

# VOICES Welcome Book



CHATTANOOGA  
HAMILTON COUNTY

FAMILY  
JUSTICE  
CENTER



VOICES CHATTANOOGA CHAPTER  
WELCOME LETTER  
[fjc.chattanooga.gov](http://fjc.chattanooga.gov)



## Welcome!

On behalf of our entire VOICES Partner Committee, we would like to welcome you and wish you much success in your journey as a VOICES member. We believe firmly in the concept of **advocacy**, **education**, and **awareness** that each member contributes directly to the group's success. We hope you will take pride in being a member of your Chattanooga chapter of the national survivor-led group, VOICES.

The following welcome packet was developed to outline some of the Chapter's expectations of you as a member and to provide you with information about the many and vast resources for victims of trauma. Please familiarize yourself with its contents as soon as possible. It will answer many of the common questions about the history of VOICES, the goals and activities, the opportunities and the resources available to survivors of trauma. We hope your experience here will be challenging, enjoyable, and rewarding.

Warmly,  
Your VOICES team

**VOICES CHATTANOOGA CHAPTER  
MEMBER CONFIDENTIALITY AGREEMENT**  
[fjc.chattanooga.gov](http://fjc.chattanooga.gov)



I, \_\_\_\_\_, understand that maintaining a  
(please provide full name)  
Survivor's confidentiality is paramount to their safety.

I am required to keep survivors' confidences and may not disclose (Including to other members, volunteers or project personnel) any Information regarding a survivor without consent or otherwise permitted by law.

I will not discuss survivors' matters in public spaces, including hallways or open offices and/or conference rooms at the Family Justice Center.

I will not publicly acknowledge a survivor without their permission.

I will not disclose any identifying information of those involved in survivor stories.

I will direct my questions regarding confidentiality to the VOICES liaison (Patti Childers at (423) 643 – 7603). If the liaison is unavailable, I will direct my questions to the Director of the Family Justice Center. All questions regarding confidentiality will be reviewed by the VOICES Partner Committee.

I understand that a knowing and voluntary violation of the confidentiality policy can jeopardize my relationship with the Family Justice Center.

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SIGNATURE OF VOICES MEMBER OR ATTENDEE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SIGNATURE OF VOICES LIAISON

# VOICES CHATTANOOGA CHAPTER MEMBER APPLICATION

[fjc.chattanooga.gov](http://fjc.chattanooga.gov)



Interested in having your VOICE heard? VOICES is an advocacy group of survivors of trauma that is dedicated to education, raising awareness, and prevention of violence. Please fill out the form below, we are excited about your interest.

Last Name		First Name	
Street Address			
City	State	Zip Code	
Phone Number		Email	

I am interested in using my VOICES by:

- ☐ Public Speaking
- ☐ Policy Change
- ☐ Activity Participating in FaceBook
- ☐ Participating in Events
- ☐ Serving on the VOICES Survivor Committee
- ☐ Other: \_\_\_\_\_

**Questions? For more information, contact Patti Childers at [pchilders@chattanooga](mailto:pchilders@chattanooga) or 423-643-7603**

VOICES CHATTANOOGA CHAPTER  
RESOURCES  
[fjc.chattanooga.gov](http://fjc.chattanooga.gov)



# Resources



#### Our Mission

**To create a future for children and families filled with promise and prosperity**

#### Our Vision

**To see all children in Tennessee thriving in safe, stable and nurturing families and communities**

#### Our History:

For over 35 years, our organization's mission has been to support parents and the communities where they live in creating loving homes that make children feel nurtured. In 2008, we committed to using evidence-based program models in our daily work. Our programs are rooted in research and proven to positively impact the lives of both the children and the adults in the home. In 2010, we expanded our direct services to families from three counties to 20 counties in Tennessee. Today, we provide in-home parenting support in 30 counties in Tennessee and offer several statewide programs. Previously known as Prevent Child Abuse Tennessee, we recently took on a new name to put greater emphasis on what we do, rather than what we prevent.

#### Our Programs:

##### **Home Visiting**

Extended support offered through weekly home visits for parents from pregnancy through when their child enters kindergarten.

##### **Parenting Classes**

Concentrated parenting support provided over 8-12 weeks for parents with children age 12 and under. This program is ideal for families facing situations that impact their ability to parent.

##### **Parent Mentorship**

Parent-to-parent mentorship designed for new moms to ask questions and receive information using text messages.

***Our programs are free of charge and require no insurance or insurance eligibility. We also provide our services to undocumented residents.***

#### **Our Service Area**

The Tennessee Valley Region covers the following counties: Bledsoe, Bradley, Grundy, Hamilton, McMinn, Marion, Meigs, Polk, Rhea, and Sequatchie.

