

Helping Hands Home Assistance, Inc.

February 24, 2006

Darlene Stanley, Chief
Utilities Division
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

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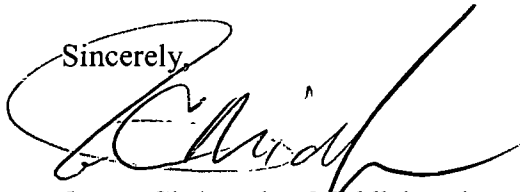
RE: Petition for 2-1-1 designation data request (Docket No. 05-00141)

Dear Ms. Stanley:

Attached is the requested information regarding our amended petition for the 211 Designation Service for Information and Referral services. On February 23, we submitted another amended petition to include only Hamblen county.

If you have any questions or need additional information, please feel free to contact me.

Sincerely,



James Christopher Middlebrook
Chief Executive Officer

RESPONSE TO TRA REQUEST FOR ADDITIONAL INFORMATION

1. Provide Financial Statements including Balance Sheet, Income Statement and Statement of Cash Flow for Helping Hands Home Assistance, Inc. ("Helping Hands") for 2003 and 2004. (Paragraph 8 of the Petition stated that "the Petitioner's most recent financial statements and proposed budget for 211 service for the first and second years of operation are attached hereto as Exhibits A and B respectively." However, the only financial information that was attached was a budget for 2005.)

We have requested Financial Statements from our CPA and we will forward them as soon as possible.

2. Does the 2005 budget filed with the Petition include the cost of providing 211 for information and referral services to all the public in the Proposed Coverage Area? If not, please provide a revised budget.

The 2005 budget filed with the Petition does include the cost of providing 211 for information and referral to all the public in the Proposed Coverage Area. See Attachment IV for the agency 2006 Budget that includes 211 services to Hamblen County.

3. Who will provide the on going funding for Helping Hands? Please provide letters in support of the on going funding.

HHHA, Inc. will fund the 211 program as part of ongoing existing services to community citizens. We currently partner with state/governmental agencies and are reimbursed for service hours provided to clients. Additional revenue is received from private pay-client fee, individual contributions, foundations, special events, and an annual campaign.

4. Provide a list of the names of the organizations and corporations that have promised funding mentioned in paragraph 8 of your Petition along with the amount each has promised. Please provide letters from those organizations and corporations in support of the current funded amount.

The Amended Petition reduces the 211 Proposed Service Area to one county. Helping Hands is currently funding information and referral services with existing agency revenue. The 211 utility will enhance this service in Hamblen County. TNAIRS has promised \$6,000 to fund the needed software (see the Mediation Agreement). The funding for Helping Hands programs is detailed in Question 3.

5. What are the current activities of Helping Hands and what numbers are presently used to reach Helping Hands?

Helping Hands is a multi-service agency targeting the aged, disabled and poor. The main services provided are in-home personal support services, comprehensive case management, information and referral (including an annual Information Fair for Seniors), advocacy, and community education. The number for Helping Hands are (865)692-5258 which is a four-line rotary number and 1-877-538-4442 which is a toll free number for the clients outside the calling area.

6. Provide a detailed listing of the current services and specific organization referrals provided by Helping Hands. How will 211 change this list?

See Attached list of referral organizations. The 211 utility and software used for this service will expand and enhance the referral database.

7. Expand on Helping Hands' overall ability (technical and otherwise) to provide all information and referral services and its willingness to provide service on a permanent and continuous basis to all of the public pursuant to criteria established in the Orders in Docket No. 92-01382. Please explain how and when assistance will be provided to consumers using the 211 number for information and referral services. For example, is there a call center in place? How many employees will be available to answer the lines? Will consumers have access to the 211 number 24 hours a day, 7 days a week? If not, will there be a back up number or recording to provide assistance on a full time basis and when will the 211 number be available 24 hours a day, 7 days a week?

Helping Hands currently provides information and referral services and comprehensive case management. Helping Hands plans to continue these services as displayed in its application to be a 211 provider. The services fulfill the mission of the agency. There is a call center in place that is fully equipped. Five employees are currently available to answer calls. HHHA also utilizes trained volunteers in its services. The service is now available five days per week 9:00AM to 5:00PM with voicemail access after hours. When the 211 services are started the call center will be open 10 hours per day and 7 days a week including holidays. Voicemail will be available after hours. HHHA hopes to increase the service to 24hours/7days by the second year of operation.

8. Please provide letters from an entity (e.g., the United Way) in support of Helping Hands use of 211 for access to community information and referral services as referred to in FCC 00-256, Third Report and Order on Reconsideration, Paragraph 21, page 14, released July 31, 2000.

HHHA has reached a Mediation Agreement with TNAIRS for HHHA to supply 211 services in Hamblen County if our application is approved by the TRA.

During the mediation process it was discussed that the United Way of Hamblen County does not want to be connected with a 211 program, but 211 services would be extended to Hamblen County citizens to meet the TNAIRS Statewide Plan.

9. In the Petition you stated that Helping Hands has recently joined TNAIRS. Please provide proof of membership in TNAIRS.

Please see our attached AIRS Certificate of Membership



COMMUNITY RESOURCE REFERRAL PROGRAM

ABUSE
ADOPTION SERVICES
ADULT EDUCATION
AIDS
ALCOHOLISM
ALZHEIMER'S DISEASE
AMERICANS WITH DISABILITIES (ADA)
BLIND/VISUALLY IMPAIRED
BURIAL PROGRAMS
CAMPS
CANCER PROGRAMS
CARDIAC REHABILITATION
CHILDREN'S RESIDENTIAL PROGRAMS
CLOTHING
COMMUNITY PLANNING AND DEVELOPMENT
CORRECTIONAL PROGRAMS, MINISTRY, AND SUPPORT
COUNSELING
CRISIS SITUATIONS/SUICIDE PREVENTION
DAY CARE
DEAF/HEARING IMPAIRED
DEBTS/CREDIT COUNSELING
DENTAL ASSISTANCE
DRUGS
EMERGENCY ASSISTANCE
EMERGENCY SHELTERS
EMPLOYMENT ASSISTANCE
ENVIRONMENTAL
FAMILY PLANNING
FOOD
FOSTER HOME CARE
FURNITURE NEEDS
GOVERNMENT/LAW ENFORCEMENT
HEALTH INFORMATION
HOMELESS/TRANSIENTS
HOSPITALS
HOUSING
INFORMATION AND REFERRAL
LEGAL HELP/CIVIL RIGHTS
MEDICAL SUPPLIES AND EQUIPMENT
MENTAL HEALTH SERVICES
MILITARY AND VETERAN SERVICES
MISCELLANEOUS
PARENTING
REFUGEE AND INTERNATIONAL SERVICES



COMMUNITY RESOURCE REFERRAL PROGRAM

RENT/MORTGAGE ASSISTANCE

SEASONAL

SENIOR SERVICES

SERVICES FOR PEOPLE WITH DISABILITIES

SERVICES FOR PEOPLE WITH MENTAL RETARDATION

TRANSPORTATION

UTILITIES ASSISTANCE

VOLUNTEER PLACEMENT

YOUTH PROGRAMS



COMMUNITY RESOURCE REFERRAL PROGRAM

ABUSE

CHILD

Child & Family, Inc.

Project Against Sexual Abuse of Appalachian Children (PASAAC) 546-7483

Connection 522-6213

RESPOND 525-4794

The Conley Center 546-7483

Child Help USA 800-422-4453

Children's Center 523-2672

Helen Ross McNabb Center

Tennessee Regional Alternative Care Environments (TRACES) 523-8695

Therapeutic Nursery 523-8695

Children and Youth 523-8695

Tennessee Department of Children's Services 594-6767

Associated Catholic Charities

Columbus Home Shelter 971-3560

Peninsula Behavioral Health 970-9800

DOMESTIC VIOLENCE

Child & Family, Inc.

The Conley Center 546-7483

Family Crisis Center Hotline (Domestic Violence) 637-8000

Managing Emotions Nonviolently 524-7483

Knox Area Rescue Ministries

Serenity Shelter 673-6540

Knox County Sheriff's Department

Major Crimes Unit 215-3590

Knoxville Legal Aid Society 637-0484

Knoxville Police Department

Domestic Violence Unit 215-7306

The Salvation Army

Joy Baker Center 522-4673

YWCA

Victim Advocacy 523-6126

SENIOR CITIZENS

Child & Family, Inc.

