



Other COVID 19 Resources

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Organization	Status	Contact Name or email	Contact Info	Website	Services Offered	Notes:
211	Call Only		211	http://tn211.mycommunitypt.com		Community Information Resource. There is a special COVID-2019 link. http://tn211.mycommunitypt.com/index.php/component/cpx/?task=search.query&code=JP-1500.1700-150
Angelic Ministries	Open		(865) 523-8884 1218 N Central St, Knoxville, TN 37917	https://angelicministries.com/	hygiene bags, food bags, household item, clothes	Appointment and referral required. Telephone (865) 523-8884, fax (865) 637-1883, e-mail help@angelicministries.com . Pick-up M, Tu, or W @ 8:00 a.m. Clients must get number by 9:00 a.m. Staffloads items into vehicle. Clothing, shoes, hygien, non-perishable food, one roll toilet paper, towels/washcloths, linens and beds are available.
Bethany Christian Services	Call Only		(865) 588-5283 318 Erin Drive 37919	https://bethany.org/locations/us/tennessee/knoxville	pregnancy support / adoption / foster care	Online information and meetings about pregnancy support / adoption / foster care/
Boys and Girls Clubs Knox County	Open	Kria Jones	(865) 232-1200	https://bgctnv.org/covid-19-updates-from-bgctnv/	childcare	Eight Clubs, in four counties, open 10+ hours a day to care for children of essential workers. Operating on a 9:1 ratio. Three public housing sites opened. Virtual Blue Door Club helps keep members engaged with weekly updated content. Social & Emotional Wellness Initiative promotes social and emotional development. Meals for our Members serves breakfast, lunch, and p.m. snack to Club members. Weekend food boxes for members. Youth Arts Initiative offers virtual, digital, and on-site programming for members.



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CAC	Open		(865) 546-3500	http://www.knoxcac.org/newweb/	rent assistance, utilities assistance, and other assistance. http://www.knoxcac.org/newweb/access-to-benefits	CAC takes new referrals and completes CHAMP by phone. CAC provides rental and utility assistance to families with children and individuals/couples who have tested positive or have been quarantined while awaiting a test and have lost income as a result of COVID. CAC takes applications by phone. Vita Tax is open for drop off. Call for assistance 865-546-3500. http://www.knoxcac.org/newweb/access-to-benefits http://www.knoxcac.org/newweb/programs-services/cac-service-directory



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Centro Hispano	Call Only		522-0052; Text: 205-8250 2455 Sutherland Avenue 37919 (865) 522-0052 info@centrohispanotn.org	https://www.centrohispanotn.org/	workforce development youth and family engagement, small business help, community resources. https://www.centrohispanotn.org/services	Office is closed until further notice. Staff working remotely to answer calls or texts.
CHAMP - Coordinated Housing Assessment and Match Plan,	Open			https://knoxhmis.sworpswebapp.sworps.utk.edu/champ/	housing assistance	CAC offers telephone intakes for families with children or youth/young adults on their own. (865) 546-3500. Volunteers of America offers telephone intakes for CHAMP for U.S. military veterans. (865) 253-5493. Bush Family Refuge/VMC has intakes for homeless persons by street outreach or appointment (865) 524-3926.
DAV office at annex 1 (Disabled American Veterans)	Call Only	Linda Bailey Linda.bailey2@va.gov	(865) 694-7102	https://www.dav.org/	disabled veterans services - crisis counseling, claims help, transportation to VA facilities, help with employment search	DAV Service Offices are closed. Client can reach a service officer online by an email at anytime to the National Service Office in the state of residence. Client may speak to a service officer M - F from 9 a.m. to 4 p.m. E.T. by calling 1-888-604-0234.
Dep+H10+A11	Open		1-866-311-4287 (Toll-free)	https://www.tn.gov/content/tn/humanservices/covid-19.html	emergency cash assistance, supplemental nutrition assistance program (SNAP), families first, child support, adult protective services, and child care payment assistance	Office visits by appointment only. Page for COVID Resources for DHS programs links Information on all vital programs



