



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		523-8884; 1218 N Central St. 37917	https://angelicministries.com/	hygiene bags, food bags, household item, clothes	Appointment and referral required. Telephone 523-8884, fax (865) 637-1883, or e-mail help@angelicministries.com . Pick-up Monday, Tuesday, or Wednesday at 8:00am. Clients must get number by 9:00am. Staff loads items into vehicle. Clothing, shoes, hygiene, non-perishable food, one roll toilet paper, towels/washcloths, linens and beds are available.
Bethany Christian Services	Open		588-5283; 318 Erin Dr. 37919	https://bethany.org/locations/us/tennessee/knoxville	pregnancy support / adoption / foster care	Telephone for appointment. Also, online information and meetings about pregnancy support / adoption / foster care/



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Boys and Girls Clubs Knox County	Open	Kria Jones	232-1200	https://bgctnv.org/covid-19-updates-from-bgctnv/	childcare	<p>All staff required to wear masks onsite and club members are encouraged to do so as well. Sixteen 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.</p> <p>Virtual Blue Door Club helps keep members engaged with weekly updated content.</p> <p>Social & Emotional Wellness Initiative promotes social and emotional development.</p> <p>Meals for our Members serves breakfast, lunch, and p.m. snack to Club members. Weekend food boxes for members.</p> <p>Youth Arts Initiative offers virtual, digital, and on-site programming for members.</p>
CAC	Open		546-3500; L. T. Ross Bldg. 2247 Western Ave. 37921 (Central location)	http://www.knoxcac.org/newweb/	rent assistance, utilities assistance, and other assistance. http://www.knoxcac.org/newweb/access-to-benefits	<p>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. Off season Income tax drop off will resume on 7/29/20. Call for assistance 865-546-3500.</p> <p>http://www.knoxcac.org/newweb/access-to-benefits http://www.knoxcac.org/newweb/programs-services/cac-service-directory. Planned events may be canceled/postponed at short notice. Please call ahead.</p>



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Centro Hispano	Call Only		522-0052; Text: 205-8250; 2455 Sutherland Ave. 37919	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		CAC Homeward Bound 546-3500; Volunteers of America 253-5493; Bush Family Refuge/VMC 524-3926	https://knoxhmis.sworpswebapp.sworps.utk.edu/champ/	housing assistance	CAC offers telephone intakes for families with children or youth/young adults on their own. 546-3500. Hours: Monday - Friday 8:00am - 4:45pm Volunteers of America offers telephone intakes for CHAMP for U.S. military veterans. 524-3926 ext. 261 (Catherine) or ext. 260 (Tommy). Tuesday & Thursday 9:00am - 3:00pm. Bush Family Refuge/VMC has intakes for homeless persons by street outreach or appointment 673-0235. Monday - Friday 12:30 - 2:30pm . If Client does not have a telephone, Client may make a morning appointment at the Refuge front door between 8:00am - 3:00pm. (511 N. Broadway St.)
DAV office at annex 1 (Disabled American Veterans)	Call Only	Linda Bailey Linda.bailey2@va.gov	888-604-0234	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 Monday - Friday from 9:00am - 4:00pm E.T. by calling 1-888-604-0234.



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Dep+H10+A11	Open			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
Department of Human Services (DHS)	Open		866-311-4287 (toll-free)	https://www.tn.gov/humanservices/covid-19/child-care-services-and-covid-19.html	emergency cash assistance (apply by 8/29/20), 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 August 29, 2020.</p>
Emerald Youth Foundation	Call Only		637-3227; 1014 Heiskell Ave 37921	https://www.emeraldyouth.org/	online resources	No in-person programs. There are employment, food, government, learning & faith resources and links online. https://www.emeraldyouth.org/family-resources



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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 up to \$5/family. Clients must follow the guidelines on their page.
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. Needle exchange.
Girl Scouts	Call Only	info@girlscoutsa.org	688-9440 or 800-474-1912	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	524-7842; 3611 Kingston Pike 37919	https://www.knoxvillefirstsda.com/kas-knoxville-adventist-school-1	food Pantry & clothing	2nd and 4th Tuesdays 3:30pm -5:30pm.
Government Benefits	Call Only			https://www.benefits.gov/help/fag/Coronavirus-resources	information about government benefits relating to COVID-19	Online resource to help clients find federal benefits they may be eligible for in the United States.



