



MEDICAL CARE

PATIENT COMMUNITY RESOURCES PACKET

Updated January 2023



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Adult Education

Adult education contact information through state of TN

Phone number: 1-844-224-5818

Email: adulthoodeducation@tn.gov

Website: <https://www.tn.gov/workforce/jobs-and-education/ae.html>

AE/GED

Phone number: 423-610-0222 ; Please call to pre-register for an orientation class

Location For Orientation/Assessment Classes [By Registration Only]: Northeast Tennessee Career Center

Monday or Friday 8:00 am – 4:30 pm

Educational Opportunity Center

Phone number: 423-392-8041

website: www.etsu.edu/outreach

The EOC is a FREE program set-up to assist adults in earning a high school diploma or GED and to assist adults with college or vocational school enrollment at the school of their choice. The EOC can help you determine your educational goals, visit area vocational training center and colleges, brush-up on test-taking and study skills, complete financial aid applications, complete college admission applications, explore career options, and adjust to college. Eligibility Criteria: Family Income after taxes falls within the federal income guidelines (income eligible families receive first preference), neither parent has earned a four-year degree, and applicant must reside in Carter, Greene, Hawkins, Johnson, Sullivan, Unicoi, or Washington counties in TN or in Scott or Washington counties in VA. Location: 1501 University Blvd, Kingsport, TN 37660.

Northeast State Workforce

Phone number: 423-354-5520

Email: workforcesolutions@NortheastState.edu

Address: General Studies Building, 2425 Highway 75 Room C2301, Blountville, TN 37617 (Northeast State Campus)



Assistance Understanding Medical Materials

Medical Care, Care Coordination Department

Phone number: 423-431-0517

Elizabethton Public Library

Phone number: 423-547-6360

Johnson City Public Library

Phone number: 423-434-4450

Smokey Mountain Medical

Phone number: 423-547-0060

Assistance with child/adolescent

Upper East TN Human Development

Phone number: 423-246-6180

Provide childcare services, head start, heating assistance, housing weatherization, major household repair for low-income home owners, HUD housing counseling, and retired

Head Start

<https://www.jchousing.org/programs-services/external-resources/head-start/>

Phone number: 423-230-3732

Provide preschool, health services, and social services for low-income children.

Boys & Girls Clubs

Main Website: www.bgca.org

Provide programs in Character & Leadership Development (Mentor-ship, Community Service Projects, Leadership, Youth Entrepreneurship), Education & Career Development (Homework Assistance, Individual Tutoring, Job Training, Educational Games, Computer Skills, Internet Safety), Health & Life Skills (Nutrition, Drug & Alcohol Prevention, Environmental Education), Sports, Fitness, & Recreation (Football, Basketball, T-Ball, Soccer, Swimming, Pool Games, Foosball, Sports Leagues), and The Arts (Photography, Digital Arts, Digital Photography, Jewelry Making). Before school, After school, School Holiday, and Summer Programs available. Some fees may apply.

- Boys & girls club sites in our area:



1. Johnson City/Washington Co.
Phone number: 423-461-4560
Address: 2210 West Market St, JC, TN 37604
Website: www.gokidz.org
2. Elizabethton/Carter Co.
Phone number: 423-543-2946
3. Greater Kingsport
Phone number: 423-230-4160
Address: Eastman Center, 1 Positive Place, Kingsport, Tn, 37662
Website: www.kbgc.org
4. Bristol, Bluff City, Abingdon, and Bristol VA
Phone number: 276-669-8932
Address: 704 Florida Ave, Bristol, TN, 37620
Website: www.bristolclub.org

YMCA

Phone number: 1-800-872-9622

Provides programs in Youth Development such as Child Care, Education & Leadership, Swim, Sports, Play, and Camp. Some fees may apply. www.ymca.net

- Unicoi County
Phone number: 423-743-3361
601 Love St, Erwin, TN 37650
- Greater Kingsport
Phone number: 423-247-9622
1100 Franklin Sq, Kingsport, TN 37664
- Bristol
Phone number: 423-968-3133
400 M L King Jr. Blvd, Bristol, TN 37620



National Parent Hotline

Phone number: 1-855-427-2763

Provide 24-hour toll-free assistance including supportive listening, information, and referrals for families experiencing problems or stress. Parents are encouraged to explore solutions to the stresses of parenting and assistance is provided to link families with community support services. Behavior management, child development, and non- physical forms of discipline are discussed.

Families First

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.

website: <https://www.tn.gov/humanservices/for-families/families-first-tanf.html>

Address: 206 Cherokee Park Dr, Elizabethton, TN 37643

Phone: 423-543-3189

Clothing & Toiletries

God's Corner

Phone number: 423-929-1915

Provide emergency food boxes, assistance with clothing, and assistance with household items. Program operates a thrift store that offers low cost or free items to those in need. Thrift store is located at 1200 East Lakeview Drive, Johnson City. Hours are Monday – Saturday, 9:00am – 3:30pm.

