



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 with a 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 required: telephone 523-8884, fax 637-1883, or e-mail help@angelicministries.com . Pick-up Monday, Tuesday, or Wednesday at 8:00am. Clients must get number by 9:00am. Drive-thru. Referral required for furniture and some other items. Clothing and hygiene items available every 90 days without referral.
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
Boys and Girls Clubs Knox County	Open	Kria Jones	232-1200	https://bgctnv.org/covid-19-updates-from-bgctnv/	childcare	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. Virtual Blue Door Club helps keep members engaged with weekly updated content. Social & Emotional Wellness Initiative promotes social and emotional development. Meals for Members serves breakfast, lunch, and p.m. snack to members. Weekend food boxes for members. Youth Arts Initiative offers virtual, digital, and on-site programming for members.
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	CAC takes new referrals and completes CHAMP by phone. Rental and utility assistance to families with children & individuals/couples who have tested positive or have been quarantined while awaiting a test and have lost income as a result of COVID. Applications by phone. Off season Income tax drop off resumes 7/29/20. http://www.knoxcac.org/newweb/access-to-benefits http://www.knoxcac.org/newweb/programs-services/cac-service-directory . Events may be canceled on short notice. Call ahead.



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Catholic Charities of East Tennessee	Open	Paul Ritter; paul@ccten.org Elizabeth Sullivan (CHAP) 603-3866	524-9896; 119 Dameron Ave. 37917	https://ccten.org	CHAP parent support program,	Columbus Home Assisting Parents (CHAP) home-based program to provide parent education and support.
Catholic Charities of East Tennessee	Open	Paul Ritter; paul@ccten.org	971-3550; 119 Dameron Avenue 37917	https://ccten.org	immigration services	Legal services to immigrants that are legally eligible for a government benefit. Does not provide representation in court.
Catholic Charities of East Tennessee	Open	Paul Ritter; paul@ccten.org	212-4942; 119 Dameron Avenue 37917	https://ccten.org	education and support for parents	Education and support for parents during pregnancy and support until the child is two years old. Services can be provided at the facility or online with telephone follow-up.
Centro Hispano	Call Only		522-0052; Text: 205-8250; 2455 Sutherland Ave. 37919	https://www.centrohispano.org/	workforce development youth and family engagement, small business help, community resources. https://www.centrohispano.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. 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: 12:30pm - 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.)



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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 email to the National Service Office in the state of residence. Client may speak to a service officer Monday - Friday: 9:00am - 4:00pm E.T. at-888-604-0234.
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



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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>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 (ECA) 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 COVID-19. Applications must be submitted by August 29, 2020.</p>
Emerald Youth Foundation	Open		637-3227; 1014 Heiskell Ave 37921	https://www.emeraldyouth.org/	tutoring & sports	Sign-ups in progress for fall programs/leagues. There are employment, food, government, 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 up to \$50/family. Clients must follow the rules on their page.
First Aid Collective Knoxville	Open			https://www.facebook.com/firstaidcollectiveknox/	hygiene kits & needle exchange.	Homebound can complete the "Knoxville People in Need" form in link tree. Volunteers bring needs to client. Needle exchange.
Girl Scouts	Open	info@girlscoutcsa.org	688-9440 or 800-474-1912	https://www.girlscoutsa.org/?utm_campaign=gsusa&utm_medium=web&utm_source=cncl_finder	services for girls	In-person troop meetings have resumed. Girls gain skills in four areas: the outdoors, development of life skills, entrepreneurship, & STEM (science, technology, engineering & math).