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Helen Ross McNabb	Open		637-9711 or 544-5000	https://www.mcabbcenter.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		800-847-9497	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	546-7330; 315 Gill Ave. 37917	https://www.interfaithhealthclinic.org/	medical, dental & mental health services	Serves working poor who are without insurance. Clinic is NOT a COVID-19 testing site. Appointment required Monday - Friday (8:00 am - 5:00pm). Walk-in Mondays & Thursdays (5:00pm - 8:00pm)
KAT Bus Lines	Open		215-7800; 301 Church Ave. 37915	https://katbus.com/	public transportation, paratransit service	Paratransit trips by reservation. Face masks required. Seating on buses is limited to 50% of capacity. 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.



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KCDC	Call Only		See KCDC.org/contact for property contact information	https://www.kcdc.org/coronavirus-update/	housing	KCDC will not be allow visitors at its offices until further notice. KCDC will not allow visitors at residential sites – only medical professionals, KCDC staff, approved vendors and emergency and social needs responders. Recertifications is through the mail and by phone. Non-emergency inspections have been cancelled. Maintenance staff will only perform essential work orders
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 37917	https://covid.knoxcountyttn.gov/essential-services.html	health services	By telephone only: WIC 215-5106. By appointment only: women's health 215-5320, STI's & TB: 215-5371, HIV: 215-5081, Infant and childhood ummunizations 215-5150, dental emergencies 215-5110, community health access in TN 215-1590, immunization records 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		215-5555	https://covid.knoxcountyttn.gov/co-vid-test-sites.html	COVID-19 testing	Walk-up testing on Monday, Wednesday & Friday 9:00am - 3:00pm at 140 Dameron Ave 37917. HOWEVER, NO TESTING Monday JULY 20. Tuesday & Thursday reserved for targeted testing of high-risk persons or persons with less access to testing.
Knox Peer Support Academy	Call Only	Penninsula Health	1451 Dowell Springs Blvd. 37909 Cathy Jerrolds & Sheryl McCormick 374-7103	https://www.peninsulabehavioralhealth.org/peersupportacademies/	mental health/addiction	Zoom meetings. Face-to-face groups are cancelled. Adults with mental health and/or substance use disorders who want individual support can telephone 374-7103. Paste link to see schedule information:



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Knox Urban League	Call Only		524-5511; 1514 E. 5th Ave. 37917	https://www.facebook.com/KnoxvilleAreaUrbanLeague/	employment search assist	524-5511 ext. 214 or 215 for employment search assistance.
Knoxville Bar Association	Call Only		522-6522 and 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.
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. 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. CAC and Compassion Coalition provide many forms of utility payment assistance. .Project Help is an emergency energy assistance program that assists people in need in the KUB service area, regardless of energy source in their home. Governor Lee has directed the Tennessee Department of Revenue to issue business relief payments through the Tennessee Business Relief Program to small businesses for costs incurred as a result of mandatory business closures. EnergyRight for Business & Industry has compiled this list of funding, guidance and tax resources that may be available to your business if you're facing financial challenges as a result of the COVID-19 situation.