Good Samaritan Ministries

Phone number: 423-928-1958

Provide shepherds breakfast and lunch program through the melting pot, food pantry, medication assistance, medical equipment assistance, good shepherd day center, rent/utility payments/deposits, agency service coordination/referral, summer food program for families with school children on reduced or free lunches,



school supplies for children, holiday assistance, adopt-a-family program, social work case management, phone assistance for medical reasons, message phone for homeless/unemployed, transportation, showers, clothing, job/education assistance, eye exams, and eye glasses.

Red Legacy Recovery

Phone number: 423-518-1560
413 E Elk Ave., Elizabethton, TN 37643

Salvation Army

Phone number: 423-926-2101
Office is located at 208 Ashe Street, Johnson City. Hours are Monday – Friday, 8:30 am – 4:30 pm.

Carter Compassion Center

Phone number: 423-930-3777
Address: 500 US Highway 19E Hampton, TN 37658
Email: cartercompassioncenter@gmail.com

Our goal is to provide individuals and families with a plan of action along with a mentor who will guide them through the process in a convenient “one-stop” facility. Our services are provided to all families and individuals in Carter County in an open, caring, and loving manner, recognizing the human dignity of every individual.

Dental Care

ETSU Dental Hygiene Clinic

Phone number: 423-439-4514
Provide dental hygiene therapy, oral cancer examination, dental charting, periodontal assessment, preventive oral health instructions, fluoride, soft tissue management programs, supportive periodontal therapy, occlusal sealants, oral examination, patient education, and dental radiographs. Senior Citizens receive free treatment (there is a charge to copy x-rays to be sent to your dentist). Office is located at 104 Lamb Hall ETSU Campus Johnson City. Hours are by appointment.



Keystone Dental Clinic

Phone number: 423-232-7919

Provide dental care for low-income adults ages 21 and above. Office is located at 603 Bert Street Johnson City. Open for appointments Monday – Friday, 8:00am – 5:00pm. Accepting applications Mondays, Tuesday, and Thursdays.

Healing Hands

Phone number: 423-652-0260

Healing Hands Health Center's Dental Clinic in Bristol provides acute dental care. Primarily fillings, extractions and cleanings, for low-income adults who:

- Do not have personal or employer-provided dental insurance and do not qualify for any government-funded dental insurance (Medicaid or Famis)
- Are not eligible for free/charitable care elsewhere
- Reside in Northeast Tennessee and Southwest Virginia
- You or someone in your household must be employed, unless you are on disability, retired or a student.
- Have an annual household income at or below 200% of the Federal Poverty Guidelines.

Friends In Need

Phone number: 423-246-0010

Address: 1916 Brookside Dr, Kingsport, TN 37660

Friends in need provides on-site primary care and dental care as well as referrals to other volunteer physicians and professionals for specialized care. We serve the uninsured and under-insured, in upper east Tennessee and southwest Virginia.

Appalachian Miles for Smiles

Phone number: 423-230-8888

Provides dental and vision needs both to the uninsured and under-insured of upper East TN and Southwest Virginia. This is a mobile unit that travels to different locations. It is by appointment only for each event.

Disability Services

There are two ways that you can apply for disability benefits. You can:



1. Apply at www.socialsecurity.gov; or
2. Call Project Access at 1-800-772-1213 to make an appointment to file a disability claim at your local Social Security office or to set up an appointment for someone to take your claim over the telephone. The disability claims interview lasts about one hour. If you schedule an appointment, a Disability Starter Kit will be mailed to you. The Disability Starter Kit will help you get ready for your disability claims interview. If you apply online, the Disability Starter Kit is available at www.socialsecurity.gov/disability.

You should apply for disability benefits as soon as you become disabled. It can take a long time to process an application for disability benefits (three to five months). To apply for disability benefits, you will need to complete an application for Social Security Benefits and the Disability Report. You can complete the Disability Report at www.socialsecurity.gov/disability/3368. You can also print the Disability Report, complete it and return it to your local Social Security office. They may be able to process your application faster if you help them by getting any other information they need.

The information they need includes:

- Your Social Security number;
- Your birth or baptismal certificate;
- Names, addresses and phone numbers of the doctors, caseworkers, hospitals and clinics that took care of you and dates of your visits;
- Names and dosage of all the medicine you take;
- Medical records from your doctors, therapists, hospitals, clinics and caseworkers that you already have in your possession;
- Laboratory and test results;
- A summary of where you worked and the kind of work you did; and
- A copy of your most recent W-2 Form (Wage and Tax Statement) or, if you are self-employed, your federal tax return for the past year.

In addition to the basic application for disability benefits, there are other forms you will need to fill out. One form collects information about your medical condition and how it affects your ability to work. Other forms give doctors, hospitals and other health care professionals who have treated you permission to send us information about your medical condition.



First Tennessee Area Agency on Aging and Disability

Phone number: 423-928-3258

Provides many services for the disabled and elderly, including: Information and Assistance, Service Coordination, Family Caregiver Support Program, Nutrition Program, Legal Services and Transportation.

Allsup Social Security Disability Representation

Phone number: 1-888-217-3795

Allsup is an organization that provides a free Disability evaluation for individuals who meet the following criteria:

- You are under your full retirement age (65-67);
- You have a medical condition expected to last at least 12 months; and
- You have worked 5 out of the last 10 years.