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Department of Human Services (DHS)	Open		1-866-311-4287 (Toll-free)	https://www.tn.gov/humanservices/covid-19/child-care-services-and-covid-19.html	emergency cash assistance (apply by 6/30/20), child care payment assistance until 08/2020	<p>The COVID-19 Essential Employee Child Care Payment Assistance Program (EECCPAP) supports essential workers so they can stay at work during COVID-19. Through payment assistance and a network of temporary care locations, parents who are essential employees can access child care at no cost until mid-August, 2020. EECCPAP pays the child care provider directly.</p> <p>Emergency Cash Assistance provides two monthly cash payments to families that were employed as of March 11, 2020 and have lost a job or lost at least 50% of their earned income due to the COVID-19 emergency. Applications for emergency cash assistance will be accepted through June 30, 2020.</p>
Emerald Youth Foundation	Call Only		(865) 637-3227	https://www.emerald youth.org/	online resources	No current in-person programs. There are employment, food, gov't, learning & faith resources and links online. https://www.emeraldyouth.org/family-resources
Expensify.com	Open			https://www.expensify.org/hunger#reimbursement	SNAP reimbursement. \$50 maximum - NOT accepting new clients.	Not accepting new clients until new funds become available. Expensify reimburses SNAP benefits. Clients must follow the guidelines on their page. Reimbursement is limited to \$50 per family.
First Aid Collective Knoxville	Call Only			https://www.facebook.com/firstaidcollectiveknox/	hygiene kits & needle exchange.	Home bound, can complete the "Knoxville People in Need" form in link tree. Volunteers bring needs to client.



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Girl Scouts	Call Only			https://www.girlscouts.org/en/girl-scouts-at-home.html	services for girls	Virtual sessions with badge-related activities for all girls and families, not only members, using materials in their home. Downloadable digital program content: Videos, activity resources, & expert guidance for families and volunteers on leading girls through this time. Local offices are closed National office has put resources online. https://www.girlscouts.org/en/girl-scouts-at-home.html . Southern Appalachians Chapter Summer camp will not meet in 2020.
Good Samaritan Center	Open	Knoxville First Seventh-Day Adventist Church	(865) 524-7842 3611 Kingston Pike .37919	https://www.knoxvillefirstsda.com/kas-knoxville-adventist-school-1	food Pantry & clothing	2nd and 4th Tuesdays from 3:30 -5:30 pm.
Government Benefits	Call Only			https://www.benefits.gov/help/fag/Coronavirus-resources	information about COVID-19 government benefits	Benefits.gov is an online resource to help clients find federal benefits they may be eligible for in the United States.
Helen Ross McNabb	Open		(865) 637-9711 (865) 544-5000	https://www.mc nabcenter.org/service/behavioral-health-safety-net	behavioral health safety net	The Behavioral Health Safety Net (BHSN) of Tennessee provides mental health treatment to persons who do not have access to health care due to lack of health insurance. The BHSN provides outpatient medication management, community-based case management, & individual therapy services. BHSN also assists participants in obtaining psychotropic medications at a reduced price or at no cost through various pharmacy assistance programs.
In the Rooms Online Recovery/Addiction Meetings	Call Only			https://www.intherooms.com/home/covid-19-resources/	addiction/recovery	In The Rooms (ITR) is a free online recovery tool that offers 130 weekly online meetings for persons recovering from addiction and related issues. ITR uses multiple pathways to recovery, including 12 Step, Non-12 Step, Wellness and Mental Health modalities. https://www.intherooms.com/home/covid-19-resources/ . Has links to in-person treatment options.
Interfaith Health Clinic	Open	dsmith@interfaithhealthclinic.org Diane Smith	(865) 546-7330 315 Gill Avenue, Knoxville 37917	https://www.interfaithhealthclinic.org/	medical services	Serves working poor who are without insurance. Clinic is NOT a COVID-19 testing site. Appointment required M - F (8 am - 5 pm). Walk-in M & Th (5 pm - 8 pm)