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Knoxville Vet Center	Open		633-000; 1645 Downtown West Blvd. #28 37919	https://www.vetcenter.va.gov/	veterans services	Knoxville Vet Center open Monday - Friday 8::00 am - 4:30 pm. Centers are currently open and operational, providing face to face and virtual counseling and outreach. Depending on the impact of COVID-19 at a local level access may be restricted transitioning services to virtual care if needed. Veterans call center: 877-927-8387 (24 hrs) Crisis line: 800-273-8255 (24 hrs)
Knoxville/Knox County Government	Open	215-2005; City County Building Suite 615 400 Main St. 37902	- https://cityofknoxville.hosted.civicle.com/cms/Online.aspx?portalId=109562&pageId=16540308	https://covid.knoxcountytn.gov/reopening.html	plan to reopen Knox County	Phase two of reopening began May 26, 2020. "Current Closures and Cancellations" have not been updated since March 20, 2020.
Legal Aid of East Tennessee	Call Only		FAMILY VIOLENCE ISSUES - 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		584-9125 ; 9050 Executive Park Dr., Suite 104-A, 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 – 5:00 pm.
National Multi Family Housing Council	Open	info@nmhc.org	Phone: 202/974-2300 Fax: 202/775-0112; 1775 Eye St., N.W., Suite 1100 Washington, D.C. 20006	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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Overcoming Believers Church - Hands of Mercy and Empowerment Program (a.k.a. H.O.M.E. Program).	Open		633-9050; 211 Harriet Tubman St. 37915	www.overcomingbelieverschurch.org	Lending program	Financial lending plan designed to assist the economically challenged. Web site does not say qualification requirements or amount of money available.
Responsible Lending (CRL)	Call Only		(919) 313-8500; 302 West Main Street, Durham, NC 27701	https://www.responsiblelending.org/COVID19	COVID-19-related resources for debt relief	Center for Responsible Lending: Information on financial relief for consumers, workers, and small businesses affected by COVID-19.
Salvation Army	Open		Phone: 865-525-9401; FAX: (865) 524-7748; 409 N Broadway St. 37917	https://www.salvationarmyknoxville.org	rent assistance /utilities assistance / food	<p>"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.</p> <p>Front door will continue to be locked to limit public access.</p> <ul style="list-style-type: none"> ● Emergency grocery assistance is available by appointment. Pick-ups will be scheduled Monday, Wednesday, Friday from 1:00 - 4:00pm. ● Emergency utility assistance is available by appointment. ● Emergency rent assistance is available by appointment. ● Emotional & Spiritual Care hotline 1-844-458-HOPE (4673). 9:00am – 9:00pm Calls each day answered by staff/volunteers.



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Samaritan Place	Call Only	Program Leader: Mandy McKay – 865-684-1881 or amckay@cctn.org Case Manager: Jennifer Tackett – 865-684-1889 or jtackett@cctn.org	684-1880; 3009 Lake Brook Blvd. 37909	https://cctn.org/samaritan-place	524-2786; https://www.knoxseniors.org/ssd/	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 (Office on Aging)	Call Only	Deisha Finley, Senior Corps Program Manager	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
TANF Tennessee (Families First) / TN Dept of Human Services	Open		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 program emphasizes work, training, and personal responsibility. It is temporary and has a primary focus on gaining self-sufficiency through employment. The 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



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Tennessee Suicide Prevention Network (TSPN)	Call Only		National Suicide Prevention Lifeline at 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 - 584-9125
University of Tennessee Legal Clinic	Call Only	probono@utk.edu	974-6781: Pro Bono; 974-4241; Legal Clinic: 974-2331; 1505 W. Cumberland Ave. 37996	https://law.utk.edu/programs/pro-bono/	legal assistance	Closed until at least UT fall semester.
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 Monday - Friday 9:30am - 2:30pm Dental Clinic is open Wednesdays and Fridays by appointment only. Bush Family Refuge offers clothing by curb-side service. Bush Family Refuge provides 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 offer pre and post-housing services. Guest House is closed.
Volunteers of America (VOA)	Open		524-3926 ext 260; 511 N. Broadway 37917	https://www.voa.org	services - addiction recovery, HIV, veterans, developmental disability, homeless & housing, etc.	VOA is enrolling clients. VOA has funds to assist veterans with hotel rooms and housing. VOA is doing CHAMP by phone and in person when needed.



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Wesley House	Open	Kara Finger & Victoria Griffin. vgriffin@wesleyhouse.com	524-5494	https://www.wesleyhouseknox.org	childcare, food delivery for senior citizens, food pantry	Open for childcare for essential employees and has a food pantry for program participants. Open from 7:30am -5:30pm for childcare and for families to pick up groceries. WH has been making weekly doorstep deliveries of food and household items to seniors and persons who do not have transportation.
Western Heights Baptist Center	Open	Shannon Washam baptistcenter@aol.com	525-9068; 1230 West Scott Avenue 37921	https://www.kcab.org/western-heights-baptist-center	food and clothing	Tuesday & Thursday 9:00 am to 12:00pm
WIC - Knox County Health Department	Call Only		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. 215-5016.
YWCA Knoxville/Domestic Violence	Call Only	Alizza Punzalan-Randle	523-6126	https://ywcaknox.com/domestic-violence/	domestic violence services including scattered site housing	Victims and families are eligible. Advocates are available by telephone for Anderson, Blount, Knox, Loudon, Roane and Sevier counties. Safety planning, danger assessment, orders of protection, housing and other resources available. Support groups are canceled. Club W facilities are closed.