Referrals may be made on our website: [nurturethenext.org](http://nurturethenext.org), or by contacting [richard.tate@nurturethenext.org](mailto:richard.tate@nurturethenext.org).



**Victim Services Unit (VSU)**  
**Chattanooga Police Department**

**Victim's Rights**

Article I, § 35 – Rights of Victims of Crimes

To preserve and protect the rights of victims of crime to justice and due process, victims shall be entitled to the following basic rights:

1. The **right** to confer with the prosecution.
2. The **right** to be free from intimidation, harassment and abuse throughout the criminal justice system.
3. The **right** to be present at all proceedings where the defendant has the right to be present.
4. The **right** to be heard, when relevant, at all critical stages of the criminal justice process as defined by the General Assembly.
5. The **right** to be informed of all proceedings, and of the release, transfer or escape of the accused or convicted person.
6. The **right** to a speedy trial or disposition and a prompt and final conclusion of the case after the conviction or sentence.
7. The **right** to restitution from the offender.
8. The **right** to be informed of each of the rights established for victims.

**Services Provided by the VSU:**

- **Needs Assessment**
- **Follow-up**
- **Information & Referral (Telephone and In-Person)**
- **Safety Planning**
- **Criminal Justice Support & Advocacy**
- **Personal Advocacy & Collaboration**
- **Court Accompaniment**
- **Crisis Counseling & Intervention**
- **Victim's Compensation Fund Application Assistance**

**To Contact the Victim Services Unit (VSU):**

You can call the Main Number for CPD (423.643.5000) and request to speak with the first available Victim Advocate.

For additional questions, please contact Caroline Huffaker, Victim Services & Chaplains Director, at 423.643.5270.

\*Staff Hours are Mon-Fri, 8:00am-4:30pm. If a victim is in danger or needs immediate assistance, please dial 911.\*

For over 50 years, Legal Aid of East Tennessee has worked to build stronger communities and improve lives by providing high-quality legal services free of charge to qualifying individuals. Each year, we serve over 6,000 neighbors and help them access vital legal help. With an estimated 300,000 eligible individuals in our service area, we know that the need is great. Our limited resources make it impossible to help everyone, but that doesn't stop us from trying.

Like many of the legal services programs that advocate for under-served communities across our country, Legal Aid of East Tennessee was initially funded by the Legal Services Corporation, a federal agency. We can continue to advocate for the elderly, victims of domestic violence, and low-income families.

LAET provides high-quality civil legal services free of charge for qualifying individuals. We are advocates for the elderly, for families, and for victims of domestic violence and work closely with our clients to help navigate legal challenges and seek out justice.

Legal areas include:

- Consumer;
- Housing;
- Family/domestic;
- Public benefits; and
- Other miscellaneous civil matters.



## **Services Provided by the McNabb Center**

### **1. Silver Linings**

Silver Linings is a Trauma informed Intensive Outpatient service that is provided to pregnant and postpartum women (18+) or other women who are experiencing substance abuse or have a newborn baby with Neonatal Abstinence Syndrome or other substance related birth complications. The program includes additional supports of case management, medication assessment and management, individual and family therapy as well as parenting support with a court approved curriculum and certification.

### **2. Children and Youth Homeless Outreach Program (CYHOP)**

CYHOP is an intensive case management program for families who are homeless or at risk of homelessness with linkage to community resources as well as provided assessments for mental health and substance abuse needs.

### **3. Tennessee Move Initiative**

The Tennessee Move Initiative is for individuals with an inpatient hospitalization at Moccasin Bend Mental Health Institute of 90 days or longer and provides intensive case management and medical and peer support in reintegrating individuals back into the community. Program is for 12 months/1 year. No other requirements for enrollment in program. Program is a 24/7 program.

### **4. Safety Net**

Safety Net is a program created by the State of Tennessee and the Tennessee Department of Mental Health/ developmental Disabilities (TDMHMM) to provide mental health treatment to individuals who do not have access to health care. This program provides outpatient medication management, community based case management, individual therapy services, and assistance in obtaining psychotropic medications. To qualify, individuals must have an Axis 1 Mental Health Diagnosis (priority population), household income at or below 100% poverty level, Tennessee resident for 6 months, United States Citizen, lack of TennCare or commercial insurance coverage, no access to VA services, and not currently an inmate.

