

Tennessee Referrals

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Category	Web Link	Assistance Description	Telephone
Access and Functional Needs and Disabilities	Tennessee Commission on Aging & Disability	Provides information and assistance to older persons, adults with physical disabilities, caregivers, and professionals looking for services or programs available in Tennessee.	866-836-6678 615-741-2056
Access and Functional Needs and Disabilities	Disability Rights Tennessee	Disability Rights Tennessee (DRT) is a nonprofit legal services organization that provides FREE services to protect the rights of Tennesseans with disabilities.	800-342-1660
Access and Functional Needs and Disabilities	Tennessee Department of Human Services: Disability Services	Information and programs including counseling, rehabilitation services, training, communications devices, technology, and interpreter services.	615-313-4700
Aging Services	Tennessee Commission on Aging & Disability	Provides information and assistance to older persons, adults with physical disabilities, caregivers, and professionals looking for services or programs available in Tennessee.	866-836-6678 615-741-2056
Aging Services	East Tennessee Human Resource Agency (ETHRA)	Services and resources for families and individuals. Advocacy, services for independent living, nutrition, housing and utilities, employment support, transportation, judicial support, and education.	865-691-2551 TTY: 800-848-0298
Aging Services	Tennessee Area Agencies on Aging and Disability	Locator map for Area Agencies on Aging and Disability (AAAD). Programs include caregiver support, home and community-based services, information and assistance, nutrition services, the State Health Insurance Program (SHIP), and transportation assistance.	866-836-6678

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Category	Web Link	Assistance Description	Telephone
Agricultural Aid	Tennessee USDA Farm Services Agency	USDA's Farm Service Agency (FSA) provides emergency loans to help producers recover from production and physical losses due to drought, flooding, other natural disasters, or quarantine.	615-277-2600
Agricultural Aid	Tennessee USDA Rural Development	USDA Rural Development provides low interest mortgages, guaranteed mortgages, 1% interest mortgages for seniors, loans for repairs and mortgage payment assistance for families living in rural areas.	615-783-1300 800-342-3149
Agricultural Aid	Tennessee Department of Agriculture	Programs for consumers, businesses, and farms. Licenses, permits, financial assistance, food safety, educations resources, land, and water stewardship.	615-837-5103
Consumer Services	Tennessee Attorneys General's Office: Consumer Protection	Information on consumer services, scams, price gouging and consumer complaint services.	615-741-1671
Consumer Services	Tennessee Department of Commerce and Insurance: of Consumer Affairs	Information on licensing and regulations, online complaint filing, consumer resources, scams, schemes, and swindles.	615-741-2241
Contractors	Tennessee Department of Commerce and Insurance: Contractors and Home Improvement	Online license verification, consumer resources, and frequently asked questions.	800-544-7693 615-741-8307

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Contractors	A contractor's license is required prior to contracting (bidding or negotiating a price) whenever the total cost of the project is \$25,000 or more.		
Crisis Counseling	Tennessee Department of Mental Health & Substance Abuse Services	24/7 Crisis line, crisis services, mental health services, substance abuse services, and hospitals.	Emergency: 911 Crisis Helpline: 855-274-7471 Non-Emergency Helpline: 800-560-5767
Crisis Counseling	Tennessee Hotlines	Directory of 24-hour and toll-free suicide prevention services, crisis intervention, and mental health services.	Emergency: 911 See listing for local helplines and offices
Crisis Counseling	Volunteer Behavior Health	Serving Middle, Upper Cumberland and Southeast Tennessee, Services and Programs such as adult services, addiction and co-occurring disorders, children and youth services, crisis services, and peer recovery.	Emergency: 911 Crisis Helpline: 800-704-2651 Customer Service: 877-567-6051
Disaster Specific Information			

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Category	Web Link	Assistance Description	Telephone
Disaster Unemployment Assistance	Tennessee Unemployment Claims	When Disaster Unemployment Assistance is activated, the agency will provide disaster information. This assistance provides weekly benefit payments to those out of work due to the disaster, including self-employed persons, farm and ranch owners, and others not covered under regular unemployment insurance programs.	844-224-5818
Environment	Tennessee Department of Environment and Conservation	Information on environmental programs, conservation, licensing, permitting and remediation. Online directory of Environmental Field Offices (EFO) in Tennessee.	888-891-8332
Essential Needs	Tennessee Department of Human Services: Services for Families	Assistance in filing for public assistance programs including Supplemental Nutrition Assistance (SNAP) for food stamps, Medicaid, and other state financial assistance.	866-311-4287 Nashville: 615-743-2000
Essential Needs	Tennessee Department of Health: Women's, Infant & Children's (WIC) Program	Nutrition evaluation and monthly coupons to receive supplemental, highly nutritious foods such as iron-fortified cereal, milk, eggs, peanut butter, and dried beans. Online directory for local health department offices and WIC clinics.	800-342-5942
Essential Needs	East Tennessee Human Resource Agency (ETHRA)	Services and resources for families and individuals. Advocacy, services for independent living, nutrition, housing and utilities, employment support, transportation, judicial support, and education.	865-691-2551 TTY: 800-848-0298

