADDRESS: Room 227 Austin Peay Building
1404 Circle Drive
Knoxville, TN 37996-0900

PHONE: 974-2161
FAX: 974-3330

WEBSITE: <http://psychology.utk.edu/ctinic/home.htm>

PURPOSE AND SERVICES:

The Psychological Clinic is a psychology training and research facility. Services include individual psychotherapy and counseling, marital and family therapy, child therapy, group therapy, and psychological testing for both children and adults. There

are charges for all services, but fees are modest and set according to a sliding scale. There is an intake fee of \$25.00.

ELIGIBILITY:

The clinic is open to the general public; services are not limited to students.

HOURS: 8:00 a.m. - 8:00 p.m., Monday – Thursday
8:00 a.m. - 5:00 p.m., Friday

RELATIVE CAREGIVER PROGRAM

ADDRESS: Foothills Care, Inc.
663 Emory Valley Road
Oak Ridge, Tennessee 37830

PHONE: 483-9111

PURPOSE AND SERVICES:

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.

ELIGIBILITY:

Uses existing and published DCS Guidelines. Referrals to program may be made through DCS or CSA, court, advocacy organization, schools, community agency, or self-referral.

**RESOURCE MANAGEMENT/ASSESSMENT/PERMANENCY
SUPPORT UNIT**

ADDRESS: 3712 Middlebrook Pike
Knoxville, TN 37921

PHONE: 594-7101
FAX: 637-8824

PURPOSE AND SERVICES:

Work on-site with residential providers and foster parents to monitor children's progress.

ELIGIBILITY:

Children in state custody who are in residential contract agencies and foster homes.

HOURS: 8:00 A.m. to 4:30 p.m.

RESPOND

ADDRESS: 901 E. Summit Hill Dr.
Knoxville, TN 37915

PHONE: 521-4627
FAX: 521-5631

WEBSITE: cssknox@childfamily.org

RICHARD YOAKLEY SCHOOL

ADDRESS: 4415 Washington Pike
Knoxville, TN 37917

PHONE: 594-3790
FAX: 594-3770

RIDGEVIEW PSYCHIATRIC HOSPITAL AND CENTER

ADDRESS: 240 Tyrone Road
Oak Ridge, TN 37830

PHONE: (865)-482-1076

RIP PROGRAM (REGIONAL INTERVENTION PROGRAM)

ADDRESS: 600 Arthur Street
Knoxville, TN 37921

PHONE: 523-8695

PURPOSE AND SERVICES:

RIP serves families with children ages 2-6 that have parent perceived behavior problems (moderate to severe). This is a parent implemented program.

ELIGIBILITY:

Knox County families with preschool children, ages two to kindergarten. Parent or caregiver must be willing to accompany the child and participate in the program. Funded by a state grant.

HOURS: 5:30 p.m. - 7:30 p.m., Tuesday and Thursday.

SAFE HAVEN (formerly SEXUAL ASSAULT CRISIS CENTER)

ADDRESS: 900 E. Hill Avenue, Ste. 145
Knoxville, TN 37915

PHONE: 558-9040
Victim Assistance
522-7273 -Crisis Line
FAX: 584-7872

WEBSITE: www.thesacc.org

PURPOSE AND SERVICES:

Provides services to individuals who have been sexually assaulted and/or abused. Services include forensic nursing exams, individual and group therapy, support groups, victim advocacy and accompaniment, 24-hour crisis line, education and prevention programs. Provides education and training to staff and parents in order to keep children safe.

ELIGIBILITY:

Men, women and children who have been sexually assaulted and/or abused. Also provides services to the families and other supportive individuals of these victims.

HOURS: 8:30 a.m. - 5:00 p.m., Monday, Thursday, and Friday
8:30 a.m. - 8:00 p.m., Tuesday and Wednesday

SALVATION ARMY

ADDRESS: 409 N. Broadway
Knoxville, TN 37917

PHONE: 525-9401
FAX: 524-7748

PURPOSE AND SERVICES:

A supportive program designed to provide the necessities of life during an emergency for local families and individuals, Services include food, utilities, fuel, clothing, furniture, and Christmas assistance.

ELIGIBILITY:

Anyone in need of services. Must call to schedule appointment first.