Elder Abuse 673-3066

Knoxville Legal Aid Society 637-0484

YWCA



COMMUNITY RESOURCE REFERRAL PROGRAM

Victim Advocacy	523-6126
Associated Catholic Charities	
Samaritan Place	545-7431
Hotline for Elder Abuse	594-5685
Tennessee Department of Human Services	
Adult Protective Services	594-5685

SEXUAL ABUSE

Child & Family, Inc.

 Project Against Sexual Abuse of Appalachian Children (PASAAC) 546-7483

Helen Ross McNabb Center

 Sexual Abuse 523-8695

Tennessee Department of Children's Services 594-6767

Sexual Assault Crisis Center

 Crisis Line 522-7273

 Victim Assistance 558-9040

ADOPTION SERVICES

Child & Family, Inc.

 Adoptions Program 524-7483

Tennessee Department of Children's Services 594-6767

Associated Catholic Charities

 Adoption 524-9896

Bethany Christian Services 588-5283

Council on Adoptable Children 693-3053

East Tennessee Christian Services 584-0841

Holston Methodist Home 675-4909

ADULT EDUCATION

Helen Ross McNabb Center

 Friendship House 541-6635

American Red Cross 584-2999

Community Action Committee

 Bridges 544-5200

 MLB Building 546-3500

 North Family Support Center 925-0880

 West Neighborhood Center 524-3345

 South Neighborhood Center 577-7591

 Project Succeed 546-3500

 Workforce Development 544-5200

Friends of Literacy 594-3673



COMMUNITY RESOURCE REFERRAL PROGRAM

Green Hills Learning Center	523-1688
Knoxville Community Development Corporation	
Career Investment Academy	594-8647
Knox County Adult High School	594-5058
Knox County Schools	
Adult Basic Education - ESL	594-3622
Adult Distributive Education - Business Courses	594-3713
Adult Home Economics	594-3714
Adult Education/Literacy	594-3673
Center School	594-5081
GED Testing/Career Assessment Center	594-5060
Knoxville Area Urban League	524-5511
Pellissippi State Technical Community College	694-6400
Sertoma Learning Center	524-5553
Regional Environmental Center	546-5567
Tabernacle Learning Center	525-2193
Townview Learning Center	523-9309
University of Tennessee	
Educational Opportunities Center	974-4466
Knoxville WAVE (17-21 yr.-old dropouts)	974-8163

AIDS

Child & Family, Inc.	
Great Starts	525-4794
Helen Ross McNabb Center	
AIDS Outreach Program	637-9711
Knoxville Legal Aid Society	637-0484
American Red Cross	584-2999
AIDS Specialized Testing	800-584-8183
East Tennessee Comprehensive Hemophilia Center	544-9170
Hope Center	541-3767
Graham House	521-3121
Knox County Health Department	
HIV Testing	215-5080
National AIDS Hotline	800-342-2437
Positively Living	523-0401



COMMUNITY RESOURCE REFERRAL PROGRAM

ALCOHOLISM

DETOXIFICATION

Helen Ross McNabb Center

Adult Detox/Residential – Centerpointe 523-4704

Detoxification Center (DRI-DOC) 558-5705

Baptist Hospital Alcohol/Drug Treatment Program 632-5520

Peninsula Hospital 970-9800

OUTPATIENT PROGRAMS

Child & Family, Inc.

RESPOND 525-4794

Great Starts 525-4794

Helen Ross McNabb Center

Adolescent Outpatient 637-9711

Outpatient Program 523-4704

Primary Prevention 523-8695

Sisters of the Rainbow 521-9788

Alcohol and Drug Program 637-9711

Tennessee Department of Human Services

Rehabilitation Services 594-6720

Community Action Committee

Counseling and Recovery Services 546-3500

Knox County Health Department

Renew (alcohol and drug case management for women) 215-5395

Al-Anon and Al-A-Teen 525-9040

Alcoholics Anonymous (Intergroup Office) 522-9667

Alcoholics Anonymous, Inc. 974-9888

Florence Crittenton Agency

Metropolitan Drug Commission 588-5550

Peninsula Outpatient Services

Alcohol and Drug Services 970-9800

Ridgeview 482-1076

Teen Challenge 546-8933

Tennessee Red Line 800-889-9789



COMMUNITY RESOURCE REFERRAL PROGRAM

RESIDENTIAL

Child & Family, Inc.

Great Starts 525-4794

Helen Ross McNabb Center

Adult Detox/Residential – Centerpointe 523-4704

Adolescent Residential – Werner Center 524-5757

AGAPE

525-1661

Jellinek Center

525-4627

Midway Rehabilitation Center

522-0301

Peninsula Village

970-9800

ALZHEIMER'S DISEASE

Alzheimer's Disease and Related Disorders Association

544-6288

St. Mary's Health System

Alzheimer's Day Treatment Center 545-6781

AMERICANS WITH DISABILITIES (ADA)

ADA Hotline and Resource Center

800-949-4232

City of Knoxville

215-2104

East Tennessee Technology Access Center

219-0130

Knox County

Disabilities 215-2952

Disability Resource Center

637-3666

BLIND/VISUALLY IMPAIRED

Tennessee Department of Human Services

Rehabilitation Services 594-6720

Knox County Schools

Blind/Visually Impaired 594-3684

East Tennessee Technology Access Center

219-0130

American Council for the Blind

800-424-8666

Interfaith Health Clinic

546-7330

Lion's Club

689-5320

Recording for the Blind and Dyslexic

482-3496

Senior Citizens Information and Referral

546-6262



COMMUNITY RESOURCE REFERRAL PROGRAM

BURIAL PROGRAMS

Knox County

Pauper Burial Department

215-2350

CAMPS

The Salvation Army

YWCA

Day Camp - Camp Try-Point

523-6126

Phyllis Wheatley Branch

546-0651

American Red Cross

584-2999

University of Tennessee

Knox County Agricultural Extension (4-H)

215-2340

American Cancer Society

584-1668

American Diabetes Association

584-0212

Arnstein Jewish Community Center

690-6343

Beyond the Limits

588-2933

Boy Scouts of America

588-6514

Camp Fire

693-3777

East Tennessee Children's Hospital Rehabilitation Center

690-8961

Emerald Avenue Urban Youth and Leadership Foundation

637-3227

Girl Scouts – Tanasi Council

688-9440

Kiwanis Fresh Air Summer Camp

523-4455

Knox County Association for Retarded Citizens

Muscular Dystrophy Association

922-4276

YMCA

Camping Service/Camp Montvale

984-5519

Young Life

525-7468

CANCER PROGRAMS

Positively Living

523-0401

St. Mary's Health System

Cancer Programs

545-7600 x7869

American Cancer Society

584-1668

East Tennessee Children's Hospital Cancer Center

541-8266

Fort Sanders Parkwest Medical Center Cancer Center

694-5727

The Wellness Community

546-4661

Thompson Cancer Survival Center

541-1311



COMMUNITY RESOURCE REFERRAL PROGRAM

CARDIAC REHABILITATION

YWCA

Phyllis Wheatley Branch	546-0651
Metropolitan	523-6126

YMCA

Downtown Fitness Center	522-9622
East Side Family Center	637-9622
North Side Family Center	922-9622
West Side Family Center	690-9622

American Heart Association	800-242-8721 or 588-7646
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CHILDREN'S RESIDENTIAL PROGRAMS

Child & Family, Inc.