### **5. Building Stable Lives (BSL)**

Building Stable Lives (BSL) is a life coaching program that works with families meeting the Asset Limited Income Constrained Employed (ALICE) in Hamilton county to increase access to medical, mental health, education, employment, and housing to individuals 18 years and over who reside in the area. Individuals must have a willingness to address one of the “life domains” and have a child under the age of 18. No other requirements needed for enrollment.

## 6. Health Link- Children and Youth

Health Link for children is designed to provide comprehensive coordination between healthcare services and mental health/social services. The program requirements include children who are at

a higher risk for intensive mental health services and chronic health conditions with a focus on preventative care, chronic illness management, and collaboration with external healthcare providers and other community partners. TennCare eligibility is a requirement for enrollment.

### Health Link- Adult

Health Link for adults is designed to provide coordination with healthcare services for individuals who are at a higher risk for intensive mental health services and chronic health conditions with a focus on preventative care, chronic illness management, and collaboration with external healthcare providers and other community partners. The population served in this program are those over the age of 18 with a mental health diagnosis and who are eligible for TennCare/Medicaid benefits.

## 6. Children and Youth Integrative Services Team (C&Y)

C&Y is an outpatient clinic for children needing mental health and/or substance abuse treatment. This program provides psychosocial assessment, therapy, medication assessment, and ongoing medication management for those ages 3 up. The goal is to improve the client's overall functioning and to help identify any barriers that compromise the client's emotional stability.

## 7. Adult Integrated Services Team

The Adult Center is an outpatient clinic for children needing mental health treatment. This program provides psychosocial assessment, therapy, medication assessment, and ongoing medication management. The goal is to improve the client's overall functioning and to help identify any barriers that compromise the client's emotional stability.

## 8. Trauma Specific Services

Trauma Specific Services offers assessment and ongoing psychotherapy that utilizes evidence based trauma informed interventions that include trauma focused cognitive behavioral therapy (TFCBT) and eye movement desensitization and reprocessing. (EMDR). This program is a hybrid service providing treatment in the children and youth center as well as in the community.

## 9. Supportive Housing

Supportive housing is a housing service that offers permanent, safe, and affordable housing to individuals who are homeless and experiencing symptoms of severe and persistent mental illness. To qualify, the individual must be homeless, income below 50% of the federal poverty level, be eligible for Medicaid/TennCare and have a mental health diagnosis

#### 10. Peer Support Center- The Lighthouse

The Peer Support Center at The Lighthouse is a rehabilitation and recovery support program that is designed to provide opportunities for developing socialization skills in a community setting while receiving support from their peers to result in higher levels of self-care and personal

development. The client must be 18 years of age or older, have a mental health diagnosis, and not actively suicidal or physically aggressive.

#### 11. School Based Services: Better Attitudes and Skills in Children (BASIC)

School Based Services: Better Attitudes and Skills in Children (BASIC) is a classroom support program for K-3 pupils, individual and small groups, as well as teacher and parent consultations. To qualify, K-3 pupils are referred to the program by any school staff with a parent's approval or by parent themselves. No additional requirements needed for enrollment.

#### 12. ONTrack TN Hamilton

ONTrack TN Hamilton is a program that uses evidence-based practices to treat adolescents and younger adults ages 15-30 with a mental health diagnosis that have symptoms of psychosis. Services include individual, group, and family counseling along with medication services, case management, Peer Support and employment/educational assistance. Crisis intervention and emergency services as needed. Program is a 24/7 program.

#### 13. Therapeutic Preschool

The Therapeutic Preschool is a 10 week rolling admission intensive outpatient program for children aged 4-6 who have experienced a traumatic event. Children attend the preschool 4 days a week for 3 ½ hours a day while receiving trauma specific clinical interventions, developmental assessment, and safety planning. Additional program services include a child development specialist who supports the child in their natural environment by performing classroom/day care/home behavior observations, linkage and referral to community resources and transportation. Individual client, Parent/family sessions are offered as well as parenting groups.

#### 14. School Based Behavioral Health Liaisons: (SBBHL)

HRMC SBBHL provide in-school social, emotional and behavioral support to students in the Red Bank, Hixson and Soddy Daisy communities. SBBHL are full time located at the school(s)

## 15. Girls Inc/YMCA/McNabb:

Through our partnership with United Way and the City of Chattanooga, HRMC provides onsite social and emotional support as well as linkage to community resources at the YMCA and Girls

Inc. The therapist is able to provide individual/family therapy as well as psycho education for participants, families and all staff at these two agencies. Services are not limited to participants in programming at either location, but rather the site is open to those living near the locations in the hopes to break down barriers to access support and services.