HOURS: 8:00 a.m. - 4:30 p.m., Monday - Friday

SALVATION ARMY - MEN'S SHELTER

ADDRESS: 409 N. Broadway
Knoxville, TN 37917

PHONE: 525-9401

PURPOSE AND SERVICES:

Serves homeless men who are not intoxicated. HOURS: 24-Hours; 7 Days a Week

SALVATION ARMY THRIFT STORE

ADDRESS: 3721 N. Broadway
Knoxville, TN 37917

PHONE: 686-1719

PURPOSE AND SERVICES:

Provides clothing and household items to low-income persons in need.

HOURS: 9:00 a.m. - 5:30 p.m., Monday - Saturday

SALVATION ARMY-JOY BAKER CENTER

PHONE: 522-4673

PURPOSE AND SERVICES:

Provides shelter to battered and homeless women with or without children. Counseling and crisis intervention provided.

HOURS: 24-Hours; 7 Days a Week

SAMARITAN PLACE

ADDRESS: 900 E. Oak Hill
Knoxville, TN 37917

PURPOSE AND SERVICES:

Provides transitional and respite housing, as well as day-stay, for the elderly.

ELIGIBILITY:

Ambulatory seniors.

SCHOOL AND PARENT CONNECTION

ADDRESS: 101 East Fifth Avenue
Knoxville, TN 37917-7340

PHONE: 966-5848
693-2252

PURPOSE AND SERVICES:

Elementary dropout prevention project offers parenting classes, workshops and home visits.

ELIGIBILITY:

K-1 parents and students

SECTION 8, SUBSIDIZED, PUBLIC HOUSING, PUBLIC HOUSING DEVELOPMENTS GENERAL

Austin Homes
1225 Burge Avenue

PHONE: 403-1258
403-1300

Cagle Terrace
515 Renford Drive

403-1310

Christenberry Heights
3916 Claudius Road

403-1320

Isabella Towers
1515 Isabella Circle

403-1340

Lonsdale Homes
2815 Badgett Drive

403-1350

Belle Meade Apartments
7209 Old Clinton Highway
Knoxville, TN 37921

938-4500

Big Oak Apartments 3807 Middlebrook Pike Knoxville, TN 37921	637-1343
*Broadway Towers 15081 NcCroskey Avenue Knoxville, TN 37917	524-4092
*Candleridge Plaza Apartments 3405 Harrow Gate Lane Powell, TN 37849	938-3394
*Cedar Springs Apartments 434 Gallaher View Road Knoxville, TN 37919	693-3644
*Dogwood Terrace 8729 Middlebrook Pike Knoxville, TN 37923	690-0313
Forest Creek Apartments 322 Forestal Drive Knoxville, TN 37918	689-6115
Love Towers 1171 Armstrong Avenue	403-1360
Montgomery Village 4530 Joe Lewis Road	403-1380
Northgate Terrace 4301 Whittle Springs Road	403-1400
Walter P. Taylor Home/ Dr. Lee Williams Complex 317 McConnell Street	403-1390
Western Heights 1701 Jourolman Avenue	403-1420
*Golden Age Retirement Village 1109 Beaman Lake Road Knoxville, TN 37914	637-3470
Green Hills Apartments 1930 Natchez Avenue Knoxville, TN 37915	523-1731

Kensington Forest Apartments 938-4200
404 Tammy Drive
Powell, TN 37849

*Knox County Housing Authority 637-7942
6333 Pleasant Ridge Road
Knoxville, TN 37921.

*Morningside Gardens Apartments 523-4133
1800 Linden Avenue
Knoxville, TN 37917

Norwood Manor Apartments 689-2312
5237 Tillery Road
Knoxville, TN 37912

Pine Ridge Apartments 688-6991
4700 Schubert Road
Knoxville, TN 37912

The Pines Apartments 690-5301
1233 Francis Road
Knoxville, TN 37909

Ridgebrook Apartments 403-1330
2121 Ridgebrook Lane
Knoxville, TN 37921

Valley Oaks Apartments 546-1503
3504 Oak Branch Circle
Knoxville, TN 37917

*Westview Towers 691-8551
7823 Gleason Road
Knoxville, TN 37919

(* = Apartments for the elderly and/or disabled.)