Cooper House (boys)	546-7447
Gibbs Group Home (boys)	687-8091
Haslam Center (boys and girls)	558-6361
Katie Miller Group Home (girls)	588-0870
Millertown Group Home (boys)	521-7923
Runaway Shelter (boys and girls)	523-2689
Transitional Living (boys and girls)	521-5652

Helen Ross McNabb Center

Adolescent Residential – Werner Center	524-5757
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Holston Methodist Home

675-4909

Florence Crittenton Agency

Residential Mother-Infant Program	602-2021
Barrett Hall	602-2021
Crittenton	602-2021

Knox County Association for Retarded Citizens

Adolescent Training Program (boys)	688-8723
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John Tarleton Home

215-6319

Lakeshore Mental Health Institute

584-1561

Lutheran Services

577-8925

Williams-Henson Lutheran Home

573-9301



COMMUNITY RESOURCE REFERRAL PROGRAM

CLOTHING

Knox Area Rescue Ministries

The Salvation Army

Emergency Assistance Program 525-9401

Community Action Committee

MLB Building 546-3500

West Neighborhood Center 524-3345

South Neighborhood Center 577-7591

Career Closet 524-2786

East Neighborhood Center 546-5125

Knox County Schools

PTA Clothing Center 594-3791

Baptist Center

Montgomery Village 577-6244

Western Heights (Tuesday, Thursday and Friday, 9:30 - 11:00 a.m.) 525-9068

Ladies of Charity 522-6341

COMMUNITY PLANNING AND DEVELOPMENT

Community Action Committee

Office on Aging 524-2786

Knox County Health Department

Community Health Planning & Initiatives 215-5170

Metropolitan Drug Commission 588-5550

Center for Neighborhood Development 522-5935

Knox County Community Development and Housing Division 546-5887

Knoxville Department of Community Development 215-2120

East Tennessee Community Design Center / Designworks 525-9945

East Tennessee Development District 584-8553

East Tennessee Foundation 524-1223

Knoxville Chamber Partnership 637-4550

Leadership Knoxville 523-9137

Metropolitan Planning Commission 215-2500

Tennessee Commission on Children and Youth 594-6658

United Way of Greater Knoxville 523-9131

CORRECTIONAL PROGRAMS, MINISTRY, AND SUPPORT



COMMUNITY RESOURCE REFERRAL PROGRAM

Tennessee Department of Children's Services	594-6767
Knox County Sheriff's Department	
Community Alternatives to Prison	594-1138
Camp Information	524-1311
Peninsula Outpatient Services	
Children and Youth Services	588-2933
Midway Rehabilitation Center	522-0301
Alternative Sentencing Program	215-2234
Dismas House	673-0565
East Tennessee Human Resource Agency	691-2551
Knox County Juvenile Court	215-6400
Philadelphians	689-5833
Tennessee Department of Corrections/Parole	594-6577

COUNSELING

INDIVIDUAL, FAMILY AND GROUP

Child & Family, Inc.

The Conley Center	546-7483
Managing Emotions Nonviolently	524-7483

Helen Ross McNabb Center

Sexual Assault Crisis Center

Victim Assistance	558-9040
Prevention and Education	558-9040
Holston Methodist Home	675-4909

University of Tennessee

Psychological Clinic	974-2161
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Florence Crittenton Agency

Residential Mother-Infant Program	602-2021
Barrett Hall	602-2021
Crittenton	602-2021

Peninsula Outpatient Services

Children and Youth Services	588-2933
Adult Outpatient Services	588-2933

The Wellness Community

Center for Neighborhood Development	546-4661
	522-5935



COMMUNITY RESOURCE REFERRAL PROGRAM

CONTACT of Knoxville	523-9124
Crisis Line	523-9124
Goodwill Industries	588-8567
United States Veterans Administration	
Vet Center	545-4680
MARITAL	
Child & Family, Inc.	
The Conley Center	546-7483
Orientation for Divorcing Parents	524-7483
Helen Ross McNabb Center	
Adult Outpatient Program	637-9711
University of Tennessee	
Psychological Clinic	974-2161
Peninsula Outpatient Services	
Adult Outpatient Services	588-2933
UNWED PARENTS	
Child & Family, Inc.	
PARTNERS Teen Parenting	544-0053
Associated Catholic Charities	
Crisis Pregnancy	524-9896
Holston Methodist Home	675-4909
Florence Crittenton Agency	
Residential Mother-Infant Program	602-2021
Crittenton	602-2021
Camp Information	524-1311
John Tarleton Home	215-6319
Hope Resource Center	525-4673

CRISIS SITUATIONS/SUICIDE PREVENTION

Child & Family, Inc.	
Family Crisis Center Hotline (Domestic Violence)	637-8000
Runaway Shelter (boys and girls)	523-2689
Helen Ross McNabb Center	
Crisis Line	637-9711
Sexual Assault Crisis Center	
Crisis Line	522-7273
Peninsula Outpatient Services	
Crisis Line	588-2933
Mobile Crisis Team - Off-site Reception Center	539-2409
CONTACT of Knoxville	523-9124



COMMUNITY RESOURCE REFERRAL PROGRAM

Emergency	911
Knoxville Volunteer Rescue Squad	546-4824
Tennessee Helpline	800-356-6767

DAY CARE

ADULT

Child & Family, Inc.	
Daily Living Center	689-8412
Associated Catholic Charities	
Samaritan Place	545-7431
St. Mary's Health System	
Alzheimer's Day Treatment Center	545-6781
Kay Adult Care Center	521-0289

PRESCHOOL

Children's Center	523-2672
Community Action Committee	
Head Start	522-2193
Knoxville Community Development Corporation	
Day Care	594-8662
Arnstein Jewish Community Center	690-6343
YMCA	
Community Kids	544-1963
Preschool Learning Center	577-0138
Fair Garden Family and Community Center	594-1320
Lonsdale Day Care Center	524-0881
Partners for Children	546-0301
Sam E. Hill Family and Community Center	594-3632
Workforce Development Child Care Broker	544-5257

SCHOOL AGE

Tennessee Department of Children's Services	594-6767
Knoxville Community Development Corporation	
YMCA	
East Side Family Center	637-9622
North Side Family Center	922-9622
West Side Family Center	690-9622
Lonsdale Day Care Center	524-0881
Partners for Children	546-0301
Boys and Girls Clubs	544-3825
City of Knoxville Recreational Department	637-6965
Eternal Life Restoration Outreach	637-1707
	524-5494



COMMUNITY RESOURCE REFERRAL PROGRAM

Wesley House Community Center
Workforce Development

544-5200

DEAF/HEARING IMPAIRED

Tennessee Department of Human Services

Rehabilitation Services

594-6720

Knox County Schools

Deaf/Hearing Impaired

594-3722

University of Tennessee

Hearing and Speech Center

974-5451

Pediatric Language Clinic

974-6702

East Tennessee Technology Access Center

219-0130

Senior Citizens Information and Referral

546-6262

Knoxville Area Community Center for the Deaf

Sign Language Interpreter – 24 hour

579-0832

TTY

573-5640

Tennessee Department of Health

Children's Special Services

549-5244

Speech and Hearing

549-5244

Tennessee Infant Parent Services

579-3099

Tennessee Relay Center for the Hearing Impaired

800-848-0299

Tennessee School for the Deaf

594-6022

DEBTS/CREDIT COUNSELING

Knoxville Legal Aid Society

637-0484

Community Action Committee

Family Support Center

546-3500

Knoxville Area Urban League

524-5511

Better Business Bureau

692-1600

Consumer Credit Counseling Service

522-2661

DENTAL ASSISTANCE

Community Action Committee

Knox County Health Department

Dental Clinic

215-5110

Interfaith Health Clinic

546-7330



COMMUNITY RESOURCE REFERRAL PROGRAM

DRUGS

DETOXIFICATION PROGRAMS

Helen Ross McNabb Center

Adult Detox/Residential – Centerpointe 523-4704

Peninsula Hospital 970-9800

OUTPATIENT PROGRAMS

Child & Family, Inc.