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Essential Needs	Chattanooga Area Food Bank	Emergency food assistance, and nutrition programs. Online searchable "Hungry? We can Help" directory by zip code or county to locate assistance.	211 Chattanooga: 423-622-1800
Essential Needs	Second Harvest Food Bank of Middle Tennessee	Serving Middle and West Tennessee. Emergency food assistance, online "Get Help" directory by zip code or county to locate assistance.	211 615-329-3491
Essential Needs	Second Harvest Food Bank of East Tennessee	Serving East Tennessee. Emergency food assistance, online "Get Help" directory by zip code or county to locate assistance.	211 865-521-0000
Essential Needs	Second Harvest Food Bank of Northeast Tennessee	Serving Northeast Tennessee counties of Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Washington, and Unicoi Counties. Emergency food assistance, online "Get Help" directory by zip code to locate assistance.	211 423-279-0430
Essential Needs	Mid-South Food Bank	Emergency food assistance, online "Get Help" directory by zip code to locate assistance.	901-527-0841
Family & Protective Services	Tennessee Department of Children's Services: Child Safety	Report child abuse and neglect. Trained case managers will guide hotline callers through a series of questions. Callers don't have to know all the details of the abuse or neglect. The case managers will determine the severity of the situation and how best to intervene.	Emergency: 911 877-237-0004
Family & Protective Services	Tennessee Department of Human Services: Adult Protective Services	Adult Protective Services staff investigate reports of abuse, neglect (including self-neglect) or financial exploitation of adults who are unable to protect themselves due to a physical or mental limitation. APS staff assess the need for protective services and provide services to reduce the identified risk to the adult.	Emergency: 911 888-277-8366

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Category	Web Link	Assistance Description	Telephone
Financial Assistance	Tennessee Department of Human Services: Services for Families	Assistance in filing for public assistance programs including Supplemental Nutrition Assistance (SNAP) for food stamps, Medicaid, and other state financial assistance.	866-311-4287 Nashville: 615-743-2000
Health Care Services	Tennessee Medicaid: TennCare	Information for Tennessee state Medicaid program TennCare, TennCare Kids, providers, and long-term services and supports.	855-259-0701
Housing	Socialserve: Housing Resource Center	Socialserve.com is a non-profit organization that assist tenants and agencies in finding affordable housing for callers free of charge. Using a toll-free number, callers work with trained, bilingual call center specialists to find available housing.	877-428-8844
Housing	Tennessee USDA Rural Development	USDA Rural Development provides low interest mortgages, guaranteed mortgages, 1% interest mortgages for seniors, loans for repairs and mortgage payment assistance for families living in rural areas.	800-342-3149 615-783-1300
Identity Theft	Tennessee Bureau of Investigation: Identity Theft	Information for victims of identity theft including what steps to take and agencies to report theft.	615-744-4000
Insurance	Department of Commerce & Insurance	General insurance information, license verification, and fraud reporting services.	615-741-2241

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Category	Web Link	Assistance Description	Telephone
Legal Services	Tennessee Bar Association	Information and resources for legal services, and referrals to attorneys providing free or reduced fee legal services to individuals affected by a disaster.	East Tennessee: 865-522-7501 Middle Tennessee: 615-242-6546 Southeast Tennessee: 423-756-3222
Legal Services	Chattanooga Bar Association	Information and resources for legal services for the public, and a lawyer referral service.	423-756-3222
Legal Services	Memphis Area Legal Services	Free legal assistance in civil (non-criminal) matters to persons in Fayette, Lauderdale, Shelby, and Tipton counties in Tennessee. Services available to low income or elderly persons.	866-361-9001 901-523-8822
Legal Services	West Tennessee Legal Services	Provides assistance in civil cases in Benton, Carroll, Chester, Crockett, Dyer, Decatur, Gibson, Hardeman, Hardin, Haywood, Henry, Henderson, Lake, McNairy, Madison, Obion, and Weakley counties.	800-372-8346 731-423-0616
Legal Services	Legal Aid Of East Tennessee	Help for low-income East Tennesseans, seniors, and persons with disabilities with legal issues. Online intake available.	Knoxville: 865-637-0484 Chattanooga: 423-756-4013 Cleveland: 423-303-2266 Maryville: 865-981-1818 Johnson City: 423-928-8311 Morristown: 423-587-4850

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Legal Services	Legal Aid Society of Middle Tennessee & The Cumberland's	Information and legal help, cases for employment, family and domestic violence, health and benefits, housing, tax, and money cases. Volunteer Lawyers Program provides pro bono services.	615-244-6610
Roadside Assistance	Tennessee Department of Transportation: 511 Information System	Traffic information, incidents, construction, and weather conditions. Recorded road condition information.	511 877-244-0065
Tax Preparation	Tennessee Department of Revenue	State tax information, tax resources, title, and registration. Online directory of office locations.	800-342-1003 Nashville: 615-253-0600
Veterans Services	Tennessee Department of Veterans' Affairs	Information regarding veteran benefits including pensions, medical care, home loans, burial, and life insurance.	615-741-2345
Vital Statistics	Tennessee Department of Safety and Homeland Security: Driver Services	Online driver services, replacement driver licenses, replacement identification cards, and directory of driver services locations.	615-253-5221 866-849-3548
Vital Statistics	Tennessee Department of Revenue: Title and Registration	Online services available, replacement title and registrations, vehicle titles, directory for county clerk locations.	888-871-3171 615-741-3101

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Vital Statistics	Tennessee Department of Health - Vital Records Division	Replacement birth, death, marriage certificates and other vital document services.	855-809-0072 615-741-1763
Volunteer	VOLUNTEERS SHOULD NOT SELF-DEPLOY		