Stonewall Apartments 573-6911
#1 3423 Sevier Avenue
Knoxville, TN 37920

Stonewall Apartments 577-8208
#2 5022 Chapman Hwy
Knoxville, TN 37920

*Summit Towers 525-5069
201 Locust Street
Knoxville, TN 37902

Sunnybrook Apartments 4500 Doris Circle Knoxville, TN 37918	922-9124
Tabernacle Apartments 2624 Wimpole Knoxville, TN 37914	525-3682
Tillery Ridge Apartments 1716 Merchants Drives Knoxville; TN 37912	688-4673
Townview Terrace #1 320 Hall of Fame Drive Knoxville, TN 37915	
Townview Terrace #2 200 Townview Drive Knoxville, TN 37915	637-4824
*Townview Towers 1100 Townview Dr. Knoxville, TN 37915	525-1262

SERENITY SHELTER

ADDRESS: P.O. Box 3352	PHONE: 673-6552
Knoxville, TN 37927-3352	FAX: 673-6562
	CRISIS LINE: 673-6553 (24 hour)

Please ask to speak to a case manager in order to enter the program.

PURPOSE AND SERVICES:

A residential shelter providing rescue and recovery services for women in crisis. Serenity Shelter also provides services to women committed to changing other life-dominating issues. Three meals a day, clothing and basic necessities are supplied. Education groups, alcohol and drug recovery services, Bible study, counseling, case management, work rehabilitation, and limited transportation are also provided for clients. Services are provided without charge.

ELIGIBILITY:

Women seeking shelter and protection from domestic violence and women committed to changing life-dominating issues.

HOURS: 24 hours a day.

SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

ADDRESS: 531 Henley Street
Suite 225
Knoxville, TN 37902

PHONE: 594-6060 Ext. 1149
FAX: 594-5827

PURPOSE AND SERVICES:

Rehabilitation teaching program provides independent living skills training for individuals who are visually impaired or blind. 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.

HOURS: 8 a.m. - 4:30 p.m., Monday - Friday

SERVICES IN SPANISH:

Call for availability.

ELIGIBILITY:

Anyone.

HOURS: 8:00 a.m. - 4:30 p.m., Monday Friday (Admissions)
8:00 a.m. - 6:30 p.m., Monday - Friday (Information center)

SISTERS OF THE RAINBOW CHILDREN'S PREVENTION PROGRAM

ADDRESS: 1310 W. Oldham Avenue
Knoxville, TN 37921

PHONE: 521-9788

PURPOSE AND SERVICES:

Provides day-care programs for children ages 6 weeks to 5 years: In this, we support the growth of children's social and developmental skills and provide an environment to promote the child's sense of security and belonging.

ELIGIBILITY:

Women 18 years and older and in drug and/or alcohol treatment. Must be a part of the Renew program through the Knox County Health Department.

HOURS: 9:00 a.m. - 2:00 p.m., Monday - Friday

SOCIAL SECURITY ADMINISTRATION

PURPOSE AND SERVICES: 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. (Must also meet income and resource requirements to be eligible for SSI.)

ELIGIBILITY:

People who have paid into Social Security long enough to meet the eligibility requirements. Also, needy, aged, blind, and disabled.

HOURS: 9:00 a.m. - 4:00 p.m., Monday - Friday

ADDRESS: 710 Locust Street, Room 223
Knoxville, TN 37_902

PHONE: 692-0196
1-800-772-1213
(Toll Free Number): 1-800-325-0778 (TDD)

ST. JAMES EPISCOPAL CHURCH

ADDRESS: 1101 North Broadway
Knoxville, TN 37917

PHONE: 523-5687
FAX: 637-1007

PURPOSE AND SERVICE:

Assistance with power bills, Helping Hands Food Pantry, occasional help with gas and bus fare, and Career Closet.

ELIGIBILITY:

Must not have been helped in the past six months. Food Pantry requires I.D.

HOURS: 9:00 a.m. - 4:30 p.m., Monday- Friday

ST. MARY'S HEALTH SYSTEMS- BEHAVIORAL SYSTEMS

ADDRESS: 900 Oak Hill Avenue
Knoxville, TN 37917

PHONE: (865)-545-7863

PURPOSE AND SERVICES:

Psychiatric facility that provides adult group therapy, Inpatient facility for 5-7 days, also provides medication evaluation

HOURS: 8:00am-4:00

STEPS HOUSE

ALCHOLO AND DRUG TREATMENT – ½ HOUSE

PHONE: (865) 573-7152
AFTER HOURS: (865) 455-6415

HOURS: 8:00-5:00 p.m.

SUNSHINE SERVICES

ADDRESS: 3000 North Central Avenue
Knoxville, TN 37901

PHONE: (865)-546-9431

PURPOSE AND SERVICES:

Provide supportive employment for the mentally handicapped. Provide employment workshops and independent living. They work with people who are 19 and above, but also provide an early intervention program for children birth-3 years.

