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The All4Knox Re-entry Roadmap

There are many questions, needs, and next steps when transitioning back into the community, and we know the process can be overwhelming. This is why the All4Knox Judicial Diversion Team created the following resource guide: The Re-entry Roadmap. Our goal with this roadmap is to make it easier for you to explore the many different kinds of services that you may need or want to access moving forward.

As you go through the roadmap, you'll see there are twenty sections of resources and services; some you may need immediately while others you may not. Keep in mind that this is not an exhaustive guide. However, the resources listed here are what our Judicial Diversion Team members regularly use for their re-entry clients and were specifically selected because they are less likely to experience changes to their services.

To make navigating this document easier, each section title in the index is linked to the page where that section begins. At the end of each section, there is also a "Back to the Top" link that will return you to the index when clicked.

If you come across a term or service you are not familiar with, check the "[Helpful Terms](#)" section on page 4.

We strive to improve wherever we can. If you have any positive or constructive feedback about your experience with the All4Knox Re-entry Roadmap, please consider sharing it with your case manager or probation officer and ask them to let us know. Your feedback can help us ensure this roadmap is practical and helpful for others going through re-entry.

Sincerely,
The All4Knox Judicial Diversion Team

Email us: All4Knox@knoxcounty.org

Visit our website: All4Knox.org

Helpful Terms

- **Case Management:** Social service assistance that is provided to a client by a case manager. Case managers can help clients enroll in therapeutic care, social services, coordinate appointments, locate resources, offer support and guidance. The level of assistance is based on the case management program. Some case management offers transportation to the client for appointments.
- **Confidentiality:** Therapists and group participants must keep personal information that is shared in a therapeutic session confidential (not shared with outside parties) unless a release is signed by the client allowing information to be shared with a designated person or agency. Confidentiality can be legally broken (information shared) if a client reports suicidal thoughts, thoughts of self-harm, homicidal thoughts, the abuse of a child or the abuse of an elderly person. Confidentiality is broken in situations of potential danger only for the purpose of safety of the client or another party.
- **Co-occurring Disorder:** When a person has both a mental health diagnosis and a substance use disorder. Treatment for co-occurring disorders focuses on treating both disorders.
- **Crisis Intervention:** A short-term event where trained staff help stabilize a person who is experiencing a crisis.
- **Group Therapy:** Therapeutic sessions with multiple people led by a therapist or counselor.
- **Individual Therapy:** One-on-one sessions between a client and a therapist or counselor.
- **Inpatient Services:** Critical mental health care (assessment, medication adjustment, individual and group therapy, referral services). Usually is a 5-10 day stay.
- **Intensive Outpatient Program (IOP):** Day treatment that is less intensive than partial hospitalization (group and individual therapy, medication management, referral services). Usually 14-28 days, 2-4 hours per day depending on the program.
- **Involuntary Commitment:** When a person who is experiencing a mental health or behavioral crisis is committed to a short-term psychiatric hospital or clinic for stabilization by a qualified and certified behavioral health practitioner (certified social worker, medical doctor, psychiatric doctor).
- **Medication Management:** A medication prescriber helps a client manage their mental health symptoms through assessment, medication history, and medication compliance. Adjustments to medications are made to help the client have the best outcome in managing their symptoms.
- **Partial Hospitalization:** Intensive day treatment (group and individual therapy, medication management, referral services). Usually 14-28 days, 8 hours per day depending on the program.
- **Peer Support:** Group and individual sessions where a person with a lived experience of recovery offers support, encouragement and knowledge to a person or people in recovery.
- **Support Groups:** Sessions with multiple people, usually led by a therapist or counselor, with the purpose of building support between group members with a shared experience.
- **Voluntary Commitment:** When a person who is experiencing a mental health or behavioral crisis agrees to go to a short-term psychiatric hospital or clinic for stabilization.

Child Support Services

Tennessee Child Support Employment, Parenting Program (TCSEPP)

- Assists parents in navigating the child support system while offering a wide range of services, including:
 - Employment preparation, job search assistance, and job readiness assistance
 - Intensive personal advocacy
 - Parenting support
 - Resource linkage
 - Transportation assistance and supportive services
- Eligibility
 - Have child support in a county covered by TCSEPP
 - Have an active child support case (can accommodate arrearages accompanied by active child support)
 - Ready to overcome barriers and find a job
- Contact Information
 - 865-946-2020
 - TCSEPP@utk.edu
 - To look for a caseworker in your area, visit <https://sworps.org/index.php/field-based-services/tcsepp/>

Tennessee Child Support and Reentry Program

- Assists non-custodial parents in navigating the child support system while offering a variety of services, including:
 - Case management services
 - Modification of child support orders
 - Community resource navigation
- Eligibility
 - Be incarcerated or released within the last six (6) months
 - Have an active child support case
- Contact Information
 - Monica Skeen
 - 865-594-6753
 - Monica.d.skeen@tn.gov
 - For more information, visit: <https://www.tn.gov/workforce-services-tn/human-services.html>

Clothing and Work Apparel

Bush Family Refuge at the Volunteer Ministry Center

- Contact Information
 - 865-673-0235
 - 511 North Broadway
- Other Information: Assistance with buying clothing and referral to other services. Also covers birth certificate fee (one time only).

CareCuts

- Contact Information
 - 865-599-3866
 - 519 Williams Street
 - Hours of Operation: Every Sunday (except the 5th Sunday of the month), 9:30am - 2:00pm
- Other Information: Also provides breakfast, lunch, haircuts, showers, and resource information.

Goodwill Industries

- Contact Information
 - 865-588-8567
 - 5407 Kingston Pike
 - 2041 North Broadway
 - 7505 Western Avenue
 - Hours of Operation: Monday - Saturday, 9:00am - 6:00pm
- Other Information: Also has furniture and household items. Vouchers may be available.