RESPOND 525-4794

Great Starts 525-4794

Helen Ross McNabb Center

Adult Detox/Residential – Centerpointe 523-4704

Adolescent Outpatient 637-9711

Sisters of the Rainbow 521-9788

Alcohol and Drug Program 637-9711

Students Assistance Program 523-8695

Community Action Committee

Counseling and Recovery Services 546-3500

Florence Crittenton Agency

Residential Mother-Infant Program 602-2021

Barrett Hall 602-2021

Crittenton 602-2021

Metropolitan Drug Commission 588-5550

Peninsula Outpatient Services

Alcohol and Drug Services 970-9800

Teen Challenge 546-8933

Methodist Medical Center 481-1680

Narcotics Anonymous 583-3536

Pathways

Alcohol, Tobacco and Other Drugs (ATOD) 673-0767

Assessment and Referrals 522-5935

Tennessee Division of Rehabilitation Services 594-6720

Think Drug Free America 522-4189

EMERGENCY ASSISTANCE

The Salvation Army

Emergency Assistance Program 525-9401

American Red Cross 584-2999

Community Action Committee

Family Assistance Program 577-7591

Homeless Prevention Program 524-3345



COMMUNITY RESOURCE REFERRAL PROGRAM

Interfaith Health Clinic	546-7330
BellSouth	557-6500
FISH of Knox County	588-0589
Heart Support of America	687-5838

EMERGENCY SHELTERS

DAY SHELTERS

Volunteer Ministry Center	524-3926
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FAMILIES

Knox Area Rescue Ministries	
New Life Inn (married couples)	673-6554

MEN

Knox Area Rescue Ministries	
Knoxville Union Rescue Mission	673-6550
The Salvation Army	
Operation Bootstrap	525-9401
Nineline	999-9999

SENIOR CITIZENS

Associated Catholic Charities	
Samaritan Place	545-7431

WOMEN

Child & Family, Inc.	
Family Crisis Center Hotline (Domestic Violence)	637-8000
Knox Area Rescue Ministries	
New Life Inn (married couples)	673-6554
The Salvation Army	
Joy Baker Center	522-4673
YWCA	
Residential Program	523-6126
Nineline	999-9999

WOMEN AND CHILDREN

Knox Area Rescue Ministries	
New Life Inn (married couples)	673-6554
The Salvation Army	
Joy Baker Center	522-4673

YOUTH

Child & Family, Inc.	
Runaway Shelter (boys and girls)	523-2689
Columbus Home	
Columbus Home Shelter	971-3560
Nineline	999-9999



COMMUNITY RESOURCE REFERRAL PROGRAM

EMPLOYMENT ASSISTANCE

Helen Ross McNabb Center

Friendship House Vocational Connections 544-3841

Community Action Committee

Bridges 544-5200

MLB Building 546-3500

North Family Support Center 925-0880

Project Succeed 546-3500

Workforce Development 544-5200

Gaining Access to Training and Employment (GATE) 524-2786

Homeward Bound 546-3500

Job Placement Service and Economic Development 524-7483

Senior Employment and Training 524-2786

Green Hills Learning Center

523-1688

Knoxville Community Development Corporation

Career Investment Academy 594-8647

Knox County Schools

Career Assessment Center 594-5060

Knoxville Area Urban League

524-5511

Tabernacle Learning Center

525-2193

Knox County Association for Retarded Citizens

Community Support for Employment 546-9431

Goodwill Industries

588-8567

Knoxville Area Community Center for the Deaf

TTY 573-5640

American Association of Retired Persons (AARP)

546-7685

Easter Seals

800-264-0078

Knoxville Career Center

544-5200

Tennessee Department of Employment Security

594-6409

Tennessee Human Rights Commission

594-6500

Epilepsy Foundation

522-4991

ENVIRONMENTAL

Community Action Committee

AmeriCorps 546-3500

University of Tennessee

Knox County Agricultural Extension (4-H) 215-2340

Knox County Health Department

Environmental Health 215-5200



COMMUNITY RESOURCE REFERRAL PROGRAM

Boy Scouts of America	588-6514
Girl Scouts – Tanasi Council	688-9440
East Tennessee Community Design Center / Designworks	525-9945
Ijams Nature Park	577-4717
Knox County Department of Parks and Recreation	215-2346
Knoxville Recycling Coalition	215-2230
Keep Knoxville Beautiful	521-6957
Knox County Government	215-2000

FAMILY PLANNING

Child & Family, Inc.	
PARTNERS Teen Parenting	544-0053
Knox County Health Department	
Family Planning	215-5000
Florence Crittenton Agency	
Residential Mother-Infant Program	602-2021
Crittenton	602-2021
STARS	602-2021
Tennessee Department of Health	
Maternal and Child Health	549-5334
Facts of Life	888-844-FACT
Family Planning	800-230-PLAN
Planned Parenthood Association of East Tennessee	588-9367
University of Tennessee Medical Center	
Developmental and Genetics Center	544-9030

FOOD

ASSISTANCE TO PANTRIES	
Second Harvest Food Bank of East Tennessee	521-0000
EMERGENCY ASSISTANCE TO INDIVIDUALS/FAMILIES	
FISH of Knox County	588-0589
2-1-1 East Tennessee Information & Referral	211
FOOD PROGRAMS (NON-EMERGENCY)	
Tennessee Department of Human Services	
Food Stamp Application	594-6151



COMMUNITY RESOURCE REFERRAL PROGRAM

Community Action Committee

Milk Fund	546-3500
Emergency Food Helpers	544-4133
Senior Nutrition Project-Mobile Meals	524-2786

Knox County Health Department

WIC Clinic	215-5050
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ON-SITE MEALS

Knox Area Rescue Ministries

Knoxville Union Rescue Mission	673-6550
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The Salvation Army

Soup Kitchen	525-9401
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Volunteer Ministry Center

524-3926

FOSTER HOME CARE

Child & Family, Inc.

Helen Ross McNabb Center

Tennessee Regional Alternative Care Environments (TRACES)	523-8695
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Tennessee Department of Children's Services

594-6767

Associated Catholic Charities

Noah's Ark	971-3570
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East Tennessee Christian Services

584-0841

Holston Methodist Home

675-4909

FURNITURE NEEDS

Knox Area Rescue Ministries

Bargain Center	673-6540
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The Salvation Army

Information	525-9401
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AmVets

524-8498

Baptist Goodwill Center

525-9068

GOVERNMENT/LAW ENFORCEMENT

Knox County Sheriff's Department

Non-emergency	215-2444
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Knoxville Police Department

Non-emergency	521-1245
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Knox County Schools

Information	594-1800
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COMMUNITY RESOURCE REFERRAL PROGRAM

Knox County Health Department	
Information	215-5000
Knox County Court Clerk	215-2695
Knox County Government	215-2000

HEALTH INFORMATION

Helen Ross McNabb Center	
American Red Cross	584-2999
Knox County Health Department	
Child Safe Rider Purchase Program	215-5300
Immunizations	215-5150
Indigent Medical Care Social Services	215-5440
Smoking Cessation	215-QUIT
Tenn Care Applicants	215-5400
Travel Immunizations	215-5070
Alzheimer's Disease and Related Disorders Association	544-6288
St. Mary's Health System	
Information	545-7600
Interfaith Health Clinic	546-7330
American Cancer Society	584-1668
American Diabetes Association	584-0212
Muscular Dystrophy Association	922-4276
The Wellness Community	546-4661
Thompson Cancer Survival Center	541-1311
American Heart Association	800-242-8721 or 588-7646
Brain Attack Screening	588-7646
Emergency Cardiovascular Care	588-7646
General Education	588-7646
Heart Power	588-7646
Jump Rope Education	588-7646
Search Your Heart	588-7646
School Nutrition	588-7646
Walking for Wellness	588-7646
East Tennessee Poison Control Program	800-288-9999 or 544-9399
Tennessee Department of Health	
Tuberculosis Outpatient Clinic	546-9221
Easter Seals	800-264-0078
Planned Parenthood Association of East Tennessee	588-9367



COMMUNITY RESOURCE REFERRAL PROGRAM

University of Tennessee Medical Center	
Information	544-9000
American Lung Association of Tennessee	691-7228
American Social Health Association	800-342-2437
Amputee Coalition	524-8772
Arthritis Foundation	470-7909
Autism Society of America	637-3914
Cystic Fibrosis Foundation	800-824-5061
Dairy and Food Nutrition Council	584-6125
Dial-a-Dietitian	524-4541
Dream Connection	966-7665
East Tennessee Baptist Hospital	632-5011
East Tennessee Children's Hospital	541-8000
Epilepsy Foundation	522-4991
Fort Sanders Parkwest Medical Center	693-5151
Fort Sanders Regional Medical Center	541-1111
Hemophilia Center	544-9170
Juvenile Diabetes Foundation	577-7530
Kidney Foundation	688-5481
Lupus Foundation of America	692-9825
March of Dimes Birth Defects Foundation	694-6003
Medic Regional Blood Center	524-3074
Mental Health Association of Greater Knoxville	584-9125
Multiple Sclerosis Society of East Tennessee	558-8686
Operation Health Check	541-1492
Peninsula Outpatient Center	588-9747
Patricia Neal Rehabilitation Center	541-1446
Remote Area Medical	579-1530
Ronald McDonald House	637-7475
Scleroderma Foundation	966-1440
Special Olympics	800-288-9225 or 524-0875
TennCare Hotline	800-669-1851
TennCare Fraud & Abuse	800-FRAUD86
Tennessee Early Intervention	974-2838