Visit <https://www.allsup.com/about-ssdi/free-ssdi-evaluation> for the evaluation form or www.allsup.com for more information about the program.

Area Agency On Aging & Disability

Phone number: 866-836-6678

Address: 3211 N Roan St, Johnson City, TN 37601

Website: <https://www.ftaaad.org/>

Enhanced Support Services

Phone number: 423-631-0336

2882 Boones Creek Rd, Johnson City, TN 37615

Website: <https://www.enhancedtn.com/>

Access To Community Services

Phone number: 423-543-4256

Address: 428 E G St, Elizabethton, TN 37643

Domestic/Relationship Violence

Victim Compensation

Victim/Witness Coordinator of the Sullivan County District Attorney's Office

Phone number: 423-279-3288.



In some cases crime victims may incur expenses such as bills for medical treatment, hospital and doctor's visits, etc. These victims may be eligible for monetary compensation from the Tennessee Victim's Compensation Fund.

Domestic Violence

Phone numbers: 24-hour access; 1-800-987-6499 or 423-764-2287

Website: www.abusealternatives.net

Abuse Alternatives operates a domestic violence shelter that serves victims of domestic violence from Bristol and the surrounding jurisdictions. Their website provides information for victims of domestic violence including information on safety planning.

State Wide Crisis Line

Website: <https://www.tn.gov/behavioral-health/need-help/crisis-services/tn-statewide-crisis-phone-line.html>

Phone number: 24-hour hotline at 855-274-7471.

The Tennessee Statewide Crisis Line, available 24 hours a day/365 days a year, is a resource for anyone experiencing a mental health crisis. All calls are routed to a trained crisis counselor in your area, who will provide you support and guidance, and work to connect you with appropriate community supports.

Partners for Stronger Communities – 24/7 Crisis Hotline

Address: 140 Oakview Avenue Bristol, VA 24201

Phone number: 276-466-2312

Our staff and volunteers have completed extensive, specialized training and are prepared to deal with everything from simple information referrals to child abuse or suicide. The hotlines are strictly confidential except where bound by law to report elder/child abuse, homicide or suicide. PFSC is a participant in the National Suicide Prevention Lifeline, the RAINN (Rape, Abuse, Incest National Network) Lifeline and our local Crisis Hotline

The Shepherd's Inn; Women's Shelter

Phone number: 423-542-0180



Change is Possible Family Violence Shelter

Phone number: 423-743-0022

Hotline: 4243-388-8281

To provide shelter and services to victims of domestic violence and their children that will enable them to begin and maintain a life free of violence.

Hope House; Maternity Home and Crisis Pregnancy Resource Center

Phone number: 423-247-7994

Our residential housing program, located in Kingsport, Tennessee, provides expectant mothers facing unplanned pregnancies who have no support, support; who have no hope, hope; who have no direction, direction. Our program offers safe, secure, and supportive long-term housing (up to two years) to pregnant women free of charge.

ETSU Department of Counselling

Phone number: 423-439-7679

Safe House; Johnson city, TN

Contact information: hotline: 423-926-7233 work: 423-232-8920

Legal Aid of East Tennessee; Johnson city, TN

Phone number: 423-928-8311

Abuse alternatives; Bristol, TN

Contact information: hotline: 423-764-2287 work: 423-652-9093

Johnson County Safe Haven

Contact information: Hotline 423-727-1914 Business 423-727-0202

Employment Assistance

Northeast Tennessee Career Centers

Career centers are located around the tri-cities, and will help with job search, resume building, and job skills. Please call the location closest to you for more information.



- ***Johnson City Center***
2515 Wesley Center Johnson City, TN 37601
Phone number: 423-610-0222

Elizabethton Center
386 Highway 91, Elizabethton, TN 37644
Phone number: 423-547-7515

Spherion Staffing and Recruiting

Career Center offering temporary, temp-to-perm, and permanent jobs (both full-time and part-time). Areas of expertise include: Accounting & Finance, Engineering & Manufacturing, Human Resources, Legal, Sales & Marketing, and Technology. Hours are from 8:00am to 5:00pm Monday through Friday.

Address:
2 Worth Circle, Suite 3, Johnson City, Tennessee 37601
Phone number: 423-283-0607

Good Samaritan Ministries

Phone numbers: 423-833-2557 or 423-202-8179

Tennessee Reentry Collaborative (TREC).

This program assists those who were formerly incarcerated with re-entry into the community.

Eye Care

Good Samaritan Ministries

Phone number: 423-928-0288

This is a free clinic. You must call to have your name placed on a waiting list. When they have a clinic, they will call and schedule the appointment with you. Once you have been examined and you have a prescription, they will give you a voucher for a retail store to purchase glasses.