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KAT Bus Lines	Open		(865) 215-7800 301 Church Avenue, Knoxville, 37915	https://katbus.com/	public transportation, paratransit service	Paratransit trips by reservation. KAT requests that the public limit transit use to essential trips. Seating on buses is limited to 10 passengers or less, and additional buses will be dispatched as available when buses reach maximum capacity. Red Line and Green Line Trolleys have ceased operations. Some other routes have reduced operations.
KCDC	Call Only		<p>KCDC CONTACT INFORMATION</p> <p>Autumn Landing/Nature's Cove: 865-403-1422, autumnlandingINFO@kcdc.org</p> <p>Cagle Terrace: 865-403-1310, cagleterraceINFO@kcdc.org</p> <p>Five Points: 865-403-1390, fivepointsINFO@kcdc.org</p> <p>Five Points Senior Duplexes Multiplexes Residences at Five Points</p> <p>Five Points 2</p> <p>Five Points 3</p> <p>Eastport</p> <p>Isabella Towers: 865-403-1340, isabellatowersINFO@kcdc.org</p> <p>Lonsdale Homes/Mechanicsville: 865-403-1350, lonsdalehomesINFO@kcdc.org</p> <p>Love Towers: 865-403-1360, lovetowersINFO@kcdc.org</p> <p>Manor at Northgate: 865-</p>	https://www.kcdc.org/coronavirus-update/	low income housing	<p>KCDC will not be allow visitors at its offices until further notice.</p> <p>KCDC will not allow visitors at residential sites – only medical professionals, KCDC staff, approved vendors and emergency and social needs responders.</p> <p>Recertifications is through the mail and by phone.</p> <p>Non-emergency inspections have been cancelled.</p> <p>Maintenance staff will only perform essential work orders (such as clogged plumbing, water leaks and health/safety related issues).</p>



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KIN	Open	Jani Hedberg Whaley KIN's Volunteer Outreach Coordinator	info@kin-connect.org	https://www.kin-connect.org/	translation services/Immigrant & refugee services, free educational resources for children, English-language courses.	KIN can arrange interpreters to call international families or communicate via three-way calling. Volunteers are available for translation.
Knox County Health Dept	Open	140 Dameron Avenue		https://covid.knoxcountyttn.gov/essential-services.html	health services	By appointment only: women's health (865) 215-5320, STI's & TB : (865) 215-5371, HIV: (865) 215-5081, Infant and childhood immunizations (865) 215-590, dental emergencies (865) 215-5110, community health access in TN (865) 215-1590, immunization records (865) 215-5950. Teague Clinic is CLOSED. West Clinic 1028 Old Cedar Bluff is open for infant and childhood immunizations and adult vaccinations by appointment only.
Knox County Health Dept Free COVID-19 Testing	Open		865-215-5555	https://covid.knoxcountyttn.gov/covid-test-sites.html	COVID-19 testing	Walk-up testing on M, W and F from 9:00 a.m. to 3:00 p.m. at 140 Dameron Ave. Tu and Th are reserved for targeted testing of high-risk persons or those with less access to testing.
Knox Peer Support Academy	Call Only		1451 Dowell Springs Blvd. 37909 Cathy Jerrolds & Sheryl McCormick 865-374-7103	https://www.peninsulabehavioralhealth.org/peersupportacademies/	mental health/addiction	Face-to-face groups are cancelled. Adults with mental health and/or substance use disorders who want individual support can call the Knox Peer Support Academy at (865) 374-7103 to talk to Cathy or Sheryl. Please paste link to see schedule information:
Knox Urban League	Call Only		1514 E. 5th Ave 37917 524-5511	https://www.facebook.com/KnoxvilleAreaUrbanLeague/	employment search help	Telephone 865-524-5511 ext. 214 or 215 for help regarding employment search.
Knoxville Bar Association	Call Only		865-522-6522 and (865) 522-7501	https://tnlawyerfinder.org/coronavirus/	articles about COVID-19 legal issues.	Articles about government resources, unemployment, evictions, employment issues; applying for SBA Disaster Loans; General COVID-19 Information; taking care of yourself. Attorney referrals.