HOMELESS/TRANSIENTS

Child & Family, Inc.	
Transitional Living (boys and girls)	521-5652
Helen Ross McNabb Center	
Homeless Outreach Program	637-9711



COMMUNITY RESOURCE REFERRAL PROGRAM

Knox Area Rescue Ministries	
Knoxville Union Rescue Mission	673-6550
The Salvation Army	
Men's Shelter Program	525-9401
Community Action Committee	
Project Succeed	546-3500
Homeward Bound	546-3500
REACH	546-3500
Families in Need	546-3500
Volunteer Ministry Center	524-3926
Homeless Children International	691-5048

HOSPITALS

Peninsula Hospital	970-9800
St. Mary's Health System	
Information	545-7600
Lakeshore Mental Health Institute	584-1561
University of Tennessee Medical Center	
Information	544-9000
East Tennessee Baptist Hospital	632-5011
East Tennessee Children's Hospital	541-8000
Fort Sanders Parkwest Medical Center	693-5151
Fort Sanders Regional Medical Center	541-1111

HOUSING

IMPROVEMENT PROGRAMS

Knox Area Rescue Ministries	
Community Action Committee	
Wesley House Community Center	524-5494
Habitat for Humanity	523-3539
U.S. Department of Housing and Urban Development (HUD)	545-4384

REHABILITATION PROGRAMS

Knox County Community Development and Housing Division	546-5887
Knoxville Department of Community Development	215-2120

SUBSIDIZED

Child & Family, Inc.	
PleasantTree Apartments	546-5812



COMMUNITY RESOURCE REFERRAL PROGRAM

Community Action Committee	
Homeward Bound	546-3500
Knoxville Community Development Corporation	
Volunteer Ministry Center	524-3926
Knox County Housing Authority	637-7942

INFORMATION AND REFERRAL

Community Action Committee	
Information	546-3500
Knoxville Area Urban League	524-5511
Peninsula Hospital	970-9800
Senior Citizens Information and Referral	546-6262
Knoxville Chamber Partnership	637-4550
East Tennessee Human Resource Agency	691-2551
CONTACT of Knoxville	523-9124
Volunteer Ministry Center	524-3926
Mental Health Association of Greater Knoxville	584-9125
2-1-1 East Tennessee Information & Referral	211
Knoxville-Oak Ridge Area Central Labor Council, AFL-CIO	523-9752
Tennessee Disability Information and Referral	800-640-4636

LEGAL HELP/CIVIL RIGHTS

Knoxville Legal Aid Society	637-0484
Tennessee Human Rights Commission	594-6500
American Civil Liberties Union	615-320-7142
Community Mediation Center	594-1879
Court Appointed Special Advocate Program (CASA)	329-3399
Lawyer Referral Service	522-7501
Tennessee Division of Consumer Affairs	800-342-8385
Tennessee Protection and Advocacy	971-4183
University of Tennessee Legal Clinic	974-2331



COMMUNITY RESOURCE REFERRAL PROGRAM

MEDICAL SUPPLIES AND EQUIPMENT

East Tennessee Technology Access Center	219-0130
American Cancer Society	584-1668
East Tennessee Children's Hospital Rehabilitation Center	690-8961
Muscular Dystrophy Association	922-4276
Arthritis Foundation	470-7909
Scottish Rite Foundation	524-3459

MENTAL HEALTH SERVICES

Child & Family, Inc.	
The Conley Center	546-7483
Cooper House (boys)	546-7447
Haslam Center (boys and girls)	558-6361
PleasantTree Apartments	546-5812
Helen Ross McNabb Center	
Adult Center	637-9711
Children and Youth	523-8695
Friendship House	541-6635
Tennessee Department of Human Services	
Rehabilitation Services	594-6720
University of Tennessee	
Psychological Clinic	974-2161
Peninsula Hospital	970-9800
Peninsula Village	970-9800
Lakeshore Mental Health Institute	584-1561
Mental Health Association of Greater Knoxville	584-9125
Alliance for the Mentally Ill	602-7900
Comprehensive Community Care	525-1180
Peninsula Lighthouse	588-8880

MILITARY AND VETERAN SERVICES

American Red Cross	584-2999
University of Tennessee	
Veterans Pre-College Program	974-4466
Knox County	
Veterans Service Office	215-5645
United States Veterans Administration	
	545-4680



COMMUNITY RESOURCE REFERRAL PROGRAM

Vet Center	
Hospital (Johnson City)	926-1171
Outpatient Clinic	545-4592
Tennessee Department of Veteran Affairs	800-827-1000 or 594-6158
United Service Organizations	202-783-8121

MISCELLANEOUS

Mission of Hope	675-5727
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PARENTING

Child & Family, Inc.	
Family Life Enrichment	524-7483
Orientation for Divorcing Parents	524-7483
Columbus Home	
CHAP Program	971-3556
Parent Place	521-5637
Helen Ross McNabb Center	
Healthy Families	523-8695
Regional Intervention Program (RIP)	523-8695
Sexual Assault Crisis Center	
Parents Support Group	558-9040
Community Action Committee	
MLB Building	546-3500
North Family Support Center	925-0880
Knoxville Community Development Corporation	
Family Services & Support - Our Space	594-8827
Knox County Health Department	
Family Matters	215-5176
Florence Crittenton Agency	
Residential Mother-Infant Program	602-2021
Crittenton	602-2021
East Tennessee Children's Hospital Rehabilitation Center	690-8961
CONTACT of Knoxville	523-9124
Parent Helpline	523-9124
Tennessee Infant Parent Services	579-3099
Mental Health Association of Greater Knoxville	584-9125
Tennessee Early Intervention	974-2838
Compassionate Friends	687-2117
Peninsula Family Respite Services	558-6652



COMMUNITY RESOURCE REFERRAL PROGRAM

Parent Helpline
Tennessee Children's Special Services

800-356-6767
549-5239

REFUGEE AND INTERNATIONAL SERVICES

Associated Catholic Charities

Refugee Services 524-9896

American Red Cross

584-2999

Community Action Committee

English as a Second Language 546-2786

Refugee Social Services 524-2786

Refugee Elderly Services 524-2786

University of Tennessee

International House 974-4453

Bridge Refugee Program

540-1311

Knox County Adult Education Program

594-3622

RENT/MORTGAGE ASSISTANCE

Community Action Committee

North Family Support Center 925-0880

West Neighborhood Center 524-3345

South Neighborhood Center 577-7591

East Neighborhood Center 546-5125

Volunteer Ministry Center

524-3926

SEASONAL

Salvation Army Baskets

525-9401

Community Action Committee (CAC) Clearinghouse

524-2521

Empty Stocking Sign-ups

546-3500

Toys for Tots

546-1312

SENIOR SERVICES

Helen Ross McNabb Center

Nursing Home Consultations 637-9711

Prime Time Geriatrics Services 637-9711

Associated Catholic Charities



COMMUNITY RESOURCE REFERRAL PROGRAM

Samaritan Place	545-7431
Tennessee Department of Human Services	
Adult Protective Services	594-5685
Adult Abuse, Neglect, and Exploitation Referrals	594-5685
American Red Cross	584-2999
Community Action Committee	
Senior Employment and Training	524-2786
Short Term Emergency Meal Service (STEMS)	524-2786
Refugee Elderly Services	524-2786
Elders News and Views	524-2786
Foster Grandparents Program	524-2786
John T. O'Connor Senior Center	523-1135
Office on Aging	524-2786
Project LIVE	524-2786
Retired Senior Volunteer Program (RSVP)	524-2786
Senior Companions Program	524-2786
Senior Nutrition Program	524-2786
Transportation Program	524-2786
Knoxville Community Development Corporation	
The Manor @ Northgate Independent Living	594-8657
East Tennessee Technology Access Center	219-0130
St. Mary's Health System	
Prime Life Senior Care	545-6741
East Tennessee Human Resource Agency	691-2551
CONTACT of Knoxville	523-9124
Reassurance Program	523-9108
Kay Adult Care Center	521-0289
Wesley House Community Center	524-5494
Knox County Department of Parks and Recreation	215-2346
TennCare Hotline	800-669-1851
Alzheimer's Disease and Related Disorders Dynamic Memory Center	544-9091
Frank R. Strang Senior Center	670-6693
Knox County Public Library	544-5721
KORNET CHIPS Program	974-2099 or 215-1542
National Eyecare Project	800-222-3937
Senior Citizens Home Assistance Service	523-2920
TennCare Advocacy Line	800-722-7474
U.S. District Social Security Administration	545-4136