- Greater Chattanooga also covers McMinn county where the following services are provided:

Children, Youth and Adult outpatient mental health assessments, therapy, medication assessment and ongoing medication management, Health link services, Safety net services and Intensive Outpatient Co-Occurring services for men and women.



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# Resources & Services

(Hamilton County)

## Mental Health Care

The McNabb Center		
Address:	Adult: 601 Cumberland St., Chattanooga, TN 37404 Children & Youth: 6055 Shallowford Rd. Chattanooga, TN 37421	Relevant Services: <ul style="list-style-type: none"><li>• Psychiatric Evaluation</li><li>• Medication Management</li><li>• Counseling</li><li>• TN Health Link/Care Coordination</li><li>• Safety Net Case Management</li><li>• Intensive Outpatient Program</li><li>• Therapeutic Preschool</li><li>• School-Based programming</li><li>• Genoa Pharmacy</li><li>• Life coaching for families</li><li>• Children &amp; Youth Homeless Outreach Program</li><li>• Homeless Response Team</li></ul> How to Access Services: Call the number provided and follow the prompts for an intake.
Contact #:	P: (423) 266 – 6751 F: (423) 763 – 4742	
Hours of Operation:	Monday – Friday: 8am – 5pm	
Website:	<a href="https://www.mcnabbcenter.org/">https://www.mcnabbcenter.org/</a>	
Who They Serve:	Children, Adolescents, Adults (Individuals & Families)	
Mental Health Co-Operative		
Address:	801 N Holtzclaw Ave #101, Chattanooga, TN 37404	Relevant Services: <ul style="list-style-type: none"><li>• Psychiatric Evaluation</li><li>• Medication Management</li><li>• Counseling</li><li>• TN Health Link/Care Coordination</li><li>• Safety Net Case Management</li><li>• Pharmacy services</li></ul> How to Access Services: Call the number provided and follow the prompts for an intake.
Contact #:	P: (423) 697 – 5950      P [intake]: (423) 697 – 5953	
Hours of Operation:	Monday – Friday: 8am – 4pm	
Website:	<a href="http://mhc-tn.org">mhc-tn.org</a>	
Who They Serve:	Children, Adolescents, Adults (Individuals & Families)	
Volunteer Behavioral Health / Johnson Mental Health		
Address:	420 Bell Ave., Chattanooga, TN 37405	Relevant Services: <ul style="list-style-type: none"><li>• Psychiatric Evaluation</li><li>• Medication Management</li><li>• Counseling</li><li>• TN Health Link/Care Coordination</li><li>• Safety Net Case Management</li><li>• Genoa Pharmacy</li><li>• Crisis Stabilization Unit (see below)</li></ul> How to Access Services: Call the number provided and follow the prompts for an intake.
Contact #:	P: (423) 634 – 8884	
Hours of Operation:	Outpatient: Monday – Friday: 8am – 5pm	
Website:	<a href="http://vbhcs.org/locations/chattanooga">vbhcs.org/locations/chattanooga</a>	
Who They Serve:	Children, Adolescents, Adults (Individuals & Families)	
Cherokee Health Systems		
Address:	5600 Brainerd Rd. a04, Chattanooga, TN 37411	Relevant Services: <ul style="list-style-type: none"><li>• Psychiatric Evaluation</li></ul>