Lions Club

Phone number: 1-630-571-5466

website: <http://www.lionsclubs.org/EN/how-we-serve/health/sight/index.php>



Financial Assistance

ARM

Phone number: 423-542-0919

Address: 714 W C St, Elizabethton, TN 37643

Hours of operation: Tuesday, Wednesday, Thursday; 10am – 5pm (closed for lunch)

Salvation Army

Phone number: 423-926-2102

This program Provides social service programs including assistance with food, utilities, rent, housing, clothing, and emergency shelter. Office is located at 208 Ashe Street, Johnson City.

Hours of operation are Monday – Friday, 8:30 am – 4:30 pm.

St. Vincent DePaul

Phone number: 423-434-0836

receives calls only on Monday or Thursday.

Provide financial assistance for rent, utilities, food, and gas for travel to doctors' appointments. Leave a voicemail message.

Upper East Tennessee Human Development Agency

Phone number: 423-246-6180

Provides assistance with utility bills through the Low-Income Home Energy Assistance Program (LIHEAP). Income eligibility ranges from 125% to 200% of the Federal Poverty Level. Priority is given to households with members who are elderly, disabled, and/or under the age of six. Payments are made to the local utility company or energy supplier directly.

Carter Compassion Center

Phone number: 423-930-3777

Address: 500 US Highway 19E Hampton, TN 37658

Email: cartercompassioncenter@gmail.com

Our goal is to provide individuals and families with a plan of action along with a mentor who will guide them through the process in a convenient “one-stop”



facility. Our services are provided to all families and individuals in Carter County in an open, caring, and loving manner, recognizing the human dignity of every individual.

Food

ARM

Phone number: 423-542-0919

address: 714 W C St, Elizabethton, TN 37643

Hours of operation: Tuesday, Wednesday, Thursday / 10am – 5pm (closed for lunch)

Department of Human Services (DHS)

Phone number: 423-929-0171

Address: 103 East Walnut Street Johnson City

Provide system of coordinated human services to meet the changing needs of individuals, children, and families. Goal is to protect the vulnerable and enable those in need to achieve self-sufficiency and improve quality of life. Programs include Families First, Food Stamps, TennCare, regulating childcare centers, and managing child support services.

Hours of operation are Monday through Friday, 8:00am to 4:30pm.

Elizabethton Senior Center

Phone number: 423-543-4362

Address: 428 East G Street, Elizabethton, TN 37643

Daily meals at low cost

Rockhouse UMC

Phone number: 423-389-2099

Address: 3289 Rockhouse Rd, Bluff City TN, 37618 Give out food every 3rd Saturday of the month, please bring ID to food pickup.

Hale Community Ministries



Carter County

Phone number: 423-547-2560

Address: 1301 Arney Street, Elizabethton, TN 37643

Hours of operation: Monday and Wednesday 8am-4pm, Tuesday 8am -12pm

Johnson county

Phone: 423-727-1521

359 Industrial Dr, Mountain City TN, 37683

Hours of operation: Monday and Wednesday 8am-4pm, Tuesday 8am -12pm

Good Samaritan Ministries

Phone number: 423-928-0288

Provide shepherds breakfast and lunch program through the melting pot, food pantry, medication assistance, medical equipment assistance, good shepherd day center, rent/utility payments/deposits, agency service coordination/referral, summer food program for families with school children on reduced or free lunches, school supplies for children, holiday assistance, adopt-a-family program, social work case management, phone assistance for medical reasons, message phone for homeless/unemployed, transportation, showers, clothing, job/education assistance, eye exams, and eye glasses.

Munsey Memorial United Methodist Church

Phone number: 423-461-8070

Address: 201 South Roan Street, Johnson City, TN 37601

- Shepherd's Breakfast – the place to be on Saturday mornings for sausage and eggs, biscuits and gravy, as well as a newspaper and plenty of fellowship.
- Our Daily Bread – a weekday joint ministry between Munsey and Good Samaritan Ministries which coordinates 26 churches to prepare and serve lunches.

River's Edge Dream Center

Phone number: 423-543-4901

Address: 1200 19E Bypass, Elizabethton, TN 37643



Three meal a day kitchen that offers food to anyone that needs a warm meal and a food pantry that is able to give food resources to anyone that is in need of food

Salvation Army

Phone number: 423-926-2101

Address: 208 Ashe Street Johnson City

Provide social service programs including assistance with food, utilities, rent, housing, clothing, and emergency shelter.

Hours of operation are Monday through Friday, 8:30am to 4:30pm

Second Harvest Food Bank of Northeast TN

Phone number: 423-279-0430

Address: 1020 Jericho Dr, Kingsport, TN 37663

Government-Issued Cell phone

Safelink:

Website: <https://www.safelinkwireless.com> to complete application

Assurance Wireless:

website: <https://www.assurancewireless.com> to complete application

Hearing Aids

Lion's Club

Johnson City Lion's Club: kdg@accmachprod.com or dpshiple@ftb.com

The East TN branch of the Lion's Club offers help connecting individuals with hearing aids that have been recycled. The program is EXTREMELY limited and can take quite a long time. In order to get connected with this program, you can contact the local Lions Club to work with them on a referral. This program is in collaboration with the Hearing and Speech Foundation in Maryville TN. They serve individuals whose income is at or below 100% of the Federal Poverty Level.