COMMUNITY RESOURCE REFERRAL PROGRAM

SERVICES FOR PEOPLE WITH DISABILITIES

Tennessee Department of Human Services	
Rehabilitation Services	594-6720
East Tennessee Technology Access Center	219-0130
East Tennessee Children's Hospital Rehabilitation Center	690-8961
Knoxville Area Community Center for the Deaf	
Services Program	579-0832
Easter Seals	800-264-0078
Amputee Coalition of America	888-267-5669
Beta Home	521-7683
Cerebral Palsy Center	523-0491
Cerebral Palsy Housing Corporation	687-9204
Disability Resource Center	637-3666
Open Arms	694-8463
Shangri-La Therapeutic Academy of Riding (STAR)	690-9285

SERVICES FOR PEOPLE WITH MENTAL RETARDATION

Child & Family, Inc.	
Gibbs Group Home (boys)	687-8091
Sertoma Learning Center	524-5553
Knox County Association for Retarded Citizens	
Goodwill Industries	588-8567
University of Tennessee Medical Center	
Developmental and Genetics Center	544-9030
Special Olympics	800-288-9225 or 524-0875
Tennessee Early Intervention	974-2838
Camp Rising Sun	531-5583
Tennessee Department of Mental Health/Retardation	588-0508



COMMUNITY RESOURCE REFERRAL PROGRAM

TRANSPORTATION

LOCAL

Community Action Committee

Transportation Program 524-2786

TDD 525-9467

Knoxville Area Transit (KAT)

546-3752

TDD/TTY 525-1525

Lift 522-5000

Shop and Ride Program 637-3000

TennCare Recipient Transportation 594-6151

STRANDED TRAVELERS

Child & Family, Inc.

Community Action Committee

Homeward Bound 546-3500

Volunteer Ministry Center 524-3926

UTILITIES ASSISTANCE

Community Action Committee

North Family Support Center 925-0880

West Neighborhood Center 524-3345

South Neighborhood Center 577-7591

East Neighborhood Center 546-5125

Weatherization and Minor Home Repair 637-6700

Low Income Home Energy Assistance LIHEAP 637-6700

Summer Cooling Program 637-6700

Heat Relief Program 637-6700

Ladies of Charity 522-6341

Knox County Community Development and Housing Division 546-5887

Volunteer Ministry Center 524-3926

VOLUNTEER PLACEMENT

American Red Cross 584-2999

Community Action Committee

AmeriCorps 546-3500

Retired Senior Volunteer Program (RSVP) 524-2786

United Way of Greater Knoxville 523-9131



COMMUNITY RESOURCE REFERRAL PROGRAM

YOUTH PROGRAMS

Child & Family, Inc.

Runaway Shelter (boys and girls)	523-2689
Inner City Youth Services	524-7483
Kids on the Block	524-7483
Project Safe Place	523-2689
Street Adolescents Response Team	521-5659
Child Help USA	800-422-4453

Helen Ross McNabb Center

Primary Prevention	523-8695
Students Assistance Program	523-8695
Children and Youth	523-8695

YWCA

Youth Department	523-6126
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American Red Cross

584-2999

Green Hills Learning Center

523-1688

Knox County Schools

Child Find	594-1530
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Tabernacle Learning Center

525-2193

Townview Learning Center

523-9309

University of Tennessee

Knox County Agricultural Extension (4-H)	215-2340
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Knox County Health Department

Knoxville Area Pregnancy Prevention Initiatives (KAPPI)	215-5178
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Al-Anon and Al-A-Teen

525-9040

Florence Crittenton Agency

STARS	602-2021
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Metropolitan Drug Commission

588-5550

Peninsula Outpatient Services

Children and Youth Services	588-2933
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Boy Scouts of America

588-6514

Camp Fire

693-3777

Emerald Avenue Urban Youth and Leadership Foundation

637-3227

Girl Scouts – Tanasi Council

688-9440

YMCA

Aquatics Program	522-9625
Camping Programs	522-9625
Community and Family Membership	522-9625
Youth Programs	522-9625

Young Life

525-7468

John Tarleton Home

215-6319

East Tennessee Foundation

524-1223

Tennessee Commission on Children and Youth

594-6658



COMMUNITY RESOURCE REFERRAL PROGRAM

CONTACT of Knoxville	523-9124
Kid Kall/Teen Talk	523-9124
Boys and Girls Clubs	544-3825
City of Knoxville Recreational Department	637-6965
Eternal Life Restoration Outreach	637-1707
Wesley House Community Center	524-5494
Pathways	
Trailblazers (6-12 yrs old)	673-0767
Teens	673-0767
Dream Connection	966-7665
Mental Health Association of Greater Knoxville	584-9125
Court Appointed Special Advocate Program (CASA)	329-3399
Big Brothers/Big Sisters	523-2179
4-H Clubs	215-2340
Junior Achievement of East Tennessee, Inc.	584-4359
Knoxville's Promise	523-2775
SOAR-Youth Ministries	544-5881



Bringing People and Services Together

Alliance of Information & Referral Systems

11240 Waples Mill Rd, Suite 200 • Fairfax, VA 22030 • (703)218-AIRS • www.airs.org

CERTIFICATE OF MEMBERSHIP

This certifies that

Helping Hands Home Assistance

ID number 196604 Member Type **Basic**

Is a member in good standing for the year ending

12/31/2006

And is entitled to all the rights and privileges of such membership as provided for in the Association's Constitution and By-laws.

Airs Mission

To provide leadership and support to the membership to advance the capacity of a Standards-driven Information and Referral industry that brings people and services together

Catherine R. Jirik

Catherine R. Jirik, President, Board of Directors

Moayad L. Zahra

Moayad Zahra, Membership Director

TNAIRS Membership
(Agency Members, followed by Associate Members)
Updated July 25, 2005

Member Name	Member Reps	Address	Email and website	Telephone/FAX
Aging Commission of the Mid-South	Carla Mitchell Kathryn Coulter	2670 Union Ext., Suite 1000 Memphis, TN 38112	cmitchell@agingcommission.org kcoulter@agingcommision.org www.agingcommission.org	901-324-3399 901-327-0931 F
Area Agency on Aging & Disability, East TN	Aaron Bradley Gary Bolduc	9111 Cross Park Drive, Suite D-100 Knoxville 37923	ABradley@ethra.org GBolduc@ethra.org ETAAA@ethra.org www.ethra.org	865-691-2551 866-836-6678 865-531-7216 F
Area Agency on Aging & Disability, First TN	Daris Morgan Lorrie Wilson	207 North Boone St Suite 800 Johnson City 37604	dmorgan@ftaaa.org lwilson@ftaaa.org www.ftaaa.org	423-928-0224 423-926-8291 F
Area Agency on Aging & Disability, Greater Nashville Regional Council	Diane Schlaufman	501 Union Street 6 th Floor Nashville 37219-1705	dschlaufman@gnrc.org www.gnrcaaad.org	615-862-8828 615-862-8840 F
Area Agency on Aging & Disability, Northwest Area	Julie C. Jones	124 Weldon Drive Martin 38237	jjones@charterbn.com	731-587-4023 731-587-6744 F
Area Agency on Aging & Disability, Southeast TN	Julia Axley Katherlyn Geter	PO Box 4757 Chattanooga 37405	jaxley@sedev.org www.setaaad.org	423-424-4256 423-424-4225 F
Area Agency on Aging and Disability, Southwest TN	Shelley Matthews Dorothy Montague Lori Swank	27 Conrad Drive Suite 150 Jackson 38305	smathews@swtdd.org dmontague@swtdd.org lswank@swtdd.org	731-668-6967 731-668-6418 731-668-6438 F
Area Agency on Aging and Disability, Upper Cumberland	Juanita Pierce Jennifer Schabert	1225 South Willow Ave Cookeville 38506	jpierce@ucdd.org jschabert@ucdd.org www.ucdd.com	931-432-4111 931-432-4267 F 931-432-8112 F
Clarksville Crisis Center/Clarksville-Montgomery County	Terrie Williams	PO Box 212 Clarksville 37041	inacrisis@peoplepc.com	931-648-1000 931-552-4636 931-647-8099 F