Contact #:	P: (423) 266 – 4588      F: (865) 342 – 0103	<ul style="list-style-type: none"><li>• Medication Management</li><li>• Counseling</li><li>• TN Health Link/Care Coordination</li><li>• Safety Net Case Management</li><li>• Medication Assisted Treatment for substance abuse</li></ul> How to Access Services: Call the number provided and follow the prompts for an intake.
Hours of Operation:	Monday: 8am – 6pm Tuesday – Thursday: 8am – 5pm Friday: 7:30am – 5pm	
Website:	cherokeehealth.com	
Who They Serve:	Children, Adolescents, Adults (Individuals & Families)	
Centerstone		
Address:	Main Location: 6110 Shallowford Rd, Ste B, Chattanooga Foster Care: 6025 Lee Hwy, Ste 301 Chattanooga	Relevant Services: <ul style="list-style-type: none"><li>• Individual, group, &amp; family counseling</li><li>• School-based counseling</li><li>• Psychiatric evaluation</li><li>• Medication Management</li><li>• Case Management</li><li>• In-home counseling</li><li>• Crisis intervention services (Mobile Crisis &amp; Crisis Line)</li><li>• Health care coordinator</li><li>• Therapeutic Foster Care</li></ul> How to Access Services: Call the number provided and follow the prompts for an intake.
Contact #:	Initial Appointments: (867) 467 – 3123 Main: (888) 291 – 4357 Fax: (423) 296 – 6384	
Hours of Operation:	Monday – Friday: 8am – 5pm	
Website:	Centerstone.org	
Who They Serve:	Children, Adolescents, Adults (Individuals & Families)	
Parkridge Valley		
Address:	7351 Courage Way, Chattanooga, TN 37421	Relevant Services: <ul style="list-style-type: none"><li>• Inpatient psychiatric care</li><li>• Addiction program/dual diagnosis</li><li>• Daytime Intensive Outpatient</li><li>• Partial Hospitalization</li></ul> How to Access Services: If you have TennCare, you must be evaluated at CSU to be admitted. For other insurances, call RESPOND at (423) 707 – 2935
Contact #:	P: (423) 894 – 4220      RESPOND: (423) 707 – 2935	
Hours of Operation:	Inpatient Services – 24 hours/7 days per week	
Website:	parkridgehealth.com	
Who They Serve:	Children, Adolescents, and Adults	
Moccasin Bend Mental Health Institute (MBMHI)		
Address:	100 Moccasin Bend Rd., Chattanooga, TN 37405	Relevant Services: <ul style="list-style-type: none"><li>• Inpatient psychiatric care</li><li>• Forensic evaluations</li></ul> How to Access Services: You will need to go to CSU or the emergency room to be evaluated for hospitalization.
Contact #:	P: (423) 265 – 2271	
Hours of Operation:	Inpatient Services – 24 hours/7 days per week	
Website:	https://www.tn.gov/behavioral-health/hospitals/hospitals/moccasin-bend.html	
Who They Serve:	Adults ONLY	
Crisis Stabilization Unit (CSU)		
Address:	413 Spring St., Chattanooga TN	Relevant Services:

Contact #:	P: (423) 634 – 8995	<ul style="list-style-type: none"> <li>• Acute stays for medication stabilization</li> <li>• Evaluation for Certificate of Need (CON)/need for hospitalization</li> </ul> <p>How to Access Services: Walk – ins welcome or call (423) 634 – 8995</p>
Hours of Operation:	24 hours/7 days per week	
Website:	<a href="http://vbhcs.org/locations/chattanooga">vbhcs.org/locations/chattanooga</a>	
Who They Serve:	Adults ONLY	

## Victim Support Services

Family Justice Center		
Address:	5705 Uptain Rd. Chattanooga, TN	Relevant Services: <ul style="list-style-type: none"><li>• Assistance in creating a personal safety plan</li><li>• Help finding a safe place for you, your children, and pets</li><li>• Education and awareness regarding domestic violence, elder abuse, and human trafficking</li><li>• Referrals to services available in Chattanooga</li><li>• Civil Legal services and help with obtaining Orders of Protection</li><li>• Personal support in court appointments</li><li>• Emotional support</li><li>• Free individual and family counseling</li></ul> How to Access Services: Walk – ins welcome or call number provided.
Contact #:	(423) 643 – 7600	
Hours of Operation:	Monday – Friday: 8:30am – 5:00pm 2 <sup>nd</sup> & 4 <sup>th</sup> Thursdays: hours extend to 7:30pm	
Website:	fjc.chattanooga.gov	
Who They Serve:	Children, Adolescents, & Adults (specializing in victims of domestic violence, elder abuse, and human trafficking)	
Partnership for Families, Children, and Adults		
Address:	Location confidential, Call to schedule assessment	Relevant Services: <ul style="list-style-type: none"><li>• No – cost counseling for survivors of sexual trauma</li><li>• Deaf, deaf – blind, and hard of hearing services</li><li>• Emergency shelter for women and homeless families</li><li>• Family violence Center</li><li>• Rape Crisis Center</li></ul> How to Access Services: Call the number provided.
Contact #:	P: (423) 755 – 2822      P: (423) 755 – 2700 – 24/7 <i>Domestic Violence Sexual Assault Hotline</i>	
Hours of Operation:	24/7 and as needed	
Website:	https://www.partnershipfca.com/www	
Who They Serve:	Children, Adolescents, Adults (Individuals & Families)	
Victim Services Unit– Chattanooga Police Department		
Address:	Not applicable	Relevant Services: <ul style="list-style-type: none"><li>• Follow-up Support &amp; Advocacy</li><li>• Safety Planning</li><li>• Social Service Assessment &amp; Planning</li><li>• Criminal Justice Support and Advocacy</li><li>• Court Accompaniment</li><li>• Crisis Counseling &amp; Intervention</li><li>• Information &amp; Referral</li><li>• Filing Assistance for TN Criminal Injuries Compensation Program</li><li>• Community Outreach</li></ul>
Contact #:	Main Line: (423) 643 - 5000	
Hours of Operation:	Monday – Friday: 8:30am – 5:00pm	
Website:	chattanooga.gov/police-department/victim-services	
Who They Serve:	Victims of crime	