HOURS: 8:00 am- 4:00 pm

TENNCARE

ADDRESS: 729 Church Street
Nashville, TN 37247-6501

HOTLINE: 1-800-669-1851
ADVOCACY LINE: 1-800-722-7474

TENNCARE RECIPIENT TRANSPORTATION

PURPOSE AND SERVICES:

To provide transportation for medical appointments/medical follow-up. Must contact individual transportation program for specific procedure and advance notice requirements. No disability or Social Security appointments.

ELIGIBILITY:

On TennCare and have no vehicle in the home.

TRANSPORTATION INFORMATION:

Preferred Health Partnership:

594-5627

John Deere Transportation:

594-5627

BlueCare:

1-800-631-9111

1-800-671-4018

TENNESSEE DEPARTMENT OF HUMAN SERVICES

ADDRESS: 2700 Middlebrook Pike
Suite 100
Knoxville, TN 37921-5602

PHONE: 594-6151
FAX: 594-7045
594-5728

PURPOSE AND SERVICES:

Administers Families First, Food Stamps, and Medicaid/TennCare for adults, children, and nursing home patients. Provides cash benefits and Food Stamp benefits by Electronic Benefit Transfer. For Families First, a Personal Responsibility Plan is developed to help adults move the family to self-sufficiency. Case management is provided to Families First customers. Families First activities include Fresh Start, AE, Work Opportunities, education, training and assessment. Support Services are

available to Families First customers and include childcare, transportation, optical, dental, car repairs, and other services as needed.

ELIGIBILITY:

A determination of eligibility based on current policies and procedures for each program: Families First, Food Stamps, and TennCare. Individuals who need help with drug, alcohol, mental health problems, or vocational rehabilitation will be referred as appropriate.

HOURS: 7:30 a.m. -4:30p.m., Monday - Friday

TENNESSEE DEPARTMENT OF LABOR & WORK FORCE DEVELOPMENT

ADDRESS: University Avenue Career Center PHONE: 594-5330
1610 University Avenue (1 s floor) FAX: 594-6266
Knoxville, TN 37921

PURPOSE AND SERVICES:

Outreach, testing, job development and placement, selection for training, recruitment and industrial services for employers: Manpower development through training programs :Special services meet problems of individuals with disabilities, youth, older workers, veterans,' and military retirees, while employment services meet problems caused by mass lay-offs, plant closings, and technological changes.

ELIGIBILITY:

Anyone with the above need.

HOURS: 8:00 am. - 4:30 p.m., Monday - Friday

TENNESSEE FAMILY PATHFINDER

WEBSITE: www.familypathfinder.org

PURPOSE AND SERVICES: This website provides links to organizations offering services and support for individuals and families looking for information about disability services in the state of Tennessee. Links include information about employment, education, health care, housing, mental health and more.

ELIGIBILITY:

Anyone can access the website, but services are for people with disabilities. Information is also provided in Spanish.

TENNESSEE INFANT PARENT SERVICE (TIPS)

ADDRESS: 2726 Island Home Blvd.
Knoxville, TN 37920

PHONE: 579-3099
FAX: 579-5033

PURPOSE AND SERVICES:

Offers free home-based early intervention services to families of children 0-3 with special needs (including hearing loss, vision loss, developmental delay, and multisensory involvement). Trained parent advisors (home teachers) are available in each county in Tennessee. Weekly home visits provide caregivers (parents, childcare providers) support and information, and teach them skills that will help them promote development in their child.

OFFICE HOURS: 8:00 a.m. 4:30 p.m., Monday - Friday

TENNESSEE RELAY CENTER

MCI CUSTOMER SERVICE:
711 (FAST ACCESS LINE)

1-866-503-0262
1-800-848-0298 (TTY)
PHONE: 1-800-848-0299

PURPOSE AND SERVICES:

Provides relay information services via telephone for hearing impaired persons.

HOURS: 24 hours a day - 7 days a week, 365 days a year.

TENNESSEE SCHOOL FOR THE DEAF

ADDRESS: 2725 Island Home Blvd.
Knoxville, TN 37920

PHONE: 594-6022
FAX: 579-2484

WEBSITE: <http://tsdeaf.org>

PURPOSE AND SERVICES:

Serves children ages 4-21 years. Provides technical assistance to local school system plus residential and day school. programs for deaf and hearing-impaired children.