Crisis Intervention Center				
Contact-Concern of Northeast TN, Inc.	D. Lynn Sorrell Jerillyn Gray	P. O. Box 3336 Kingsport 37664	contactconcern@chartertn.net jmgray1@charter.net www.contactconcern.org	423-246-2273 423-247-7761 F
Contact Ministries	Dwight MacPherson Becki Persinger	PO Box 1403 Johnson City 37605	contactministriesstaff@yahoo.com www.contactministries.org	423-926-0140 423-926-0145 F
Contact Lifeline of the Highland Rim	Sharon Johnson	PO Box 1614 Tullahoma 37388	contactlifeline@midtnn.net	931-455-7150 931-455-3440 F
Crisis Center, Inc	Tina Benson Melissa Watts Danielle Taylor	PO Box 40752 Nashville 37204	tina@crisiscntr.org melissa@crisiscntr.org danielle@crisiscntr.org www.crisiscntr.org	615-298-3359 615-383-9714 F
East TN Information & Referral	Marion Ferrill Gary Young	PO Box 33002 Knoxville, 37930	tferrill@tenet.net gyoung@covhlth.com www.211easttn.net	865-938-6214 865-938-6211 865-380-2324
Elmcroft Assisted Living	Tim Martin Nancy Aldinger	911 Old Humboldt Road Jackson 38305	tmartin@elmcroftal.com	731-664-7787 731-664-7704 F
Grace House of Memphis	Diane White Sharon Trammell	329 N Bellevue Memphis 38105	dianewgracehouse@aol.com www.gracehouse.org	901-722-8460 901-722-9023 F
Helping Hands Home Assistance	Chris Middlebrook	P.O. Box 3712, Knoxville 37927	chrismi@bellsouth.net info@helpinghandshomeassistance.org www.helpinghandshomeassistance.org	865-692-5258 865-692-5047 F
Knoxville-Knox County Community Action Committee/Office on Aging/Senior Information & Referral Service	Barbara H. Monty Sharon Russell	PO Box 51650 Knoxville 37950-1650	bmonty@knxcac.org srussell@knxcac.org	865-524-2786 865-546-6262 865-546-0832 F
LINC/Memphis Public Library & Information Center	Ron Reid Audrey May	3030 Poplar Avenue Memphis 38111	reidr@memphislibrary.org maya@memphislibrary.org www.memphislibrary.org	901-415-2718 901-323-7208
Methodist Hospice	Renee Dillard	6423 Shelby View Dr	dillardr@methodisthealth.org	901-380-8169

	Mary Elizabeth Jones	Suite 103 Memphis 38134	jonemar@methodisthealth.org www.methodisthealth.org	901-380-8170 F
Metropolitan Inter-Faith Association (MIFA)	Caprice Snyder Phyllis Phillips	910 Vance Ave. Memphis 38126	csnyder@mifa.org pPhillips@mifa.org www.mifa.org	901-529-4577 901-529-4500 F
Prevent Child Abuse TN	Carla Snodgrass Kristen Rector	1120 Glendale Lane Nashville 37204	crsnodgrass@earthlink.net www.pcat.org	615-383-0994 615-383-6089 F
Senior Services/ Generations, Inc.	Dorothy Bogard Deloris Walker	4700 Poplar Avenue Memphis 38117	Dorothy.Bogard@enablinglives.org www.memphis seniors.com	901-766-0600 901-766-0699 F
TN Commission on Aging & Disability	Jerry Blasingame Nancy Brode	500 Deaderick Street Suite 825 Nashville 37243- 0860	Jerry.Blasingame@state.tn.us www.state.tn.us/comaging	615-741-2056 615-741-3309 F
TN Disability Pathfinder	Carole Moore- Slater Melissa Fortson	Vanderbilt University Kennedy Family Outreach Center 1810 Edgehill Ave Nashville 37212.	carole.moore-slater@vanderbilt.edu melissa.fortson@vanderbilt.edu www.familypathfinder.org	615-322-8529 800-640-4636
United Way of Greater Chattanooga/First Call for Help	Diane Collins Toya Cobb	PO Box 4070 Chattanooga 37405	dscollins@cnpchatt.org toyacobb@cnpchatt.org www.cnpchatt.org	423-265-8000 423-752-0354 F
United Way of Metro Nashville	Doug Fluegel Phil Orr	250 Venture Circle Nashville 37228	doug.fluegel@unitedwaynashville.org www.unitedwaynashville.org	615-780-2430 615-780-2426 F
United Way of Putnam County	Melinda James Randy Robbins	18 North Madison Ave, Suite 100 Cookeville 38501	melinda@unitedwayputnam.org	931-526-2723 93-528-4265 F
United Way of Rutherford County/First Call for Help	Betsey Turner	836 Commercial Court Murfreesboro 37129	betsey.turner@uwrutherford.org	615-907-1154 615-849-5909 F
United Ways of Tennessee	Julie Denning Mark Desmond	103 Hazel Path Court, Suite 5 Hendersonville 37075	jdenninguwn@bellsouth.net mark.desmond@uwnashville.org www.uwn.org	615-264-8986 615-826-2933 F
ASSOCIATE MEMBERS				

Bowen, Rochelle		National Care Facility P. O. Box 613243 Memphis 38101	<u>RBowen2965@aol.com</u>	901-859-7376 901-365-4060 F
Jacobs, Deborah		TN Dept. of Children's Services/CCSA 1407 Union Ave. Suite 1300 Memphis 38104	<u>Deborah.Jacobs@state.tn.us</u>	901-543-4610 901-543-4664 F



STATE OF TENNESSEE
DEPARTMENT OF FINANCE AND ADMINISTRATION
BUREAU OF TENNCARE
729 CHURCH STREET
NASHVILLE, TENNESSEE 37247-6501

Date 06/23/04

Helping Hands Home Assistance
8044 Ray Mears Blvd Suite 104
Knoxville, TN 37927

Dear Provider

I would like to take this opportunity to welcome you to the Tennessee TennCare program. Your provider number is 0445823 and the effective date of enrollment is 06/01/04. Only claims with service dates on or after the effective date can be accepted for processing. If you have any questions regarding the submission of claims to Medicaid, please contact.

Tennessee Commission on Aging and Disability
(Administrative Lead Agency)
(615)-741-2056 or 1-877-236-0013

or

Bureau of TennCare
Division of Long Term Care
(615)-532-7355 or 1-877-224-0219

For proper identification and payment, all claims must be billed with the complete provider name and number. Should the name or address as shown above change, please notify in writing the Provider Enrollment Department at the Bureau of TennCare, 729 Church Street, Nashville, TN 37247-6501. In addition, any telephone or written correspondence with this office must include your Tennessee Medicare/Medicaid provider number(s).

Please notify this office of any changes in status promptly. If we may be of further assistance, please feel free to contact this office.

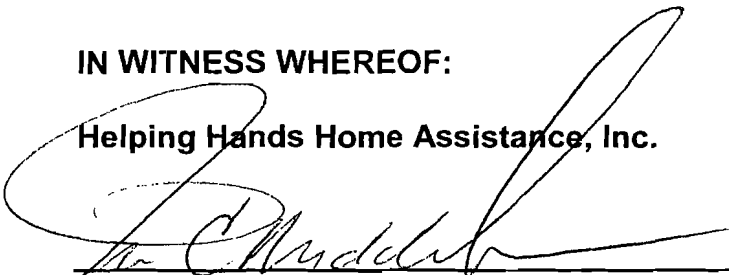
Sincerely,

Dennis Elliott
Assistant Director, Provider Services

The other terms and conditions of this contract not amended hereby shall remain in full force and effect.

IN WITNESS WHEREOF:

Helping Hands Home Assistance, Inc.