KARM Stores (Knoxville Area Rescue Ministries)

- Locations
 - 5917 Kingston Pike
 - 140 N. Forest Park Boulevard
 - 733 Hall of Fame Drive
 - 4221 Chapman Highway
 - 5801 Western Avenue
 - 314 Merchants Drive
 - 9565 Middlebrook Pike
 - Hours of Operation: Monday - Saturday, 9:00am - 9:00pm
- Other Information: Also has furniture and household items. Vouchers may be available.

Ladies of Charity

- Contact Information
 - 865-474-9348
 - 120 West Baxter Avenue
 - Hours of Operation: Monday - Friday 9:30am - 1:30pm.
- Other Information: Might be able to also provide work boots and apparel depending on available resources. Limited to 6 times a year or less and must wait 30 days between visits. ID and social security card required.

Salvation Army

- Contact Information
 - 865-525-9401
 - 409 North Broadway
 - Call between 9:00am - 3:00pm to schedule an appointment.
- Other Information: Also provides emergency assistance for rent/housing, utilities, and food. Appointment required. Must provide social security card, photo ID, proof of address, and proof of income at time of appointment.

Crisis Services & Hotlines

In-person Resources

- Crisis Stabilization Unit
 - 865-541-6958
 - 5302 Ball Camp Pike
 - Other Information: Voluntary 72-hour crisis unit for adults 18+
- EmPATH
 - 865-213-1550
 - 1515 St. Mary's Street
 - Other Information: Voluntary 23-hour psychiatric emergency unit for adults ages 18 and older
- Family Justice Center
 - 865-521-6336 (24-hour crisis line)
 - 400 Harriet Tubman Street

Hotlines

- Domestic Violence Crisis Hotline: 865-637-8000
- Mobile Crisis Unit: 865-539-2409
- Sexual Assault Center of East Tennessee Crisis Hotline: 865-522-7273
- Suicide and Crisis Lifeline: 988

Detox Services

Blount Memorial Hospital

- 865-981-2300
- 907 East Lamar Alexander Parkway, Maryville
- Other Information: Takes Medicare

Bradford Health Services

- 865-693-9326
- 301 S. Gallaher View Road SW STE 300, Knoxville

Buffalo Valley Inc.

- 800-447-2766
- 501 Park Avenue South, Hohenwald

CADAS (Council for Alcohol & Drug Abuse Services)

- 877-282-2327
- 207 Spears Avenue, Chattanooga

Cornerstone of Recovery

- 865-970-7747
- 1214 Topside Road, Louisville

Frontier / Watauga Health

- 423-232-2600
- Kingsport Area

Journey Pure / Serenity Network

- 865-247-5196
- 6628 Central Avenue Pike, Knoxville
- Other Information: Accepts Amerigroup and United Healthcare (UHC)

Maltman Clinic

- 865-337-7793
- 9051 Executive Park Dr #202, Knoxville

The McNabb Center / CenterPointe

- 865-523-4704
- 5310 Ball Camp Pike, Knoxville

Peninsula Hospital

- 865-970-9800

- Jones Bend Road, Louisville

Westbrook Medical

- 865-769-2600
- 930 Adell Ree Park Lane, Knoxville

Emergency Shelters

Keenan Grimes Community Outreach Center

- 865-964-0343
- 2461 Martin Luther King Jr. Avenue
- Community-based homeless shelter and resource center.

Knox Area Rescue Ministries

- 865-673-6540
- 418 North Broadway
- Emergency shelter including food, clothing, and showers.

Next Step Initiative

- 865-437-8358
- 611 Citico Street
- Emergency shelter and transitional housing. Call for availability.

Salvation Army

- 865-525-9401
- 409 North Broadway
- Transitional housing (6 months), and domestic violence shelter for women and children.

Samaritan Place

- 865-684-1880
- 3009 Lake Brook Boulevard
- Emergency, transitional, and permanent housing services for seniors in crisis.

Employment Services

Second Chance Employment Resources

- Agencies
 - American Job Center: 2700 Middlebrook Pike
 - CAC Workforce Connections: LT Ross Building, 2247 Western Avenue
 - Goodwill Industries Knoxville Inc.: 5307 Kingston Pike
 - Knoxville Leadership Foundation: 318 N Gay Street
 - TDOC Community Resource Center: 8417 Kingston Pike
 - Vocational Rehabilitation DHS: 520 W Summit Hill Drive SW
- Job Fairs
 - One Stop Re-entry Job Fair: second Thursday of every month at the American Job Center
- Websites
 - Honestjobs.com
 - Jobs4tn.gov

Expungement Services

For assistance with the expungements, an Assistant District Attorney General and the General Sessions Criminal Court Clerk are available to assist pro se defendants and private attorneys on most Thursdays from 3:00 p.m. – 4:15 p.m. in the 4th Sessions Courtroom on the Main Floor of the City County Building at 400 Main Street SW, Knoxville: <https://dag.knoxcountyttn.gov/community-resources/expungements/>.

Faith-based Resources

Affordable Housing Services

- Knox Area Rescue Ministries (KARM)
 - 865-673-6540
 - 418 North Broadway
 - Other Information: Care coordination and case management. Has three (3) recovery residence programs.
- Salvation Army
 - 409 North Broadway
 - 865-525-9401
 - Other Information: Transitional housing (6 months), domestic violence shelter for women and children, family services, men's housing program.
- Samaritan Place
 - 865-684-1880
 - 3009 Lake Brook Boulevard
 - Other Information: Emergency, transitional, and permanent housing services for seniors in crisis.

Recovery Residence Programs

Please visit the Resources section on the All4Knox website for our [Recovery Housing Guide](#), which lists several recovery residence programs in or around Knox County; it is updated on a quarterly basis. Sober living programs that are specifically faith-based will be noted as such under the “Special Populations Served” column.