ELIGIBILITY:

Certified deaf or hearing impaired. Serves the entire state.

HOURS: 8:00 a.m. - 4:30 p.m., Monday - Friday

TENNESSEE TECHNOLOGY CENTER AT KNOXVILLE

ADDRESS: 1100 Liberty Street
Knoxville, TN 37919

PHONE: 546-5567
FAX: 971-4474

WEBSITE: www.knoxvitle.tec.tn.us

PURPOSE AND SERVICES:

Provides secondary technical job training. Financial aid is available to eligible students.

ELIGIBILITY:

Must be at least 18 years old (21 for truck driver training). Other requirements depending on program.

HOURS: 7:30 a.m. - 9 p.m., Monday – Thursday
7:30 a.m. - 4 p.m., Friday

TENNESSEE VOICES FOR CHILDREN

ADDRESS: 7921 Neubert Springs Road
Knoxville, TN 37920

PHONE: 609-2490

WEBSITE: www.TNVoces.org

PURPOSE AND SERVICES:

Services include: support, advocacy, education, training, respite, public policy, information, referrals, and prevention in the area of mental health

HOURS: 8:00 a.m. - 5:00 p.m., Monday - Friday

TENNESSEE'S EARLY INTERVENTION SYSTEM (TEIS)

ADDRESS: 10521 Research Dr.
Suite 100
Knoxville, TN 37932

PHONE: Toll Free 1-800-852-7157
Office/Local: 974-2838
FAX: 974-8473

Website: www.state.tn.us/education/teishome

PURPOSE AND SERVICES:

TEIS is a free statewide program providing services for families of young children with special needs. TEIS helps families by providing information, referrals for early intervention services, and support. A wide range of service options are available. TEIS, with the family, helps create the most appropriate service plan for the family and the child with special needs. Interpreters are available.

ELIGIBILITY:

Birth until third birthday.

HOURS: 8:00 a.m. - 5:00 p.m., Monday - Friday

THE DAY ROOM

ADDRESS: 306 W. Jackson
Knoxville, TN 37902

PHONE: 524-3926
524-3926

PURPOSE AND SERVICES:

Provide services during daytime for homeless persons, including restrooms, day room, some daily meals, seven days weekly.

HOURS: 7:00 a.m. - 4:30 p.m. (7 days a week)

THE LIGHTHOUSE AT AUSTIN HOMES

ADDRESS: 1205 Old Vine Avenue
Knoxville, TN 37915

PHONE: 544-3060

WBSITE: www.handsandfeetministries.org
E-mail: Iighthouse5678@comcast.net

PURPOSE AND SERVICES:

Serves the residents of the Austin Homes (and surrounding) community. Services include a food pantry, clothes closet, computer job, skills training, counseling, and child tutoring. Call for information about other services. Sponsored by the Hands & Feet Ministries and the West Knoxville Baptist Church.

ELIGIBILITY:

Residents of the Austin Homes and surrounding community. SERVICES IN SPANISH: By appointment only. *Hay servicios en espanol-con una cita:

HOURS: 10:00 am. - 4:00 p.m., Monday - Friday. Call for availability of specific services.

THE LOVE KITCHEN

ADDRESS: 2418 Martin Luther King Avenue
Knoxville, TN 37917

PHONE: 546-3248

PURPOSE AND SERVICESS:

Has Food Pantry for those in need.

HOURS: Wednesday and Thursday 8:30-6:00 p.m.
Wednesday 10:00 -12:00 p.m. orders will be taken.
Thursday in house lunch is served at noon.

THE OFFICE OF COMMUNITY SERVICES

ADDRESS: 2247 Western Avenue PHONE: 546-3500
Knoxville, TN 37921 FAX: 546-0832

MAILING ADDRESS: P.O. Box 51650
Knoxville, TN 37950-1650

PURPOSE AND SERVICES:

This office maintains information on hunger and poverty in the community. It coordinates with other programs and agencies to make more and better quality food available at lower prices to low-income families. It provides staff support for Emergency Food Helpers and the Knoxville-Knox County Food Policy Council. It coordinates the distribution of emergency food through Food and Shelter Program the Federal Emergency Management Agency (FEMA).

The Urban Agriculture Program has the following initiatives:

Beardsley Community Farm A community horticulture center, which grows fresh vegetables, fruit, and honey for the community. It is an education center for positive environmental and sustainable agriculture practices.

The Community Garden Program Encourages individuals and families to garden together in public housing developments, and provides gardening assistance and nutrition education.