		<ul style="list-style-type: none"> <li>• First Responder Training</li> <li>• On-Scene Response</li> </ul> <p>How to Access Services: Call number provided</p>
Child Advocacy Center: The Emmy Haney House		
Address:	5705 Uptain Rd., Ste C, Chattanooga, TN	<p>Relevant Services:</p> <ul style="list-style-type: none"> <li>• Forensic Interviews</li> <li>• Medical Examinations</li> <li>• Trauma – focused Therapy</li> <li>• Family Advocacy</li> <li>• Child Protection Investigative Team (C.P.I.T.)</li> <li>• Prevention Education</li> </ul> <p>How to Access Services: Call number provided or email <a href="mailto:info@cachc.org">info@cachc.org</a></p>
Contact #:	P: (423) 266 – 6918 F: (423) 265 – 0620	
Hours of Operation:	Monday – Friday: 8:30am – 5:00pm	
Website:	<a href="http://Cachc.org">Cachc.org</a>	
Who They Serve:	Children who have experienced abuse and/or neglect	

## Medical Care

Cempa Community Care/STEP TN		
Address:	1042 E 3 <sup>rd</sup> St., Suite 200, Chattanooga, TN 37403	Relevant Services: <ul style="list-style-type: none"><li>• Supports people impacted by HIV, Hepatitis C, and STI's</li><li>• Primary care, nutritional counseling, education, mental health counseling, and syringe exchange</li></ul> How to Access Services: Call number provided or schedule online
Contact #:	(423) 265 – 2273	
Hours of Operation:	Monday, Wednesday, & Thursday: 8am – 5pm Tuesdays: 8am – 6pm Fridays: 8am – 1pm	
Website:	www.cempa.org	
Who They Serve:	Children, Adolescents, & Adults (low-income, uninsured, and underinsured)	
CHI Memorial Medical Group		
Address:	3905 Hixson Pike, Suite 103, Chattanooga	Relevant Services: <ul style="list-style-type: none"><li>• Prevention through Education and Awareness</li><li>• Policy work involving creating and strengthening policies and laws relevant to human trafficking</li></ul> How to Access Services: They have multiple locations. Call number provided and they can send you to the best option.
Contact #:	(423) 756 – 1506	
Hours of Operation:	Monday – Friday: 7:30am – 4:30pm	
Website:	Chimemorialmedicalgroup.org	
Who They Serve:	Children, Adolescents, and Adults (they accept most insurances)	
Cherokee Health Systems		
Address:	5600 Brainerd Rd. a04, Chattanooga, TN 37411	Relevant Services: <ul style="list-style-type: none"><li>• Primary Care</li><li>• Mental Health Care</li><li>• Medically Assisted Treatment (MAT) - Suboxone</li><li>• Health Link care coordination</li></ul> How to Access Services:
Contact #:	P: (423) 266 – 4588 F: (865) 342 – 0103	
Hours of Operation:	Monday: 8am – 6pm Tuesday – Thursday: 8am – 5pm Friday: 7:30am – 5pm	
Website:	https://www.cherokeehealth.com	

Who They Serve:	Children, Adolescents, Adults (Individuals & Families)	• Call number provided
Homeless Health Center		
Address:	730 E. 11 <sup>th</sup> Street, Chattanooga 37403	Relevant Services: <ul style="list-style-type: none"><li>• Routine physical exams</li><li>• issuance of medications</li><li>• mental health evaluation &amp; treatment</li><li>• substance abuse evaluation &amp; treatment</li><li>• assistance with entitlement programs &amp; housing placement</li><li>• transportation to/from clinic</li></ul> How to Access Services:
Contact #:	(423) 209 – 5800	
Hours of Operation:	Monday – Friday: 7:30am – 4:30pm (Wednesday – closed from 2pm – 3:30pm)	
Website:	Health.hamiltontn.org	
Who They Serve:	homeless population with diagnosis and treatment of acute and chronic illnesses	
Volunteers in Medicine		
Address:	5705 Marlin Road, Chattanooga 37411	Relevant Services: <ul style="list-style-type: none"><li>• preventative and acute care</li><li>• specialty referral</li><li>• physical therapy</li><li>• nutritional counseling</li></ul> How to Access Services: Call the number provided and ask for Sharon Stewart to help with the application.
Contact #:	(423) 855 – 8220	
Hours of Operation:	Monday – Wednesday: 9am – 4pm	
Website:	Vim-chatt.org	
Who They Serve:	Hamilton County residents without insurance and living at or below 200% poverty line	