Recovery Support Groups

- Celebrate Recovery
 - [Celebrate Recovery](#) is a faith-based recovery program based on the 12-steps model. Meetings are located around the country and East TN area. Most programs include a meal, worship service, and small group meetings.
 - **Celebrate Recovery Meetings in Knoxville**
 - Fountain City United Methodist Church
 - 865-227-7105
 - 212 Hotel Road
 - Tuesdays at 6:00pm (dinner at 6:00pm, worship at 6:30pm, groups at 7:30pm)
 - Shoreline Church
 - 865-742-0502
 - 9635 Westland Drive
 - Tuesdays at 7:00pm
 - Wallace Memorial Baptist Church

- 865-441-5347
- 701 Merchant Drive
- Mondays at 6:30pm
- **Celebrate Recovery Meetings in Maryville**
 - First United Methodist Church
 - 865-556-6338
 - 804 Montvale Station Road
 - Wednesdays at 5:30pm (dinner at 5:30pm, worship at 6:30pm, groups at 7:40pm)
 - Rio-Rio Revolution Church (Broadcast Campus)
 - 3419 East Lamar Alexander Parkway
 - Tuesdays at 6:00pm (dinner at 6:00pm, large group at 7:00pm, share groups at 8:00pm)
 - Rio-Rio Revolution Church (411 Campus)
 - 865-984-9200 ext 1013
 - 5939 US-411
 - Thursdays at 6:00pm (dinner at 6:00pm, large group at 7:00pm, share groups at 8:00pm)
- Other Faith-based Recovery Group Programs
 - Faith Promise Celebrate
 - 10740 Faith Promise Lane
 - Mondays at 6:00pm (dinner at 6:00pm, worship service at 7:00pm, groups at 8:00pm)
 - Recovery at Cokesbury-Cokesbury United Methodist Church
 - 9919 Kingston Pike
 - Thursdays at 5:30pm (dinner at 5:30pm, worship service at 6:30pm, groups at 7:45pm)
- For other faith-based resources, please contact the **East Region's Faith-based Community Coordinator**, Ashlee Crouse (865-318-4919)

Food Access Services

Downtown Food Pantries

- First Baptist Downtown Fish Pantry
 - 865-546-9661
 - 510 W. Main Street
 - Hours of Operation: First Monday of the month, 9:00am - 1:00pm
- First Presbyterian Church
 - 865-938-5889
 - 620 State Street
 - Hours of Operation: First Tuesday of the month, 9:00am - 11:00am
- Wesley House
 - 865-524-5494 (can schedule appointments)
 - 1719 Reynolds Street
 - Hours of Operation:
 - Monday/Wednesday/Thursday: 7:30am - 11:30am, 12:00pm - 4:00pm
 - Tuesday: 8:30am - 11:30am, 12:00pm - 3:00pm
 - Friday: 7:30am - 10:00am, 1:30pm - 4:00pm

West Knox County Pantries

- Knoxville Dream Center at Parkwest Church
 - 865-688-9636
 - 7635 Middlebrook Pike
 - Hours of Operation: Thursdays, 1:30pm
- Knoxville Dream Center at West Lonsdale Baptist Church
 - 865-688-9636
 - 2720 Dayton Street NW
 - Hours of Operation: Mondays, 11:00am
- Manna House at Cokesbury UMC
 - 865-693-0353
 - 9919 Kingston Pike
 - Hours of Operation: Tuesday, Thursday, and Saturday, 9:00am - 11:00am.
 - Note: Must bring photo ID and SS card, immigrant visa or matricula accepted.
- Middle Brook Pike UMC Fish Pantry
 - 865-523-7900
 - 7234 Middlebrook Pike
 - Hours of Operation: Fourth Friday of the month, 9:0am - 12:00pm, or until food runs out
- St. Vincent's Food Pantry at All Saints Catholic Parish
 - 865-474-8618

- 620 N. Cedar Bluff Road
- Hours of Operation: Second Saturday, 2:00pm - 4:00pm, Fourth Saturday, 10:00am - 12:00pm
- The Good Samaritan Center Food Pantry at Knoxville First Seventh-day Adventist Church
 - 865-524-7842
 - 3611 Kingston Pike, Knoxville, TN 37919
 - www.knoxvillefirst.sda.com
 - Hours of Operation:
 - January - October: Second and fourth Tuesdays, 3:30pm - 5:30pm.
 - November and December: Second Tuesday only, 3:30pm - 5:30pm.
 - Note: Center also offers clothing, toiletries, and household supplies.
- Trinity UMC
 - 865-588-5763
 - 5613 Western Avenue
 - Hours of Operation: Wednesdays, 10:00am - 12:00pm

North Knox County Pantries

- FISH
 - 865-971-4000
 - 122 W. Scott Avenue
 - Hours of Operation: Tuesday, Thursday, and fourth Saturday, 10:00am - 1:00pm
- Knoxville Dream Center at Park West Church Dutch Valley
 - Address: 1416 Breda Drive
 - Phone: 865-688-9636
 - Hours of Operation: Tuesday, 11:00am
- Oakland Community Food Bank
 - Address: 4012 Oakland Drive
 - Phone: 865-688-8588
 - Hours of Operation: Saturday following the third Monday of the month, 10:00am - 12:00pm, or until food runs out
- Powell UMC
 - 865-938-2741
 - 323 W. Emory Road
 - Hours of Operation: Monday - Friday: 9:00am - 10:00am, Third Saturday: 9:00am - 11:00am
 - Other Information: Proof of address required.