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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	Second & fourth 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.
Helen Ross McNabb	Open	https://www.facebook.com/covid19helpline/	637-9711 or 544-5000 Help Line: 855-661-9191	https://www.mcnaabbcenter.org/service/behavioral-health-safety-net	behavioral health safety net & helpline	Help Line provides free emotional support, psychoeducation regarding common disaster reactions/coping skills, & assistance navigating community resources to persons impacted by COVID-19. It is not therapy or case management. Behavioral Health Safety Net (BHSN) provides mental health treatment to persons who do not have access to health care due to lack of health insurance. BHSN provides outpatient medication management, community-based case management, & individual therapy services. BHSN also assists participants in obtaining psychotropic medications at reduced price or 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)



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KAT Bus Lines	Open		215-7800; 301 Church Ave. 37915	https://katbus.com/	public transportation, paratransit service	Paratransit trips by reservation. Face masks required. No fares 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.
KCDC	Call Only		Visit kcdc.org for all office locations. Other KCDC offices MainOffice: 865-403-1100, housingINFO@kcdc.org , Procurement: 865-403-1133, purchasingINFO@kcdc.org , Section8: 865-403-1234, section8INFO@kcdc.org	https://www.kcdc.org/coronavirus-update/	housing	KCDC does not allow visitors at its offices. KCDC does not allow visitors to residential sites – only medical professionals, KCDC staff, approved vendors, and emergency & social needs responders. Recertifications are through the mail and by telephone. Non-emergency inspections have been cancelled. Maintenance staff will only perform essential work orders (such as clogged plumbing, water leaks and health/safety related issues).
KIN	Open	Jani Hedberg Whaley Volunteer Outreach Coordinator; info@kin-connect.org	333-4546; PO Box 31052	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 & information	Telephone only: WIC 215-5106. Appointment only: women's health 215-5320, STI's & TB: 215-5371, HIV: 215-5081, Hepatitis C: 215-5371, infant and childhood immunizations 215-5150, dental emergencies 215-5110, community health access in TN 215-1590. Immunization records 215-5150. Teague Clinic - Closed. West Clinic (1028 Old Cedar Bluff) - Open for infant and childhood immunizations and adult vaccinations by appointment only.



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Knox County Health Dept Free COVID-19 Testing	Open		215-5555	https://covid.knoxcountyttn.gov/covid-test-sites.html	COVID-19 testing	Walk-in testing Monday, Wednesday, & Friday: 9:00am - 3:00pm at Jacobs Building in Chilhowee Park (3301 E Magnolia Ave. 37914). Targeted testing Tuesdays and Thursdays.
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 available. Face-to-face groups cancelled. Adults with mental health and/or substance use disorders who want individual support can telephone 374-7103. Paste link to see schedule information:
Knox Urban League	Call Only		524-5511, x214 or x215; 1514 E. 5th Ave. 37917	https://www.facebook.com/KnoxvilleAreaUrbanLeague/	employment search assist	Employment search assistance: 524-5511 x214 or x215
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 will resume 10/19/20. KUB has waived late fees accrued since 3/16/20 and automatically enrolled customers in payment plans. Repayment installments range from three to 15 months based on account balances (less months for smaller balances). Payment plans will be shown on 09/20 bills. CAC & Compassion Coalition provide payment assistance. Project Help emergency energy assistance program assists clients in the KUB service area, regardless of home energy source.
Knoxville Veterans Center	Open		633-000; 1645 Downtown West Blvd. #28 37919	https://www.vetcenter.va.gov/	veterans services	Monday - Friday: 8::00am - 4:30pm. Face to face counseling, virtual counseling & outreach. Call center: 877-927-8387 (24 hrs) Crisis line: 800-273-8255 (24 hrs)



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Knoxville/Knox County Government	Open	215-2005; City County Building Suite 615 400 Main St. 37902	https://cityofknoxville.hosted.civiclive.com/cms/One.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		637-0484 607 W Summit Hill Dr. SW 37902 - Family violence issues: 215-6830; 400 Harriet Tubman 37914	https://www.laet.org	free legal advice	Links to legal information about evictions, poverty law, COVID-19-related government programs, etc. https://www.laet.org/covid-19/
Mental Health Assoc of East TN	Call Only	info@mhaet.com	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 Monday – Friday: 8:30am – 5:00pm.
National Multi Family Housing Council	Call Only	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.	
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	Information on financial relief for consumers, workers, and small businesses affected by COVID-19.