Hearing and Speech Foundation (Maryville, TN)

Phone number: 1-865-977-0981



National Hearing Aid Project

Phone number: 1-816-333-4320

Address: 1912 East Meyer Blvd. Kansas City, MO 64132

Helps connect people across the USA with hearing aids that have been donated or recycled. The National Hearing Aid Project is a unique model and one-of-a-kind collaboration created by Hearing Charities of America (HCOA). It addresses the increased demand for hearing aids by providing hearing aids to low-income individuals on a national scale. The project brings organizations together so that each fulfills a specific role in providing hearing aids to the individuals that need them. HCOA has partnered with the Department of Speech-Language-Hearing: Sciences & Disorders at the University of Kansas to maintain and track all of the hearing aids in the program.

THE PRIMARY SERVICES INVOLVED IN THIS PROJECT ARE:

- Accepting and reviewing applications
- Refurbishing hearing aids
- Performing hearing health evaluations
- Soliciting support and services from others who can help support the project
Hearing Charities of America

Friends of TN Babies

Phone number: 1-865-984-4326

HEAR Nashville

Phone number: 1-877-354-3271

The Speech and Hearing Foundation

Phone number: 1-865-977-0981

Housing/Home Repair

Housing Authority

Phone numbers:

423-232-4784 (Wash Co.)

423-392-2507 (Sullivan Co.)

423-543-3571 (Carter Co.)

Provide housing assistance, subsidized housing, and section 8 rental assistance



program.

Hours of operation are Monday through Friday, 8:00am to 4:30pm.

Upper East TN Human Development Agency

Contact information: 423-246-6180

Address: 301 Louis Street, Kingsport, TN 37660

Hours of operation are Monday through Friday, 8:00am to 4:30pm.

Provides Childcare services, Head Start, Heating assistance, major Household Repair for home owners, HUD Housing Counseling, and Retired/Senior Volunteer program. Also provides Emergency Assistance, Companionship, Family Support services, Nutrition, Household goods assistance, and Homeless program through a community services block grant.

Good Samaritan Ministries

Phone number: 423-928-1958

Provide shepherds breakfast and lunch program through the melting pot, food pantry, medication assistance, medical equipment assistance, good shepherd day center, rent/utility payments/deposits, agency service coordination/referral, summer food program for families with school children on reduced or free lunches, school supplies for children, holiday assistance, adopt-a-family program, social work case management, phone assistance for medical reasons, message phone for homeless/unemployed, transportation, showers, clothing, job/education assistance, eye exams, and eye glasses.

Salvation Army

Phone number: 423-926-2101

Address: 208 Ashe Street Johnson City.

Hours of operation are: Monday through Friday, 8:30am to 4:30pm

Provide social service programs including assistance with food, utilities, rent, housing, clothing, and emergency shelter.

Provide social service programs including assistance with food, utilities, rent, housing, clothing, and emergency shelter. Office is located at 208 Ashe Street Johnson City. Hours are Monday through Friday, 8:30am to 4:30pm

Family Promise

Phone number: 423-202-7805



Address: 215 W. Watauga Ave, Johnson City, TN 37604
Assistance with housing for families with children.

Appalachian Regional Coalition on Homelessness

Phone number: 423-928-2724

Address: 321 W Walnut Street, Johnson City, TN 37604

Johnson City Downtown Day Center

Phone number: 423-439-7371

Hours of operation are Monday thru Friday from 7:00 am - 3:30 pm.

A safe place for homeless individuals to go during the day to receive essential services. These services include: medical and mental health clinics, counseling, Substance Abuse and Trauma groups, case management, washer/dryer services, shower services, and a clothes closet. The JCDDC is open to individuals, families, and youth over the age of 18 years old. Case Managers are on site daily to assist all clients with navigating the homeless services process in Johnson City. These services can include obtaining housing, employment, state ID/birth certificate and applying for SSI/SSDI. The JCDDC is open.

The Shepherd's Inn

Phone number: 423-542-0180

(Women's Shelter)

Weatherization Assistance Program

Phone number: 423-246-6180

Address: 301 Louis St, Kingsport, TN 37662

Website: <http://www.tn.gov/wap/>

Provides energy-reduction assistance to low-income families by weatherizing their homes. Weatherization Assistance Program services are available in all 95 TN counties. Requires an application. Income Guidelines. Eligible households with elderly, disabled, or young children are given priority for service. Funded by the Department of Human Services – Services provided through Upper East TN Human Development Agency

Appalachian Service Project

Phone number: 423-854-8800

Website: <https://www.asphome.org/apply/>



Appalachian Service Project repairs homes free of charge for families in Kentucky, Virginia, West Virginia, and Tennessee. Repair work will be performed by high school volunteers and their adult leaders from church and school groups all over the country. Volunteers work for one week at a time in the spirit of love and commitment to improving our world. If ASP agrees to work on your home, crews of about 7 people at a time will work on your home anywhere from 1 to 8 weeks, depending on the work. An application is required and can be found at the web page provided above.