East Knox County Pantries

- FISH Hospitality Pantry at St. Luke's Episcopal Church

- 865-522-3474
- 600 S. Chestnut Avenue, Knoxville, TN 37914
- www.fishpantry.org
- Hours of Operation: Monday and Wednesday, 10:00am - 1:00pm
- Other Information: Anyone unable to pick up food can call FISH at 865-523-7900 Monday - Saturday after 9:00am.
- Knoxville Dream Center at Overcoming Believers Church
 - 865-688-9636
 - 211 Harriet Tubman Street
 - Hours of Operation: Tuesday, 1:00pm
- New Life UMC
 - 865-546-5153
 - 7921 Millertown Pike
 - Hours of Operation: Fourth Tuesday, 10:00am - 12:00pm
- Strawberry Plains UMC
 - 865-933-8583
 - 3173 W. Old Andrew Johnson Highway
 - Hours of Operation: First and third Thursday, 7:00pm - 8:00pm

South Knox County Food Pantries

- FISH (Sustainable Future Building)
 - 865-577-9600
 - 201 Ogle Street
 - Hours of Operation: Wednesday and Friday, 10:00am - 1:00pm
- Forward Market
 - 934-252-4374
 - 1520 Willoughby Road
 - Hours of Operation: Tuesday and Wednesday, 8:30am - 4:00pm
- Knoxville Dream Center at Montgomery Village
 - 865-403-1380
 - 4530 Joe Lewis Road
 - Hours of Operation: Thursday, 5:00pm

Food Assistance Programs

- SNAP - TN Department of Human Services
 - 865-594-6151
 - 2700 Middlebrook Pike, Suite 200
 - Hours of Operation: Monday - Friday, 8:00am - 4:30pm
- WIC (Women, Infants, Children) - Knox County Health Department
 - 865-215-5030
 - 140 Dameron Avenue

- Other Information: For women who are pregnant or had a baby in the past 6 months; breastfeeding moms who had a baby in the past 12 months; infants; and children up to age 5.

Other Food-related Programs

- Abbey Fields Farm
 - 1400 Washington Avenue, Knoxville, TN 37917
 - www.abbey-fields.com
 - Other Information: Offers community-supported agriculture (CSA) with 30 weeks of fresh and seasonal produce from May through November. Accepts SNAP for farm stand and CSA purchases. Interested individuals can sign up at <http://abbey-fields.com/sign-up>
- Phyllis Wheatley YWCA
 - 865-546-0651
 - 124 S. Cruze Street, Knoxville, TN, 37915
 - www.ywca.knox.com
 - Other Information: Offers Planting Seeds of Hope Community Garden. Staff use food from garden to teach families how to cook meals for \$1.50 or less per serving. Families can also take excess meals home. Garden is open to clients, clients' families, and community neighbors.
- Summer Food Service Program (SFSP)
 - <http://www.tennessee.gov/humanservices/article/css-summer-food-service-program>
 - Other Information: Ensures food access to children 18 years or younger during the summer. Begins when school closes in the spring and can continue until school opens for the fall term.

Harm Reduction Services

Choice Health Network

- 865-208-7356
- 1925 Ailor Avenue
- Hours of Operation: Monday and Thursday, 10:00am - 5:00pm
- Offers Syringe service program (SSP) and naloxone.

Hellbender Harm Reduction

- 3317 North Broadway
- Offers Syringe service program (SSP) and naloxone.

Metro Drug Coalition

- 865-588-5550
- 530 West 5th Avenue
- Offers naloxone and houses our Regional Overdose Prevention Specialists: Jessica Stanley (jstanley@metrodrug.org) and Brandon Styles (bstyles@metrodrug.org).

Tennessee Recovery Alliance

- 865-283-4822
- 2554 East Magnolia Avenue
- Hours of Operation: Monday - Friday, 12:00pm - 2:00pm
- Offers Syringe service program (SSP) and naloxone.

Housing

Affordable Housing Services

- Bryant's Bridge
 - 865-604-7327
 - Other Information: Provides housing assistance for LGBTQ youth (ages 17-24).
- CAC-Homeward Bound
 - 865-546-3500
 - 2247 Western Avenue
 - Other Information: For families with children in need or individuals who are chronically homeless.
- Knox Area Rescue Ministries (KARM)
 - 865-673-6540
 - 418 North Broadway
 - Other Information: Care coordination and case management. Has three (3) recovery residence programs.
- Knoxville Area Urban League
 - 865-524-5511
 - 1514 East Fifth Avenue
 - Other Information: Offers housing counseling to help move clients towards home ownership.
- Knoxville's Community Development Corporation
 - 865-403-1100
 - 901 North Broadway
 - <https://www.kcdc.org>
 - Other Information: Public housing for low income, elderly, and disabled; section 8 housing vouchers.
- McNabb Center - PATH Program
 - 865-637-9711
 - 205 West Springdale Avenue
 - Other Information: Housing case management. Walk-in appointments: Thursdays, 9:00am - 11:00am, and 1:00pm - 3:00pm
- Salvation Army
 - 865-525-9401
 - North Broadway
 - Other Information: Transitional housing (6 months), domestic violence shelter for women and children, family services, men's housing program.
- Samaritan Place
 - 865-684-1880
 - 3009 Lake Brook Boulevard

- Other Information: Emergency, transitional, and permanent housing services for seniors in crisis.
- Volunteer Ministry Center
 - 865-524-3926
 - 511 North Broadway
 - Other Information: Supportive housing, rapid re-housing, housing case management, and street outreach.
- YWCA Knoxville & Tennessee Valley Keys of Hope
 - 865-523-6123
 - 420 West Clinch Avenue
 - Other Information: Efficiency apartments for single women with case management and support services. There is a waitlist, and the program may not be taking applications.

Recovery Residence Programs

Please visit the Resources section of the All4Knox website for our [Recovery Housing Guide](#) which lists several recovery residence programs in or around Knox County; it is updated on a quarterly basis.