## Substance Abuse Treatment

Silver Linings & Centerpointe at The McNabb Center		
Address:	Silver Linings - 601 Cumberland St. Chattanooga, TN	Relevant Services: • Trauma – informed substance abuse IOP, individual therapy, Parenting classes, & case management • Centerpointe – Detox and inpatient How to Access Services: Call provided numbers per program
Address:	Centerpointe – 5310 Ball Camp Pike, Knoxville, TN	
Contact #:	SL - (423) 763 – 0101 Centerpointe – (865) 523 – 4704	
Hours of Operation:	Monday – Friday: 8am – 5pm Centerpointe – 24/7	
Website:	<a href="http://McNabbcenter.org">McNabbcenter.org</a>	
Who They Serve:	Silver Linings: Women who are pregnant or have young children and a recent history of substance use Centerpointe: Adult men and women	
Bradford		
Address:	6160 Drug Rehab Treatment Office	Relevant Services: • Detox, inpatient, and IOP • Medically Assisted Treatment (MAT) - Suboxone How to Access Services: Call or walk – in for assessment
Contact #:	(423) 892 – 2639 OR (800) 879 – 7272	
Hours of Operation:	24/7	
Website:	Bradfordhealth.com	
Who They Serve:	Teens, Young Adults, and Adults	
CADAS & Family Way		
Address:	207 Spears Ave., Chattanooga, TN 37405	Relevant Services:

Contact #:	(423) 756 – 7644 OR 1 (877) AT-CADAS	<ul style="list-style-type: none"><li>• Detox, inpatient, IOP, &amp; MAT</li><li>• Peer to peer program</li><li>• Housing for Women &amp; children (up to age 11)</li></ul> How to Access Services: Call for assessment
Hours of Operation:	Monday – Friday: 8:05am – 5pm	
Website:	Cadas.org	
Who They Serve:	Adolescents and Adults	
Focus Treatment Centers		
Address:	7429 Shallowford Rd., Chattanooga, TN 37421	Relevant Services: <ul style="list-style-type: none"><li>• Detox, inpatient, IOP, and MAT for substance abuse and/or eating disorders</li></ul> How to Access Services: Call to schedule assessment
Contact #:	(800) 675 – 2041 OR (423) 308 – 2560	
Hours of Operation:	24/7	
Website:	Focustreatmentcenters.com/chattanooga	
Who They Serve:	Adults in need of detox, inpatient, and/or IOP	
Chattanooga Recovery Center		
Address:	13 W. Kent Street, Chattanooga 37405	Relevant Services: <ul style="list-style-type: none"><li>• Partial Hospitalization Program (ability to live at the facility while getting recovery care 24/7)</li><li>• Intensive Outpatient Program</li><li>• Outpatient Treatment</li></ul> How to Access Services: Call to schedule assessment
Contact #:	(423) 210 – 4831	
Hours of Operation:	24/7	
Website:	Chattanoogarecoverycenter.com	
Who They Serve:	Primarily those with commercial insurance	
Buffalo Valley Inc.		
Address:	501 Park Ave. South, Hohenwald, TN	Relevant Services: <ul style="list-style-type: none"><li>• Outpatient Treatment</li><li>• Intensive Outpatient/ Partial Hospitalization</li><li>• Residential/inpatient Treatment</li><li>• Veteran Housing</li><li>• Housing Assistance</li></ul> How to Access Services: Call to schedule pre-screening.
Contact #:	Local: (931) 796 – 5427 Toll – Free: (800) 447 – 2766	
Hours of Operation:	24/7	
Website:	Buffalovalley.org	
Who They Serve:	Accept most insurances, access to grants for those without insurance – Adults needing substance abuse treatment	
Freeman Recovery		
Address:	101 South Main Street, Suite B, Dickson, TN 37055	Relevant Services: <ul style="list-style-type: none"><li>• Medical Detox</li><li>• Residential Treatment</li><li>• Partial Hospitalization Program</li><li>• Intensive Outpatient Program</li><li>• Sober Living</li></ul> How to Access Services: Call to schedule assessment
Contact #:	Phone: (615) 645 – 1141 Fax: (800) 810 – 3915	
Hours of Operation:	24/7	
Website:	Freemanrecoverycenter.com	
Who They Serve:	Accept most insurances, access to grants for those without insurance – Adults needing substance abuse treatment	