- Fill out the Home Repair Application as completely as possible. Give detail about the areas in need of repair (what needs to be done, or what the problem is). Include a phone number if possible- if not your own, then the number of someone who can easily contact you.
- Give clear, accurate driving directions to your home, starting from a certain town or intersection. Remember that the staff is arriving in the county maybe for the first time, and may have difficulty with unclear or inaccurate directions. If they cannot find your home, they cannot sign an agreement with you for repairs.
- Reapply every few years. Referrals are kept on file for the staff, but as people often move or may find help with repairs from another organization, they typically only keep referrals dated for the current year and the two previous years.

United States Department of Agriculture: Rural Development

Rural Repair and Rehabilitation Loans and Grants. The Very Low-Income Housing Repair program provides loans and grants to low-income homeowners to repair, improve, or modernize their dwellings or to remove health and safety hazards. Must be unable to obtain affordable credit elsewhere. Preference is given to households with a member 62 yrs. old or older.

- Carter County – Elizabethton Service Center 419 West Elk Ave,
Elizabethton, TN 37643-2569
Phone number: 423-542-2341; Fax: 423-547-0149
- Johnson County – Mountain City Service Center 307 College St, Mountain
City, TN 37683-1301
Phone number 423-727-7011 Ext 3; Fax 423-727-6751



- Washington County – Jonesborough Service Center 1105 East Jackson Blvd, Jonesborough, TN 37659-4775
Phone number 423-753-2192; Fax 423-753-9356

Eastern Eight CDC

Phone number: 423-232-5097

Address: 3 Limited Centre Street, Johnson City, TN 37604

Eastern Eight helps a wide variety of people across the eight counties of Northeast Tennessee obtain safe and affordable housing. We believe that our innovative programs can help you.

Lorena Bennett: Code Enforcement Officer

Phone number: 423-434-6060

Cell number: 423-483-5790

Legal

Consumer Credit Counseling Service

Phone number: 423-332-5960

Address: 2700 South Roan Street, Ste 212, Johnson City

This program offers budget counseling, debt management, educational programs, and comprehensive housing counseling.

Hours of operation are Monday 7:30 am – 6:00 pm, Tuesday 7:30 am – 4:00 pm, Wednesday-Friday 7:30 am – 5:00 pm.

Legal Services of East Tennessee

Phone number: 423-928-8311; 1-866-408-6573 (Spanish)

Address: 311 West Walnut Street, Johnson City

Free legal assistance to low-income persons. Legal services do not handle criminal matters unless court appointed. Legal assistance is available to seniors which is not income-based. A legal aid representative returns calls during certain office hours. Appointments can be made Monday – Friday, 9:00 am – 11:00 am.



Good Samaritan Ministries

Phone number: 423-928-0288

Legal Clinic on the 1st Saturday of every month. Attorneys offer free legal advice.

Life Insurance

Widener Insurance Agency

Phone number: 423-926-7151

Website: <http://widenerins.com/>

Independent Insurance Agency in Johnson City. You can contact their office for a free quote.

Trusted Choice

Website: <https://www.trustedchoice.com/>

Independent Insurance Agents you can meet with to help you decide what programs might benefit you.

Globe Life

Phone number: 1-800-831-1200

<https://home.globelifeinsurance.com/>

State Farm

Phone number: 1-800-782-8332

<https://www.statefarm.com/>

Medicare Website

Website: www.medicare.gov

The official government website for Medicare. Has info about eligibility and how to sign up for Medicare.

Medication Assistance

Prescription Discount Cards.

CoverRx provides discounts on Generic medications.

NeedyMeds Drug Discount Card (needymeds.org) you can save up to 75% off the price of your prescription medications not covered by insurance. The card is free and easy to use. Just cut it out. The card is accepted at over 59,000 pharmacies,



including major chains such as CVS, Walgreens, and Rite Aid and most regional chains. Everyone is eligible to have a card. There are no fees, no registration, no paperwork, and no restrictions. Your card is active immediately. You can share it with friends and family members.

Patient Assistance Programs.

Forms are available on the website of your medication manufacturer. There are Patient Sections for you to complete, sign & date. There are Provider Sections for your provider to complete, sign & date. Make sure you read all instructions, follow all directions, and attach any requested documentation. Please return and have your healthcare provider submit them on your behalf. Keep a copy for your records. If you need assistance finding forms, please call Medical Care's Care Coordination Department at 423-431-0517.

ETSU Charitable Pharmacy

Phone number: 423-929-6916.

This program provides medications to patients who:

- Do not have insurance
- Are a resident of Washington County
- Are below 200% of the National Poverty level

The pharmacy has limited stock so some medications may not be available.

Medicare Extra Help Program: Apply at the Social Security office.

Project Access

Phone number: 423-232-6700

Assistance in applying for insurance coverage

Donut Hole Help

Phone number: 1-888-344-8915

Pan Foundation

Phone number: 1-866-316-7263

Lilly Diabetes Solutions – Help with savings cards and discounts



Phone number: 1-833-808-1234

Low Income Subsidy (LIS) for United Healthcare Patients

Phone number: 1-866-842-4968

Mental Health Services/Counseling/Alcohol & Drugs

ETSU Community Counseling Clinic

Phone number: 423-439-7679

This clinic offers free counseling for individuals, couples, families and groups.