Intensive Outpatient Programs (IOPs)

Bradford Health Services

- 865-693-9326 or 1-866-747-3986
- 301 South Gallaher View Road
- Other Information: TennCare and private insurance.

Cherokee Health Systems

- 865-544-0406 or 1-866-231-4477
- 2018 Western Avenue
- Other Information: Serves insured and uninsured. Uninsured individuals will be enrolled into Safety Net to cover cost of treatment.

Cornerstone of Recovery

- 866-865-3689
- 4726 Airport Highway
- Other Information: Private insurance.

Cumberland Heights

- 865-213-9003
- 1320 Papermill Pointe Way
- Other Information: Private insurance.

Health Connect America

- 865-247-7045
- 5743 Western Avenue
- Other Information: Private insurance and TennCare.

Hope of East Tennessee

- 865-482-4826
- 188 Raleigh Road, Oak Ridge
- Other Information: Uninsured and TennCare.

The McNabb Center

- 865-637-9711 or 1-800-255-9711
- 205 W. Springdale Avenue
- Other Information: Serves insured and uninsured. Uninsured individuals will be enrolled into Safety Net to cover the cost of treatment.

Omni Community Health Services

- 865-525-0391
- 4709 Papermill Road, Suite 101 & 102

- Other Information: Private insurance and TennCare.

Peninsula Behavioral Health

- 865-970-9800
- 1451 Dowell Springs Boulevard
- Other Information: Serves insured and uninsured. Uninsured individuals will be enrolled into Safety Net to cover the cost of treatment.

Peninsula Behavioral Health – Women in Treatment Program

- 865-374-7262
- 1451 Dowell Springs Boulevard
- Other Information: Women only. Uninsured only (or exhausted insurance – call for more information).

Serenity / Journey Pure

- 865-247-5196
- 9050 Executive Park Drive, Suite 100B
- Other Information: Private insurance and TennCare.

Susannah’s House

- 865-200-4759
- 923 Dameron Avenue
- Other Information: Pregnant women and new mothers only.

Medical, Dental, and Vision services

Hospitals (Emergency and Medical Services)

- Blount Memorial Hospital
 - 907 E. Lamar Alexander Boulevard, Maryville
 - Main Number: 865-983-7211
- East TN Children's Hospital
 - 2018 Clinch Avenue, Knoxville
 - Main Number: 865-541-8000
 - Emergency Room: 865-541-8175
- Fort Sanders Regional Medical Center
 - 1901 Clinch Avenue, Knoxville
 - Main Number: 865-331-1111
 - Emergency Room: 865-331-2200
- Methodist Medical Center of Oak Ridge
 - 990 Oak Ridge Turnpike, Oak Ridge
 - Main Number: 865-835-1000
 - Emergency Room: 865-835-4662
- North Knoxville Medical Center
 - 7565 Dannaher Drive, Knoxville (Powell)
 - Main Number: 865-859-8000
 - Emergency Room: 865-859-1000
- Parkwest Medical Center
 - 9352 Park West Boulevard, Knoxville
 - Main Number: 865-373-1000
 - Emergency Room: 865-373-1280
- Turkey Creek Medical Creek
 - 10820 Parkside Drive, Knoxville
 - Main Number: 865-218-7011
 - Emergency Room: 865-218-7112
- University of Tennessee Medical Center
 - 1924 Alcoa Highway, Knoxville
 - Main Number: 865-305-9000
 - Emergency Room: 865-305-9402

Medical Care Services (non-emergency)

- Cherokee Health Systems
 - 865-544-0406
 - 2018 Western Avenue (multiple locations)
 - Other Information: Sliding scale fees for medical care. Also has a women's clinic.

- East Knoxville Free Medical Center at Magnolia United Methodist Church
 - 865-766-0354
 - 2700 E. Magnolia Avenue, Knoxville, TN 37914
 - www.freeclinics.com/cit/tn-knoxville
 - Other Information: Basic labs, physical exams, and primary care clinic. Patients without insurance are welcome.
 - Hours of Operation: Mondays from 12:00pm - 6:00pm
- Fort Sanders Regional Medical Center
 - 865-331-1111
 - 1901 Clinch Avenue, Knoxville, TN
- Interfaith Health Clinic
 - 865-546-7330
 - 315 Gill Avenue
 - Other Information: Sliding scale fees for medical care.
- Knox County Health Department
 - 865-215-5000
 - 140 Dameron Avenue
 - Other Information: Fee-based health services, immunizations, Center for Excellence (HIV), and STI/STD testing.

Dental Care Services

- CAC (Knoxville-Knox County Community Action Committee)
 - 865-546-6262
 - 2247 Western Avenue
 - Other Information: Provides hearing aids and dentures for people ages 60+.
- Cherokee Health Systems
 - 865-544-0406
 - 2018 Western Avenue
- East TN Free Medical Clinic
 - 865-264-0678
 - 2700 East Magnolia
- Knox County Health Department
 - 865-215-5110
 - 140 Dameron Avenue
- Lincoln Memorial University-College of Dental Medicine Clinic CRET Center
 - 865-370-2128
 - 1705 St. Mary Street
- Volunteer Ministry Center
 - 865-934-1746
 - 511 North Broadway

Vision Care Services

- CAC (Knoxville-Knox County Community Action Committee)
 - 865-546-6262
 - 2247 Western Avenue
 - Other Information: Provides hearing aids and dentures for people ages 60+.
- Lions Club of Fountain City
 - 865-352-6499
 - Other Information: Eye exams and glasses. Call for appointments, which will be on the 3rd Wednesday of the month.

Medication Assisted Treatment (MAT)

Behavioral Health Group

- 865-522-0661, 865-522-0161 or 1-844-535-7291
- Medication(s): Suboxone or Methadone.
- Other Information: Takes insurance. \$188 weekly if private pay.