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Knoxville Utilities Board (KUB)	Call Only		524-2911	https://www.kub.org/kubs-pandemic-response-plan/assisting-customers-during-the-pandemic/	utilities	Call 524-2911 or visit http://kub.org/assistance if client cannot pay bill. Disconnections for nonpayment are suspended until 08/03/20. KUB will waive late fees that have accrued since 03/16/20 for customers who seek bill payment assistance who 1) are granted due date extensions or 2) enter payment arrangements for bills unpaid while disconnections were suspended.
Knoxville Vet Center	Open		1645 Downtown West Blvd #28 37919, (865) 633-000	https://www.vetcenter.va.gov/	veterans services	Knoxville Vet Center open M - F 8::00 a.m. - 4:30 pm. Veterans call center: 877-927-8387 (24 hrs) Crisis line: 800-273-8255 (24 hrs)
Knoxville/Knox County Government	Open	City County Building Suite 615 400 Main Street Knoxville, TN 37902 Phone: 865-215-2005.	https://cityofknoxville.hosted.civiclive.com/cms/Online.aspx?portalId=109562&pageId=16540308	https://covid.knoxcountyttn.gov/reopening.html	plan to reopen Knox County	Phase two of reopening began May 26, 2020.
Legal Aid of East Tennessee	Call Only		400 Harriet Tubman 37914 (865) 215-6830 607 W Summit Hill Dr. SW Knoxville, TN 37902 (865) 637-0484	https://www.laet.org	free legal advice	Links to legal information about evictions, poverty law, COVID-19-related government programs, etc.
Mental Health Assoc of East TN	Call Only	865-584-9125) or info@mhaet.com.	9050 Executive Park Drive, Suite 104-A, Knoxville, TN 37923	https://www.mhaet.com	mental health referrals.	Staff can help callers find treatment, support or other resources which best fit caller's needs, location, and insurance status. Call Center is open Monday – Friday: 8:30 am – 5 pm.
National Multi Family Housing Council	Open	info@nmhc.org	1775 Eye St., N.W., Suite 1100 Washington, D.C. 20006 Phone: 202/974-2300 Fax: 202/775-0112	https://www.nmhc.org/news/nmhc-news/2020/nmhc-summary-120-day-federal-eviction-and-late-fee-moratorium/	information about evictions moratorium.	NMHC Summary: 120-Day Federal Eviction starting 03/27/2020 and late fee moratorium (article) https://www.nmhc.org/news/nmhc-news/2020/nmhc-summary-120-day-federal-eviction-and-late-fee-moratorium/



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Responsible Lending	Call Only	302 West Main Street, Durham, NC 27701 (919) 313-8500	(919) 313-8500	https://www.responsiblelending.org/COVID19	COVID-19-related resources for debt relief	Information on financial relief for consumers, workers, and small businesses affected by COVID-19.
Salvation Army	Open	409 N. Broadway 37917 Phone: (865) 525-9401 Fax: (865) 524-7748	865-525-9401	https://www.salvationarmyknoxville.org	rent assistance /utilities assistance / food	"To Go" food service for housing residents. Meals are prepared and served in "To-Go" containers and distributed outside the cafeteria. Meals are consumed in the residents' rooms. Housing occupancy fee waived. <ul style="list-style-type: none"> • Emergency grocery assistance is available by appointment. Pick-ups will be scheduled M, W, F from 1pm - 4pm. • Emergency utility assistance is available by appointment. • Emergency rent assistance is available by appointment. • Emotional & Spiritual Care hotline 1-844-458-HOPE (4673). 9a.m. – 9p.m. Calls answered by staff/volunteers.
Samaritan Place	Call Only	Program Leader: Mandy McKay – 865-684-1881 or amckay@ccetn.org Case Manager: Jennifer Tackett – 865-684-1889 or jtackett@ccetn.org	(865) 684-1880; 3009 Lake Brook Blvd, Knoxville, TN 37909	https://ccetn.org/samaritan-place	shelter for seniors in crisis	Telephone first. Web site does not indicate restrictions on accepting new residents. Basic eligibility criteria are: age 60 or older; not a threat to self or others; ambulatory; and able to manage daily activities with minimal assistance.
Senior Care Calls	Call Only	Deisha Finley, Senior Corps Program Manager	(865) 524-2786. https://www.knoxseniors.org/ssd/	https://www.knoxseniors.org/senior-care-calls/	weekly telephone calls to senior citizens: senior services directory:: https://www.knoxseniors.org/ssd/	Senior Care Calls volunteers make weekly check-in calls to homebound seniors. Referral Form can be completed here: http://bit.ly/SeniorCareCalls_referral