The Green Thumb Program Promotes home gardening and provides free vegetable seeds and plants to eligible gardeners in Knoxville and Knox County.

THE REFUGE

PURPOSE AND SERVICES:

Enabling services by appointment; lay counseling provided by volunteers; help with obtaining eye glasses; help with obtaining prescriptions, transportation, and help with utilities and rent and referral services for food, furniture and clothing.

HOURS: 9:30 a.m. - 2:30 p.m., Monday - Friday (By Appointment)

THE SERTOMA CENTER, INC. (DAY PROGRAM)

ADDRESS: 1400 East Fifth Avenue
Knoxville, TN 37917

PHONE: 524-5555
FAX: 524-5563

WEBSITE: www.sertoma.com

PURPOSE AND SERVICES:

To provide" a day program in a community setting that facilitates individual growth and independence. The range of programs offered is designed to provide varying learning opportunities in a variety of settings, i.e., on-site and off-site vocational training, competitive community supported employment, and providing individuals access to and participation in activities and functions of Community life.

ELIGIBILITY:

All day programs currently limited to Knox County and to individuals 22 years of age and older who. have been clinically diagnosed with developmental disabilities. Referrals are accepted from the Department of Mental Health and Mental Retardation.

HOURS: 8:00 a.m. - 3:00 p.m. (Day Program)
8:00 a.m. - 5:00 p.m. (Office)

THE SERTOMA CENTER, INC. (RESIDENTIAL PROGRAM)

ADDRESS: 1400 East Fifth Avenue
Knoxville, TN 37917

PHONE: 524-5555

PURPOSE AND SERVICES:

To provide residential placements to developmentally disabled adults in either a group home, supported living home, or sheltered apartment setting. Training is provided in the areas of self-help, social, and community living skills; the goal of the training is to enable each individual to live as independently as possible.

ELIGIBILITY:

Referrals are accepted from the Department of Mental Health and Mental Retardation and the Department of Human Services.

HOURS: 8:00 a.m. - 5:00 p.m., Monday - Friday

THERAPEUTIC PRESCHOOL

ADDRESS: 600 Arthur Street
Knoxville, TN 37921-6319

PHONE: 523-8695
FAX: 523-6827

PURPOSE AND SERVICES:

Day treatment program to provide children intervention services that will facilitate the re-establishment of emotional stability either before entry into the school system or while in kindergarten.

ELIGIBILITY:

Children ages 4-6 who are at risk for child abuse/neglect or who are victims of abuse neglect.

HOURS: 12:30 p.m. - 3:30 p.m., Monday, Wednesday, and Thursday (Approximately 12-week sessions)

THRIFT STORE

ADDRESS: 1031 N. Central Avenue

PHONE: 524-0538

PURPOSE AND SERVICES:

Low cost clothing and household items.

ELIGIBILITY:

Anyone

HOURS: 9:30 a.m. - 4:30 p.m., Monday - Saturday (Subject to change.) Vouchers taken Monday - Friday until 4 p.m.

TN DEPARTMENT OF CHILDREN'S SERVICES (DCS)

ADDRESS: 3712 Middlebrook Pike
Knoxville, TN 37921

PHONE: 594-7101
FAX: 594-5356

Hotline: 1-877-237-0004 WEBSITE: www.intranet.state.tn.us/chldserv

NOTE: This address is for administrative use. Family members, who need direct service should call the appropriate agency listed below.

PURPOSE AND SERVICES:

The Department of Children's Services, in collaboration with juvenile courts, local communities, schools, families, and other agencies, will provide timely, appropriate, and cost effective services for children in state custody and at risk of custody so these children can strive to reach their full potential as productive, competent and healthy adults. Provides protective services for neglected and abused children. Investigates and provides services to stop or prevent neglect and abuse. Calls are confidential. Provides delinquent probation and aftercare supervision. Works on site

with residential providers and foster parents to monitor children's progress. Manages and coordinates adoption for the region.

ELIGIBILITY:

Custodial and Non-Custodial adults. No restrictions with child protective services.

HOURS: 8:00 a.m. - 4:30 p.m., Monday - Friday
Child Protective Services - On Call 24 Hours

TURNING POINT RECOVERY CENTER

ADDRESS: 909 Oak Ridge Turnpike
Oak Ridge, TN 37831

PHONE: 481-1470

PURPOSE AND SERVICES:

Inpatient Detoxification, Psychotherapy Care.