BHG (formerly Wellness North)

- 865-249-6214
- Medication(s): Suboxone

Cedar Recovery

- 865-298-3558
- Medication(s): Suboxone

Cherokee Health Systems

- 865-934-6748
- Medication(s): Suboxone and/or Vivitrol

Evolve

- 865-200-0179
- Medication(s): Suboxone and/or Vivitrol
- Other Information: Housing, IOP

GROUPS Recover Together (virtual only)

- 865-245-0267
- Medication(s): Suboxone

Maltman Medical (Victory Treatment)

- 865-337-7812
- Medication(s): Suboxone detox with Vivitrol as the goal

McNabb Center

- 865-637-9711 ext. 1340
- Medication(s): Suboxone and/or Vivitrol

QRO/Calm Solutions

- 865-238-2578
- Medication(s): Suboxone

ReVida Recovery

- 865-432-0143

- Medication(s): Suboxone

Savida

- 865-371-8101
- Medication(s): Suboxone, Sublocade, Vivitrol

Total Recovery

- 865-281-5480
- Other Information: IOP.

Victory Vivitrol

- 865-337-7812
- Medication(s): Vivitrol
- Other Information: Takes TennCare and private insurance.

Westbrook Medical

- 865-769-2600
- Medication(s): Suboxone and/or Vivitrol.
- Other Information: Will also provide PCP.

Mental Health Services and Safety Net Coverage

If you are in a psychiatric crisis (suicidal thoughts, homicidal thoughts, extreme emotional distress), **immediately call 988, call 911, or go to any emergency room**. If you go to a hospital, the staff will keep you safe and help you find placement regardless of insurance.

Walk-in Units

- Crisis Stabilization Unit
 - 865-541-6958
 - 5310 Ball Camp Pike
 - Other Information: Short-term (3-4 days) stabilization and referrals for insured and uninsured clients with a psychiatric or behavioral crisis.
- Emergency Psychiatry Assessment, Treatment, and Healing (EmPATH) Unit
 - 865-213-1550
 - 1515 St. Mary's Street
 - Other Information: 23-hour stabilization unit and treatment environment.

Hospitals – In Knoxville

- Creekside Behavioral Health
 - 888-252-2154
 - 1025 Executive Park Boulevard, Kingsport, TN
 - Insurance: Private insurance, Medicare, Medicaid of TN, United Healthcare
 - Services: Inpatient services, partial hospitalization, intensive outpatient in Kingsport
- East TN Behavioral Health
 - 865-645-2776
 - 1444 Old Weisgarber Road, Knoxville, TN
 - Insurance: Private insurance, Tricare, Medicare, Medicaid of TN and GA, United Healthcare
 - Services: Inpatient services, partial hospitalization, intensive outpatient, co-occurring disorders.
- Knoxville Center for Behavioral Medicine
 - 865-444-3770
 - 1240 Tennova Medical Way, Knoxville, TN
 - Insurance: Private insurance, Medicare, Medicaid of TN, United Healthcare
 - Services: Inpatient services, co-occurring disorders, geriatric psychiatric care
- Peninsula Hospital
 - 865-970-9800
 - 2347 Jones Bend Road, Louisville, TN
 - Insurance: Private insurance, Medicare, Medicaid of TN, United Healthcare

- Services: Inpatient services, outpatient therapy, support groups, peer support, medication management
- Ridgeview Behavioral Health
 - 865-482-1076
 - 240 West Tyrone Road, Oak Ridge, TN
 - Insurance: Private insurance, Medicare, Medicaid of TN, United Healthcare
 - Services: Inpatient services, outpatient therapy, support groups, peer support, medication management

Safety Net is a state sponsored program to provide mental health treatment for people who do not have health insurance. Services can include outpatient medication management, case management, and individual therapy.

- What you need to enroll in Safety Net:
 - Mental health diagnosis, list of past providers, prescribed medications, estimated dates of care.
 - Proof of Tennessee residency: valid TN driver's license or state ID, lease, utility bill, signed letter by person you are living with)
 - Verification of US citizenship: valid TN driver's license or state ID and social security card. If you do not have a TN driver's license or state ID, you must have a social security card *and* one of the following: birth certificate, updated passport, voter's registration card, or updated green card.
 - Proof of income: one month's worth of paycheck stubs, disability, child support, Families First, last year's income tax return.
 - Cannot be a current inmate (you cannot enroll from jail).

Any documentation must be a hard copy or printed out so that staff can photocopy your documents. No photos on a phone. TN driver's license or state ID must be the actual license or ID.

Once you have the necessary documentation, go to any of the below locations:

- Cherokee Health Services
 - 1-866-231-4477
 - 2018 Western Avenue, Knoxville, TN
 - Call to set up intake appointment
- The McNabb Center - Knoxville Adult Center
 - 865-637-9711
 - 205 West Springdale Avenue, Knoxville, TN 37917
 - Walk-in days: Monday - Thursday, 8:00am - 12:00pm, 1:30pm - 4:00pm (first come, first served)
- Peninsula Behavioral Health
 - 965-970-9800

- 1451 Dowell Springs Road, Knoxville, TN 37909
- Call to set up an appointment. You must have attempted to apply for TN Care with the last 90 days *and* have denial letter prior to appointment.
- Ridgeview Behavioral Health
 - 865-482-1076
 - 240 West Tyrone Street, Oak Ridge, TN 379830
 - Walk-in days: Monday - Friday, 8:00am - 10:00am (first come, first served)

Probation Offices

Knox County Probation

- Located on L1 of the City County Building, 400 Main Street, Knoxville, TN
- Phone: 865-215-2487
- Fax: 865-215-3979

TDOC Day Reporting Center (DRC)

- 8417 Kingston Pike, Knoxville TN
- 865-403-1630

TDOC State Probation

- 1426 Elm Street, Knoxville, TN
- 865-582-2000

Recovery Support Programs

Alcoholics Anonymous (AA)

- There are multiple groups across the East TN area. The East Tennessee Intergroup of Alcoholic Anonymous website lists meetings in the Knoxville area, including locations, times, whether the meeting is open or closed (for AA members only), if it's in-person or zoom, if it's for men, women, or both, and if it's wheelchair accessible.
- Website: <https://www.etiaa.org/meetings>
- Other Information: There is also an app for smart phones called "Meeting Guide App."