## Residential Programs

Love's Arm/Rahab's Rest

Address:	P.O. Box 21488 Chattanooga, TN 37424	Relevant Services: • Advocacy, counseling, 12 – step recovery group, and holistic recovery home How to Access Services: Call 24-hour helpline (423) 500 – 0400
Contact #:	(423) 500 – 0400	
Hours of Operation:	Monday – Friday: 9am – 8pm	
Website:	<a href="http://www.lovesarmoutreach.org">www.lovesarmoutreach.org</a>	
Who They Serve:	Women impacted by prostitution and the sex industry	
McNabb Center Supportive Living		
Address:	Multiple Locations in Chattanooga	Relevant Services: • Supportive living group homes with 24/7 staff • Groups to teach life skills • Access to mental health and medical care How to Access Services: Call number provided and ask for Allie MacRae or Housing Manager.
Contact #:	(423) 265-6751	
Hours of Operation:	Monday – Friday: 8am – 5pm (Housing is 24/7)	
Website:	<a href="https://www.mcnabbcenter.org/">https://www.mcnabbcenter.org/</a>	
Who They Serve:	Adults with severe and persistent mental illness	
Oxford House		
Address:	Multiple Locations in Chattanooga and surrounding areas	Relevant Services: • Self-run, self-supported recovery houses How to Access Services: Call or email Mustafa Elias Will need be able to pay \$100 deposit and first week’s rent of \$160.
Contact #:	(901) 562 – 9722 OR <a href="mailto:mustafa.elias@oxfordhouse.org">mustafa.elias@oxfordhouse.org</a>	
Hours of Operation:	24/7	
Website:	Oxfordhouse.org	
Who They Serve:	Adults in recovery	
Friends House Ministries		
Address:	3 homes, housing 21 men	Relevant Services: • Faith – based sober living homes • assistance in finding employment • instruction in life skills • spiritual guidance How to Access Services: Call number provided to schedule an interview.
Contact #:	(423) 488 – 5018	
Hours of Operation:	24/7	
Website:	Friendshouseministries.com	
Who They Serve:	Men who are in recovery; must be sober to move in.	
↓ OUTSIDE OF HAMILTON COUNTY ↓		
Blue Monarch		
Address:	PO Box 1207, Monteagle, TN 37356	Relevant Services: • Two-year residential program designed to help further her education, break addictions, become a better mother, and obtain a job and gain independence. How to Access Services: Call or apply online
Contact #:	(931) 924 – 8900	
Hours of Operation:	24/7	
Website:	Bluemonarch.org	
Who They Serve:	Women and children (under age 12) who are dealing with addiction, domestic violence, and economic hardship	
The Next Door		
Address:	402 22 <sup>nd</sup> Ave N, Nashville, TN 37206	Relevant Services:

Contact #:	(855) 863 – 4673 OR (615) 251 – 8805, x608 (housing)	• permanent affordable housing for women and children  • Detox, Inpatient, IOP, MAT and aftercare How to Access Services: Call the main # for substance use or Kristy Pomeroy for housing in Nashville
Hours of Operation:	Monday – Sunday: 8am – 5pm	
Website:	Thenextdoor.org	
Who They Serve:	Women 18 and older (with or without children)	
Thistle Farms		
Address:	Multiple Locations	Relevant Services:  • Two-year residential program with rent-free housing, healthcare, counseling, employment, and community building  How to Access Services: Call Magdalene or complete Entrance Request Form online
Contact #:	Magdalene (615) 320 – 5325	
Hours of Operation:	24/7	
Website:	Thistlefarms.org	
Who They Serve:	Women survivors of trafficking, prostitution, and addiction	

### Crisis Resources

Resource	Type of Assistance	Contact Information:
Helpline of Chattanooga	Suicide hotline	(423) 552 – 4636 (423) 622-5193 (423) 266-4862
Tennessee Suicide Prevention Network	Crisis Text Line	Text “TN” to 741-741
Crisis Response Services (Volunteer Behavioral Health)	Mental Health Emergencies Evaluation for Hospitalization (Risk to self or others)	(423) 634 – 8995
Parkridge Valley Hospital RESPOND	Mental Health Emergencies Evaluation for Hospitalization (Risk to self or others)	(423) 707 – 2935
Youth Villages (for children and adolescents)	Mental Health Emergencies Evaluation for Hospitalization (Risk to self or others)	(423) 899 – 4101
Tennessee REDLINE	Connects TN residents to addiction services	1 (800) 889 – 9789
NuStart (Hamilton Co.)	Connects TN residents to addiction services for opioid users.	(423) 208 – 3523