Frontier Health

This clinic offers Individual & Group Psychotherapy, Marital & Family Therapy, Pharmacotherapy, Crisis Services, Case Management, Education & Consultation Services, Parenting Classes, Psychiatric Consultation, and Intensive Outpatient A&D. They help patients apply for the Mental Health Services only part of TennCare.

Contact information:

- Johnson City – 423-232-2600, 423-232-2719
- Elizabethton – 423-547-5950
- Bristol- 423-989-4500
- Erwin- 423-743-1470
- Kingsport- 423-224-1300
- Hawkins- 423-272-9239

Catholic Charities

Phone number: 423-328-0070

This facility offers Individual and Family Counseling. Sliding fee scale based on income.

Red Legacy Recovery

Phone number: 423-518-1560

Address: 413 E Elk Ave., Elizabethton, TN 37643



This program is a recovery support program for women battling addiction and substance abuse.

Recovery Soldier's Ministries

Phone number: 423-518-1450

To provide men and women with a faith-based recovery program that promotes spiritual development through practical biblical teaching, and comprehensive life skills that release them from the bondage of addiction.

Pets

Holly Help Memorial Spay Fund

Phone number: 276-466-5375

Address: P. O. Box 1264, Bristol, VA 24203

The Holly Help Memorial Spay Fund is a Bristol based organization which focuses on sterilization surgeries for dogs and cats. They rely mainly on the money received from recycling aluminum cans to finance surgeries.

Important note: When you call, please be aware that you may get a machine and before the machine picks up the phone will ring MANY TIMES. The message will come on, and then there is a LONG PAUSE and then a beep...you can leave a message after you hear the beep.

Washington County TN Humane Society

Phone number: 423-926-8533

Must be a resident of Washington County, TN. Offers financial aid for pet spaying or neutering.

East TN Spay and Neuter -

Phone number: 423-289-5548

Email: info@etnspay-neuter.org

Address: P.O. Box 2171, Elizabethton, TN 37644

Transport from (and return to) local drop-off points to a regional low-cost spay-neuter clinic. Currently, we run weekly trips from Elizabethton, TN to Margaret B.



Mitchell Spay/Neuter Clinic (MBM). Trips to Animal Medical Center of Greeneville (AMCG) leave from Johnson City and start in October. Frequency will depend on number of interested pet owners.

Margaret B. Mitchell Spay/Neuter Clinic Surgery: All Dogs: \$60; Female Cats: \$55; Male Cats: \$40

Margaret B. Mitchell Spay/Neuter Clinic TRIPS: CALL 423-289-5548 TO SCHEDULE

Margaret B. Mitchell Spay/Neuter Clinic also offers Home Again microchip: \$20

Margaret B. Mitchell Spay/Neuter Clinic keeps the animals overnight; AMCG releases animals the same day. Drop-off is generally about 7:30 am. Same day return can be as early as 2:30 pm. Return from MBM is generally about 10 a.m. the next morning.

Animal Medical Center of Greeneville Surgery: All Dogs: \$50; All Cats: \$40

Animal Medical Center of Greeneville TRIPS: CALL 423-202-7741 TO SCHEDULE Both Locations Shots: \$10 each (rabies, distemper/Parvo, kennel cough, feline leukemia) (by state law, every animal must have a current rabies vaccination; if you do not have a certificate of proof of vaccination, a vaccination will be given at time of surgery.) Pain Medication (for 24 hrs. after surgery): \$2 Flea/Tick treatment: \$10 Transport fee: \$15 for first animal, \$10 each additional animal from same family on same trip.

Low-income pet owners who live in Carter County may qualify for vouchers through the Carter County Humane Society and/or the Elizabethton-Carter County Community Foundation.

All animals must be in a travel crate for transport. Drop-off and return is at the same location, regardless of clinic used. Drop-off locations are centrally located business parking lots, as convenient as possible to those using the service. For example, the old Raceway gas station parking lot in Elizabethton is currently a drop-off/pick-up site.

Please note: You must sign up and pre-pay at least two weeks prior to your scheduled transport date. NO WALK-INS!



GET A VOUCHER IF YOU ADOPT AN ELIZABETHTON SHELTER ANIMAL

Initial veterinary exam, fecal test, deworming, first set of 6-in-1 & rabies shots, and Spay/Neuter Surgery! This voucher cannot be combined with other vouchers or discounts.

Elizabethton Animal Shelter Voucher Prices:

Female dog: \$88 Male dog: \$73

Female cat: \$68 Male cat: \$58

Contact East TN Spay and Neuter within 24 hours of adopting.

Senior Assistance

Neighborhood Service Center - Senior volunteer program

Phone number: 423-928-7327

Provides emergency assistance, companionship, family support services, nutrition, household goods assistance, and homeless program through a community services block grant. Office is located at 300 East Main Street Johnson City. Hours are Monday through Friday, 8:00am to 4:30pm.