Celebrate Recovery

- Celebrate Recovery is a faith-based recovery program based on the 12-steps model. Meetings are located around the country and East TN area. Most programs include a meal, worship service, and small group meetings.
- <https://www.celebraterecovery.com>
- **Celebrate Recovery Meetings in Knoxville:**
 - Fountain City United Methodist Church
 - 865-227-7105
 - 212 Hotel Road
 - Tuesdays at 6:00pm (dinner at 6:00pm, worship at 6:30pm, groups at 7:30pm)
 - Shoreline Church
 - 865-742-0502
 - 9635 Westland Drive
 - Tuesday at 7:00pm
 - Wallace Memorial Baptist Church
 - 865-441-5347
 - 701 Merchant Drive
 - Mondays at 6:30pm
- **Celebrate Recovery Meetings in Maryville**
 - First United Methodist Church
 - 865-556-6338
 - 804 Montvale Station Road
 - Wednesdays at 5:30pm (dinner at 5:30pm, worship at 6:30pm, groups at 7:40pm)
 - Rio-Rio Revolution Church (Broadcast Campus)
 - 3419 East Lamar Alexander Parkway

- Tuesdays at 6:00pm (dinner at 6:00pm, large group at 7:00pm, share groups at 8:00pm)
- Rio-Rio Revolution Church (411 Campus)
 - 865-984-9200 ext 1013
 - 5939 US-411
 - Thursdays at 6:00pm (dinner at 6:00pm, large group at 7:00pm, share groups at 8:00pm)

Other Faith-based Recovery Programs

- Faith Promise Celebrate
 - 10740 Faith Promise Lane
 - Mondays at 6:00pm (dinner at 6:00pm, worship service at 7:00pm, groups at 8:00pm)
- Recovery at Cokesbury-Cokesbury United Methodist Church
 - 9919 Kingston Pike
 - Thursdays at 5:30pm (dinner at 5:30pm, worship service at 6:30pm, groups at 7:45pm)

Narcotics Anonymous (NA)

- There are multiple groups across East TN. The Narcotics Anonymous website lists meetings in the area, breaking down similar details as the AA website (open vs closed, in-person vs zoom, etc.).
- National Website: <https://www.na.org>
- Knoxville Area Website: naknoxville.org
- Other Information: There is also an app for smart phones called “NA Meeting Search.”

The Gateway at Metro Drug Coalition

- 865-588-5550
- 530 West 5th Avenue
- <https://www.metrodrug.org>
- The Gateway is a recovery community center developed by the Metro Drug Coalition to provide support to people seeking treatment, recovery, community, and/or are transitioning out of residential treatment. The Gateway offers:
 - Referrals to treatment
 - Financial assistance for transitional housing or treatment
 - Support group meetings
 - Group activities
 - Exercise room
 - Public education

TennCare (Medicaid)

TennCare is the Medicaid program for Tennessee and covers most medical services necessary for physical and mental health, including hospital, physician, and pharmacy services.

- To qualify, you must be:
 - A Tennessee resident
 - A parent or relative caretaker of a dependent child under the age of 21
 - Disabled
 - Elderly
 - Pregnant
 - Under the age of 19
 - Or uninsurable.

You can apply for TennCare online at www.tennconnect.tn.gov or call 1-855-259-0701. Note that it can take up to 45 days to process an application once it and all necessary information has been received.

Healthlink is a comprehensive care management, care coordination, referrals to social supports, member and family support and transitional care for TennCare recipients.

Mental Health and Healthlink providers in Knox County

- Cherokee Health Services
 - 1-866-231-4477
 - 2018 Western Avenue, Knoxville, TN
 - Call to set up an intake appointment
- Health Connect
 - 865-247-7045
 - 5743 Western Avenue, Knoxville, TN 37921
 - Call or visit www.healthconnectamerica.com and complete a referral form.
- The McNabb Center - Knoxville Adult Center
 - 865-637-9711
 - 205 West Springdale Avenue, Knoxville, TN 37917
 - Call to set up an intake appointment
- Omni Community Health
 - 877-258-8795
 - 4709 Papermill Drive MW #102, Knoxville, TN 37909
 - Call to schedule an intake appointment
- Peninsula Behavioral Health
 - 865-970-9800
 - 1451 Dowell Springs Road, Knoxville, TN 37909
 - Call to set up an intake appointment

- Ridgeview Behavioral Health
 - 865-782-1076
 - 240 West Tyrone Street, Oak Ridge, TN 37830
 - Call to set up an intake appointment
- Other information: For services outside of Knox and Anderson Counties, call any provider listed above to find out about enrollment.