HOURS: 9:00-5:00p.m.

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT (HUD)

ADDRESS: John J. Duncan Federal Bldg.
710 Locust Street
Knoxville, TN 37902

PHONE: 545-4384
FAX: 545-4569

Website: www.hud.gov

PURPOSE AND SERVICES:

HUD programs are funded by government (federal, state, local), private enterprise, and non profit organizations. All are directed toward providing decent housing and suitable neighborhoods for all Americans and toward helping urban communities create a healthful environment in which people can live and work. HUD aid may take the form of grants, guarantees, direct loans, mortgage and loan insurance, technical and advisory assistance, training assistance, or rental assistance.

ELIGIBILITY:

Public

HOURS: 7:30 a.m. - 4:15 p.m., Monday – Friday

UNIVERSITY OF TENNESSEE

All programs affiliated with UT use PhD students for interpretation services...

**AGRICULTURAL EXTENSION SERVICE -
EXPANDED FOOD: AND NUTRITION. EDUCATION. PROGRAM (EFNEP)**

ADDRESS: 400 Main Avenue
Suite 560
Knoxville, TN 37902

PHONE: 215-2340
FAX: 215-2933

PURPOSE AND SERVICES:

Provides an educational program designed to teach young homemakers with young children nutrition, food safety, and resource management. Program Assistants are available to make weekly home visits to teach these skills, or to meet in small groups.

ELIGIBILITY:

Low income homemakers.

HOURS: 8:00 a.m. - 5:00 p.m., Monday - Friday

VET CENTER- US DEPT. OF VETERANS AFFAIRS

ADDRESS: 2817 E. Magnolia Avenue
Knoxville, TN 37914

PHONE: (865)-545-4680

PURPOSE AND SERVICES:

Services for all Combat Veterans

VOCATIONAL REHABILITATION

ADDRESS: 531 Henley St.
Suite 520
Knoxville, TN 37902

PHONE: 594-6720
594-6054
FAX: 594-6535

PURPOSE AND SERVICES:

Vocational Rehabilitation helps disabled individuals enter or return to work. It is designed to help individuals of working age with disabling physical or mental impairments become competitively employed. Services can include vocational assessment, training, work adjustment and job placement. An adaptive technology evaluation can be done if applicable. Independent living skills training is available for blind and visually impaired individuals.

ELIGIBILITY:

Any person with a physical, emotional, or mental disability which hinders their ability to obtain employment.

HOURS: 8:00 a.m. - 4:30 p.m. Monday - Friday

VOCATIONAL REHABILITATION (HELEN ROSS MCNABB)

Separate programs offered for clients with mental illness and those recovering from substance abuse.

***Rehabilitation Services Vocational Connection**

ADDRESS: 526 Lamar Street
Knoxville, TN 37917

PHONE: 544-3841

PURPOSE AND SERVICES:

Based on the supportive employment model which utilizes job coaches to support the mentally ill clients until they have mastered their new job.

***Vocational Rehabilitation Program**

ADDRESS: 526 Lamar Street
Knoxville, TN 37917

PHONE: 544-3841

PURPOSE AND SERVICES:

Intensive outpatient program for men and women. Participants are required to make a six-month commitment. It provides work adjustment education and job placement services in addition to treatment for chemical dependency.

VOLUNTEER MINISTRY

ADDRESS: 103 S. Gay Street
P.O. Box 325
Knoxville, TN 37902

PHONE: 524-3926
FAX: 524-7065

PURPOSE AND SERVICES:

Provides emergency services to low income and/or homeless persons. Services include assistance with food, shelter, health, utilities, and mental health.

ELIGIBILITY:

Need and circumstances are evaluated.

VOLUNTEER WOMEN'S MEDICAL CLINIC

ADDRESS: 313 Concord Street
Knoxville, TN 37919
WEBSITE: www.volunteermedical.com

PURPOSE AND SERVICES:

Offers a variety of women's health care services, including full gynecological exams, family planning/contraceptives, and testing/treatment for sexually transmitted diseases. Saturday appointments available.

ELIGIBILITY:

Anyone in need of services.

COST/PAYMENT METHOD:

Annual exam, including breast exam, pelvic exam, pap smear, and birth control pills
\$60 Contraceptive Injections \$35-\$60 + cost of exam. Free pregnancy testing.