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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	"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. Front door is locked to limit public access. <ul style="list-style-type: none"> ● Emergency grocery assistance available by appointment. Pick-ups are available Monday, Wednesday, or Friday from 1:00 - 4:00pm. ● Emergency utility assistance available by appointment. ● Emergency rent assistance available by appointment. ● Emotional & Spiritual Care hotline 1-844-458-HOPE (4673). 9:00am – 9:00pm. Calls answered by staff/volunteers.
Samaritan Place	Open	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/	Emergency housing. Capacity for up to 50 clients. Case manager provided to resolve issues that caused housing crisis. Client must: be age 60 or older; not be 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 deisha.finley@knoxseniors.org	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 online: http://bit.ly/SeniorCareCalls_referral



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TANF Tennessee (Families First) / TN Dept of Human Services	Open		866-311-4287 (toll-free)	https://www.tn.gov/humanservices.html	temporary assistance for families with job loss due to COVID-19	Families First, TN's Temporary Assistance for Needy Families (TANF) program. TANF's primary focus is on gaining self-sufficiency through employment. TANF helps participants reach this goal by providing temporary cash assistance, transportation, child care assistance, educational supports, job training, employment activities, & other support services. Eligibility information: https://www.tn.gov/humanservices/families-first-tanf/families-first-eligibility-information.html
Tennessee Suicide Prevention Network (TSPN)	Call Only		National Suicide Prevention Lifeline 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	Open	probono@utk.edu	974-6781; 1505 W. Cumberland Ave. 37996	https://law.utk.edu/programs/pro-bono/	free legal assistance	
Volunteer Ministry Center (VMC)	Open		524-3926; 511 North Broadway 37917	https://www.vmcinc.org	food, rental assistance, temporary housing, bus tickets for medical appts. or job, etc.	Breakfast 7:00am, lunch 12:00pm, dinner 5:00pm. Refuge: Monday - Friday 9:30am - 2:30pm Dental Clinic: Wednesdays and Fridays by appointment only. Bush Family Refuge offers clothing by curbside 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.



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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.
Wesley House	Open	Kara Finger & Victoria Griffin. vgriffin@wesleyhouse.com	524-5494	https://www.wesleyhouseknox.org	childcare, food delivery for senior citizens, food pantry	Monday - Friday: 7:30am -5:30pm for childcare for essential employees and for program participants to pick up groceries. WH delivers food and household items weekly to seniors and persons who do not have transportation.
Western Heights Baptist Center	Open	Shannon Washam baptistcenter@aol.com & Hannah Griswold 693-9097	525-9068; 1230 West Scott Ave. 37921	https://www.kcab.org/western-heights-baptist-center	food and clothing	Tuesday & Thursday: 9:00 am - 12:00pm
WIC - Knox County Health Department	Call Only		215-5016; 140 Dameron Ave. 37917	http://www.knoxcountyy.org/health/wic.php	WIC serves pregnant, postpartum, & breastfeeding women, infants, & children under age five who qualify.	Nutrition & food assistance. Hours Monday - Friday: 8:00am - 4:30pm.
YWCA Knoxville / Phyllis Wheatley Center	Open	Kathy Mack	523-0651; 124 S Cruze St 37915	https://ywcaknox.com/phyllis-wheatley-center/	Supervised virtual learning and after school enrichment.	Daily "Virtual Home Away From Home Program" (VHAFHP) for middle-school aged youth who have opted in to do virtual learning through Knox County Schools this semester. The After-School Enrichment Program (ASEP) is available for registered youth from 3:30pm - 6:30pm each day. Each student must have a completed registration packet on file. Maximum 40 students. Registration packets available at the PWC.



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YWCA Knoxville/Domestic Violence	Call Only	Alizza Punzalan-Randle; info@ywca.knox.com	523-6126; 420 W. Clinch Ave. 37902	https://ywcaknox.com/domestic-violence/	domestic violence services including scattered site housing	Victims & families are eligible. Advocates are available by telephone for Anderson, Blount, Knox, Loudon, Roane & Sevier counties. Safety planning, danger assessment, orders of protection, housing, & other resources available. Adocacy services are free. Support groups are canceled. Club W facilities are closed.