Other Coverage Program Information

- To be eligible for **Cover Rx** (medication prescriptions), you must have lived in Tennessee for the past 6 months.
- To apply for **TennCare**, you can use any of the three options below:
 - Apply online at www.tennconnect.tn.gov
 - Go to the Department of Health and Human Services
 - Call 1-855-259-0701

Transportation

CAC Transit Program

- 865-524-0319
- 2247 Western Avenue
- Other Information:
 - Transportation to medical appointments, grocery shopping, and essential errands. Limited transportation for employment and training is available. Life-equipped vehicles also available.
 - For residents in Knox County who are outside Knoxville city limits, or residents in Knoxville city limits who are outside of KAT bus service area.
 - \$2 each way. Call to schedule a ride. Scheduling is open Monday - Friday, 8:00am - 4:45pm, and rides must be scheduled by 11:00am the day before the appointment. If new to the program, you must call 3-4 days before need. Know your appointment time and approximate return time. Rides can be scheduled for pick-up times between Monday - Friday, 5:00am - 9:00pm.
 - Be ready at least 1 hour plus drive time of appointment. The driver will not wait longer than 5 minutes. The driver cannot stay during the appointment

ETHRA Public Transit

- 1-800-232-1565
- Other Information:
 - Call to schedule ride. Scheduling is open Monday - Friday 8:00am - 4:30pm. Must schedule 3 business days prior to trip.
 - \$3 each way in county, additional stops are \$1, additional \$3 for each county line crossed. One escort may ride for free.
 - Be ready at least 1 hour plus drive time prior to appointment. The driver will not wait longer than 5 minutes. The driver cannot stay during the appointment. Cancellations must be made at least 2 hours prior to scheduled pick up time.

ETHRA TennCare Transportation

- 1-800-232-1565
- Other Information:
 - TennCare may cover the cost of transportation to a medical visit. Contact your health plan transportation broker at the following numbers:
 - United HealthCare: 1-866-405-0238
 - AmeriGroup: 1-866-680-0633
 - BlueCare: 1-866-473-7563

Kickstand Knoxville

- 865-229-6395

- 1323 North Broadway
- Other Information:
 - Provides bicycles for community members in need of transportation. Referral letter is needed and can be emailed to kickstandknoxville@gmail.com.
 - Limit one bicycle per year per customer.

Knoxville Area Transit (KAT)

- 865-215-7800
- 301 Church Avenue
- Other Information:
 - Public bus transportation. Free trolley for downtown and University of Tennessee area. Learn about and download the KAT app [here](#).
 - \$1 per ride, multi-day passes available.
 - 1/2 price on fares for Medicare, disability, 65+. Case manager can help apply for discounted fares.
 - Paratransit (lift bus) available.

Veterans Resources

General Eligibility

Eligibility for most VA benefits is based upon discharge from active military service under other than dishonorable conditions. Active service means full-time service, other than active duty for training, as a member of the Army, Navy, Air Force, Marine Corps, Coast Guard, or as a commissioned officer of the Public Health Service, Environmental Science Services Administration or National Oceanic and Atmospheric Administration, or its predecessor, the Coast and Geodetic Survey. Generally, men and women veterans with similar service may be entitled to the same VA benefits. Dishonorable and bad conduct discharges issued by general courts-martial may bar VA benefits. Veterans in prison and parolees must contact a VA regional office to determine eligibility. VA benefits will not be provided to any veteran or dependent wanted for an outstanding felony warrant.

VA Health Care Benefits – Basic Eligibility

A person who served in the active military, naval, or air service and who was discharged or released under conditions other than dishonorable may qualify for VA health care benefits. Reservists and National Guard members may also qualify for VA health care benefits if they were called to active duty (other than for training only) by Federal order and completed the full period for which they were called or ordered to active duty.

Minimum Duty Requirements

Veterans who enlisted after September 7, 1980, or who entered active duty after October 16, 1981, must serve 24 continuous months or the full period for which they were called to active duty in order to be eligible. This minimum duty requirement may not apply to veterans discharged for hardship, early out or a disability incurred or aggravated in the line of duty.

Those who are unsure of their veteran status should apply and have an eligibility clerk review their status and eligibility for services and benefits. This can be done by applying for veteran benefits/services or contacting the regional office: 1-800-827-1000.

Knox County Veterans Affairs Services

- Knox Central Building (Sears Building), 1000 North Central Street, Box 6, Knoxville, TN 37917
- 865-215-5645
- Hours of Operation: 7:30am – 4:00pm, Monday – Friday (appointment required)
- Website: <https://www.knoxcounty.org/veterans/>

Tennessee Department of Correction Reentry Services Website

- <https://www.tn.gov/correction/redirect---rehabilitation/reentry-services.html#:~:text=TDOC's%20Reentry%20Office%20guides%20formerly,restoration%2C%20and%20local%20community%20resources>

U.S. Department of Veterans Affairs Services Website

- <https://www.benefits.va.gov/persona/veteran-incarcerated.asp>

Vital Documents (Drivers Licenses and Birth Certificates)

Driver's License Reinstatement Assistance

- Knox County residents seeking to reinstate their driver's license can receive assistance from a Knox County Driver's License Specialist located in the General Sessions Clerk's office in the City County Building (400 Main Street Knoxville, TN 37902). Individuals can request help in person at the General Sessions Court Clerk's office or by contacting the Driver's License Specialist through this website: <https://criminalcourt.knoxcounty.org/services/drivers-license>

Birth Certificates

- Knox County Health Department
 - 865-215-5000
 - 140 Dameron Avenue, Knoxville
 - Birth certificates can be obtained only at the downtown location. Must show a government-issued ID and pay \$15 per copy.
 - If you do not have a valid state ID or driver's license, two documents from the list below are required:
 - Current pay stub or W2
 - Vehicle registration with name and current address
 - Voter registration card
 - Military discharge (DD214)
 - Utility bill, bank statement, or deposit slip with name and current address
 - Health care coverage card
 - Medical record
 - Application page of insurance policy
 - Signed social security card
 - If ID was stolen, a copy of the police report or other official documents supporting the theft.
- Bush Family Refuge at the Volunteer Ministry Center
 - 865-673-0235
 - 511 North Broadway
 - Information: Covers birth certificate fee for one time only. Does not print or provide birth certificates.