Chris Middlebrook, Chief Executive Officer

3/23/04
Date

Tennessee Department of Finance and Administration TennCare Program:

M. D. Goetz, Jr.
M. D. Goetz, Jr., Commissioner

6/10/04
Date

**PROVIDER AGREEMENT
BETWEEN THE
STATE OF TENNESSEE,
DEPARTMENT OF FINANCE AND ADMINISTRATION
DIVISION OF MENTAL RETARDATION SERVICES AND BUREAU OF TENNCARE
AND
HELPING HANDS HOME ASSISTANCE, INC.**

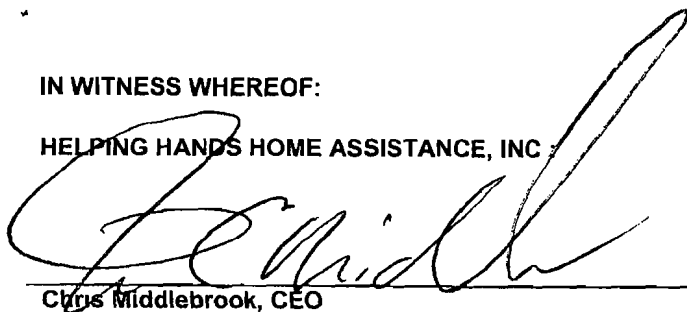
This Agreement, by and between the State of Tennessee, Department of Finance and Administration, Division of Mental Retardation Services and Bureau of TennCare, hereinafter referred to as the "State" and Helping Hands Home Assistance, Inc., hereinafter referred to as the "Provider", sets forth standards, requirements, and conditions under which the Provider, upon authorization by the State, may render services to persons with mental retardation (service recipients)

A. Standards, Requirements, and Conditions

- A 1. Scope of Agreement This Agreement shall establish the Provider as a potential, approved provider of service to persons with mental retardation which may be rendered only upon authorization by the Division of Mental Retardation Services (DMRS). This Agreement does not constitute such an authorization to provide service, and the State is under no obligation to authorize service delivery in any specific dollar amounts or to authorize any service at all from the Provider during any period of this Agreement
- A.2. Approved Service. The Provider is hereby approved as a potential provider of the services as set forth below:
Personal Assistance, Respite
- A.3. DMRS Provider Manual The Provider agrees that any authorized and approved services that it provides to eligible service recipients as indicated in State approved Individual Support Plans shall be performed in accordance with this Agreement and the Division of Mental Retardation Services (DMRS) Provider Manual. A copy of the DMRS Provider Manual shall be maintained by the State for review by the Provider
- (a) The Provider understands that it may be necessary for the State to amend or revise the DMRS Provider Manual as well as TennCare Rules during the period of this Agreement and that the Provider shall be subject to any such revisions
- (b) For any substantive revision, the DMRS Provider Manual shall be amended in accordance with *Tennessee Code Annotated*, Section 33-1-309
- A 4. State and Federal Compliance The State and the Provider shall be subject to all relevant and applicable state and federal rules, regulations, and statutory requirements as they relate to this Agreement or any performance of approved service to eligible service recipients
- (a) Waiver Services— Any Waiver Service as detailed in the DMRS Provider Manual and performed by the Provider shall comply with terms of the Center for Medicare and Medicaid Services (CMS) approved 1915 (c) Home and Community Based Services Waiver for the Mentally Retarded and Developmentally Disabled (# 0128 90 R2A), herein referred to as the "Medicaid Waiver", the (CMS) approved 1915 (c) Home and Community Based Services Waiver for Persons with Mental Retardation (#0357 90), herein referred to as the "Arlington Waiver", and the (CMS) approved 1915 (c) Home and Community Based Services Waiver for Persons with Mental Retardation (#0427-IP), herein referred to as the "CMS-approved Tennessee Self Determination Waiver", or such other waivers as are approved for and implemented by DMRS which address services governed by this Agreement
- (i) Any Medicaid Waiver Service performed by the Provider shall be completed in accordance with the CMS-approved Medicaid Waiver Service definitions as specified in the DMRS Provider Manual. No Provider shall be entitled to compensation or reimbursement for any services failing to meet said requirements
- (ii) A Provider of Medicaid Waiver Service shall complete and provide to the State a Disclosure of Ownership and Control Interest (refer to Attachment A).
- (b) Advance Directives— The Provider shall comply with any federal requirements concerning advance directives as described at 42 *Code of Federal Regulations* 4 17 436 Subpart 1. and as described in *Tennessee Code Annotated* 33-6, part 10 and as stipulated by the service recipient.
- (c) Environmental Tobacco Smoke— Pursuant to the provisions of the federal "Pro-Children Act of 1994" and the Tennessee "Children's Act for Clean Indoor Air of 1995," the Provider shall prohibit smoking of tobacco products within any indoor premises in which services are provided pursuant to this Agreement to individuals under the age of eighteen (18) years. The Provider shall post "no smoking" signs in appropriate, permanent sites within such premises. This prohibition shall be applicable during all hours, not just the hours in which children are present. Violators of the prohibition may be subject to civil

IN WITNESS WHEREOF:

HELPING HANDS HOME ASSISTANCE, INC.



Chris Middlebrook, CEO

3/29/05

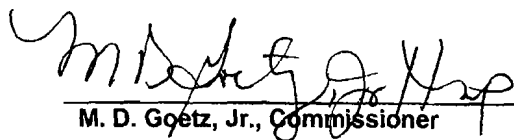
Date

DEPARTMENT OF FINANCE AND ADMINISTRATION, BUREAU OF TENNCARE:

M. D. Goetz, Jr., Commissioner

Date

DEPARTMENT OF FINANCE AND ADMINISTRATION, DIVISION OF MENTAL RETARDATION SERVICES:



M. D. Goetz, Jr., Commissioner

02/22/05

Date

**PROFESSIONAL SERVICES CONTRACT
BETWEEN THE
EAST TENNESSEE HUMAN RESOURCE AGENCY
AREA AGENCY ON AGING AND DISABILITY
AND
HELPING HANDS HOME ASSISTANCE, INC.**

This Contract, by and between the EAST TENNESSEE HUMAN RESOURCE AGENCY – AREA AGENCY ON AGING AND DISABILITY, hereinafter referred to as the “Contractor” and HELPING HANDS HOME ASSISTANCE, INC., hereinafter referred to as the “Contractee,” is for the provision of certain in-home services based on federal and/or state funds made available by the state legislature through the Tennessee Commission on Aging and Disability, as further defined in the "SCOPE OF SERVICES."

The Contractee is a NON-PROFIT CORPORATION. The Contractee's address is:

HELPING HANDS HOME ASSISTANCE, INC.
Post Office Box 3712
Knoxville, Tennessee 37927

The Contractee's place of incorporation or organization is Tennessee.

A. SCOPE OF SERVICES:

- A.1. The Contractor will provide authorization for personal care services, homemaker services and/or home delivered meals and this authorization may include all or some of these services. The Contractor will reimburse the Contractee at the rates established in Section C.1. for previously authorized services. The Contractor will screen and assess individuals to determine their need for home and community based long-term care services. In-home services will be provided by the Contractee in accordance with this contract and with standards and descriptions for service activities as outlined in the RFPA.

Homemaker – Persons who are unable to perform at least one Instrumental Activity of Daily Living, hereafter referred to as IADL, without substantial human assistance, including verbal reminding, physical cueing or supervision; or due to a cognitive or other mental impairment, require substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to another individual.

Personal Care – Persons who are unable to perform at least one Activity of Daily Living, hereafter referred to as ADL, without substantial human assistance, including verbal reminding, physical cueing or supervision; or due to a cognitive or other mental impairment, require substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to another individual.

Respite Care (Caregivers of Older Adults) – The provision of short-term supervision and/or assistance with activities of daily living for mentally or physically disabled elderly persons in order to provide a period of rest or relief to the caregiver.

- a. **Adult Day Care Respite** – Provision of personal care for dependent adults in a supervised, protective, congregate setting during some portion of a twenty-four hour day.
- b. **Residential Respite** – Provision of care in a supervised, protective, congregate setting on a short-term basis for dependent adults unable to care for themselves when there is an absence or need for relief of those persons normally providing their care.


IN WITNESS WHEREOF:

HELPING HANDS HOME ASSISTANCE, INC.


Chris Middlebrook, Chief Executive Director

6-17-05
Date

EAST TENNESSEE HUMAN RESOURCE AGENCY AND DISABILITY:


Gordon Acuff, Executive Director

7-1-05
Date