HOURS: 9:00 a.m. -5:30 p.m., Monday – Friday
8:00 a.m. -1:00 p.m., Saturday

WESLEY HOUSE COMMUNITY CENTER

ADDRESS: 923 Dameron Avenue
Knoxville, TN 37921

PHONE: 524-5494 .
FAX: 524-5495

PURPOSE AND SERVICES:

A Christian ministry and United Way agency, offering after-school youth programs, weekly senior meals, performing arts, and parent community revitalization (group counseling and parenting skills).

ELIGIBILITY:

City of Knoxville, Mechanicsville, Lonsdale, and Beaumont area residents receive priority.

HOURS: 8:30 a.m. - 5:30 p.m., Monday - Friday
Program hours may vary

WOMEN, INFANTS AND CHILDREN (WIC)

ADDRESS: 140 Dameron Avenue
Knoxville, TN 37917

PHONE: 215-5030

PURPOSE AND SERVICES:

Prevent the occurrence of health problems and improve the health status of women, infants, and young children. The program provides selected food and nutrition education.

ELIGIBILITY:

Pregnant women, women who have. recently given birth, breastfeeding mothers, infants up to one year of age, and children up to five years of age.. Participants must also meet income guidelines and have a documented nutritional risk.

HOURS: 8:00 a.m. - 4:30 p.m., Monday, Wednesday, and Friday 8:00 a.m. - 8:00 p.m., Tuesday and Thursday

WORKFORCE -CONNECTIONS

ADDRESS: 2247 Western Avenue
Knoxville, TN 37921

PHONE: 544-5200
FAX: 544-5269

PURPOSE AND SERVICES:

Responsible for the development and operation of a variety , of programs focused on employment assistance and related training and support services. People may receive information and access most of these services at the Knoxville Area Career Center.

Tennessee Career Center at University Avenue - Anyone in the community, regardless of income, may access a variety of employment-related services. Individuals using the center can learn about employment opportunities in the community, how to assess their personal skills, update their resume, and/or participate in workshops designed to assist them in acquiring employment.

T. Ross Learning Center - This Adult Education Center provides basic skills classes, GED preparation, and literacy classes. Services are targeted toward adults of the community interested in upgrading their basic skills or working on a GED.

TCEP - Tennessee Customized Employment Partnership Improves employment opportunities for people with disabilities and better integrates services in workforce development programs with those in disability programs so that people with significant disabilities can achieve their career aspirations.

Youth Program - Program activities designed to serve 14 and 15 year-old economically disadvantaged youth who are enrolled in school and at risk of dropping out. Services provided include case management, academic enrichment and remediation, work experience and paid and unpaid internships simulating the world of work. Summer work experience also available. Older youth may call for referrals to other programs.

YOUTH VILLAGES MOBILE CRISIS UNIT

(toll free for Knox, Blount, Sevier and Loudon Co.)

PHONE: 1-866-791-9224
Monroe County: 1-866-791-9225

PURPOSE AND SERVICES:

Provides on and offsite crisis intervention with children 17 years of age and younger. Assists individuals who are suicidal or having an emotional crisis.

YWCA

ADDRESS: 420 W. Clinch Avenue
Knoxville, TN

PHONE: (865)-523-6126

PURPOSE AND SERVICES:

Transitional housing for single women with no children, water exercise in an indoor pool, domestic violence support groups, some childcare

HOURS: 8:00am-6:00pm

Additional LINKS:

Narcotics Anonymous
<http://www.na.org>

Alcoholics Anonymous
<http://www.aa.org>

Hours: 6:00 a.m. - 6:00 p.m.; Monday - Friday (Summer Only)

YWCA VICTIM ADVOCACY PROGRAM

ADDRESS: 420 W. Clinch Avenue
Knoxville, TN 37902

PHONE: 523-6126
(Domestic Violence)
FAX: 637-5263

WEBSITE: www.YWCAKnoxville.net

PURPOSE AND SERVICES:

Acts as liaison between the battered person and the system. Explains legal options. Assists in obtaining chosen option. Takes photographs of injuries and gathers witnesses. Prepares victim for court appearances. Keeps victim informed about the case. Referrals to community agencies when needed. Conducts weekly support groups and urges victim's participation. Assists in obtaining victim's compensation for injuries if victim qualifies: Accompanies-victim to court on court date. Follow-up services also provided.

ELIGIBILITY:

Women or men in need of this service.

HOURS: Office Hours - 8:30 a.m. - 5:30 p.m., Monday - Friday

PHONE: 522-5173
FAX: 522-9907