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TANF Tennessee (Families First) / TN Dept of Human Services	Open		1-866-311-4287 (Toll-free)	https://www.tn.gov/humanservices.html	unemployment assistance for families with job loss due to COVID-19	Families First, the state's Temporary Assistance for Needy Families (TANF) program, is a workforce development and employment program. The Families First program emphasizes work, training, and personal responsibility. It is temporary and has a primary focus on gaining self-sufficiency through employment. The Families First program helps participants reach this goal by providing temporary cash assistance, transportation, child care assistance, educational supports, job training, employment activities, and other support services. Eligibility information can be found here: https://www.tn.gov/humanservices/for-families/families-first-tanf/families-first-eligibility-information.html
Tennessee Suicide Prevention Network	Call Only		National Suicide Prevention Lifeline at 1-800-273-TALK (8255)	http://tspn.org/	suicide prevention	National Suicide Prevention Lifeline 800-273-TALK (8255) provides access to trained telephone counselors, 24 hours/day, 7 days/week. Additional resources for East TN: http://tspn.org/east-tennessee/ NAMI Tennessee - 615-361-6608 Mental Health Association of East Tennessee - 865-584-9125
University of Tennessee Legal Clinic	Call Only	probono@utk.edu	865-974-2331 1505 W. Cumberland Ave. Knoxville, Tennessee 37996 Phone: 865-974-6781	https://law.utk.edu/programs/pro-bono/	legal assistance	Closed until at least UT fall semester.



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Volunteer Ministry Center (VMC)	Open		524-3926 511 North Broadway 37917	https://www.vmcinc.org	rental assistance, temporary housing, bus tickets for medical appts. Or job, etc.	Refuge M - f 9:30 a.m. - 2:30 p.m. Dental Clinic is open one day a week by appointment only. The Bush Family Refuge will offer clothing by curbside service Bush Family Refuge is providing rental assistance for households. Interviews by telephone. Families in subsidized housing are not eligible. CHAMP assessments by appointment only. The Foyer, Resource Center and Minvilla Manor continue to offer pre and post-housing services The Guest House is closed.
Volunteers of America (VOA)	Open		865-524-3926 ext 260 511 N. Broadway Knoxville, TN 37917	https://www.voa.org	services addiction recovery services developmental disability services HIV services homeless & housing services veterans services	VOA is enrolling clients. VOA has funds to assist veterans with hotel rooms and housing. Also doing CHAMP by phone and in person when needed.
Wesley House	Open	Kara Finger & Victoria Griffin. vgriffin@wesleyhouse.com	865-524-5494	https://www.wesleyhouseknox.org	childcare, food delivery for senior citizens, food pantry	Child care available from M - F, 7:30 a.m. – 5:30 p.m. Delivers food and hygiene to 25 senior citizens on Mondays. https://www.facebook.com/wesleyhouseknox/
Western Heights Baptist Center	Open	Shannon Washam baptistcenter@aol.com	865-525-9068 1230 West Scott Avenue 37921	https://www.kcab.org/wester+D47+C47+B47+A47+A48	food and clothing	The Market (food and clothing) Tu & Th 9:00 am to Noon
WIC - Knox County Health Department	Call Only		865-215-5016	http://www.knoxcounty.org/health/wic.php	WIC serves pregnant, postpartum, and breastfeeding women, infants, and children under the age of five who qualify.	WIC appointments are by phone only. 865-215-5016.



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YWCA Knoxville/Domestic Violence	Call Only	Alizza Punzalan-Randle	865-523-6126	https://ywcaknox.com/domestic-violence/	domestic violence services scattered site housing, victims and families are eligible, must live in Anderson, Blount, Knox, Loudon, Roane, or Sevier.	Starting on June 8, re-occurring rentals are welcomed back to the facility. YWCA Advocates are available by telephone for Anderson, Blount, Knox, Loudon, Roane and Sevier counties to serve domestic violence victims. Safety planning, danger assessment, orders of protection, housing and other resources available. SUPPORT GROUPS ARE CANCELED. CLUB W FACILITIES ARE CLOSED.