Elizabethton Senior Center

Phone number: 423-543-4362

Address: 428 E G St. Elizabethton, TN 37643

The mission of the center is to enrich the quality of life of the seniors in our community by promoting their ambitions, capabilities and creative capacities. Here at the center we pride ourselves in offering opportunity for the nourishment of our seniors' mental, physical, and social well-being. The center serves as a hub to improve access to activities and resource connection.

Johnson City Senior Center

Address 510 Bert Street, Johnson City, TN 37601

Phone: 423- 434-6237

The Core Values of the Johnson City Senior Center shape our work ethic, the decisions we make, the programs we offer and our compassion for the lives we touch through our center. We are committed to help our seniors achieve the highest quality of life and are guided by our core values:



Kingsport Senior Center

Main office number: 423-392-8400

Senior services help line: 423-392-8405

Address: 1200 E. CENTER STREET, 1ST FLOOR. KINGSPORT, TN 37660

We are dedicated to enriching the quality of life for area seniors and providing a stimulating educational environment where participation in diverse activities and community involvement is encouraged.

First Tennessee Area Agency on Aging and Disability

Phone number: 423-928-3258

Address: 3211 North Roan Street, Johnson City, TN 37601

FTAAAD's mission is to assist older adults and adults with disabilities with the information and services that promote quality of life and independence.

Support Groups

Various support groups

Phone number: 423-915-5200

Website: <https://www.mountainstateshealth.com/classes-and-programs/health-resources-center>

Various support groups are available through the Health Resources Center in the Johnson City Mall.

Frontier Health

This clinic offers Individual & Group Psychotherapy, Marital & Family Therapy, Pharmacotherapy, Crisis Services, Case Management, Education & Consultation Services, Parenting Classes, Psychiatric Consultation, and Intensive Outpatient A&D. They help patients apply for the Mental Health Services Only part of TennCare.

Johnson City-

Phone numbers: 423-232-2600, 423-232-2719, 423-952-3210



Elizabethton-
Phone number: 423-547-5950

Bristol-
Phone number: 423-989-4500

Erwin-
Phone number: 423-743-1470

Kingsport-
Phone number: 423-224-1300

Hawkins-
Phone number: 423-272-9239

Mountain City-
Phone number: 423-727-2100

Greenville-
Phone numbers: 423-638-4540, 423-639-1104

Telephone Support

National -

1-800-273-8255 (TALK) or 1-800-784-2433 (SUICIDE)

Provide Telephone Consultations, Crisis Intervention, Assessments, Social Support, and Information/Referral

Tennessee

- Send a Text to 741741 for the Crisis Text Line

Crisis Text Line serves anyone, in any type of crisis, providing access to free, 24/7 support and information via the medium people already use and trust: text. Here's how it works:

Text "TN" to 741741 anytime, about any type of crisis. A live, trained Crisis Counselor receives the text and responds quickly.

The volunteer Crisis Counselor

Phone number: 1-877-928-9062



(Serving Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Unicoi, and Washington Counties)

[NE Tennessee] CONTACT-CONCERN

423-246-2273 or 211

A Christian-based telephone helpline. Hours of operation 8am to 11pm, 365 days a year. Serving Sullivan, Johnson, Hancock, and Hawkins counties.

Tennessee Tobacco Quitline

1-800-QUIT NOW (1-800-784-8669) Free Tobacco Quit Kit; Free Quit Coach

Crisis Text Line

Text HOME to 741741

Crisis Text Line is here for any crisis. A live, trained Crisis Counselor receives the text and responds, all from our secure online platform. The volunteer Crisis Counselor will help you move from a hot moment to a cool moment.

TennCare

Website: healthcare.gov.

The Health Insurance Marketplace is now the main application for TennCare eligibility. When Open Enrollment is closed, the only way you can apply on the Health Insurance Marketplace is if you qualify for a Special Enrollment Period (major life change such as birth, marriage, divorce, relocation, etc) or if you have young children in the home.

Transportation

Johnson City Transit

Phone number: 423-929-7119

Address: 137 West Market St., Johnson city, TN

Fares: Adults \$1.00; Senior, Disabled, Medicare, Students (Grade K-5) \$.50; Age 5 & Under, Transfers, ETSU Students/Staff Free; Express (Unlimited for 1 Month) \$25.00, Multi-Ride (25 One-way Trips) \$20.00, Half-Fare Convenience (25 One-way Trips Disabled) \$12.50



BlueCare's Verida

Phone number: 1-866-473-7563

Having transportation helps you manage your and your family's health. So you can make it to the doctor and pick up the medicine you need on time. Verida Information icon provides free, non-emergency trips for care TennCareSM covers.

uRidez Johnson City

Phone number: 1-844-487-4339

<https://uridez.com/>

Taxi and Non-Urgent Medical Transport. Dispatch Hours are 10 am to 7pm EST, Drivers are available 24-7 when booked in advance

Good Samaritan:

Phone number: 423-928-0288

Transportation Vouchers Tennessee Carriers

UnitedHealthcare Call Center: 866-405-0238

Amerigroup Call Center: 866-680-0633

Veteran's Benefits

Website: www.va.gov

Visit your local VA in order to learn about what benefits may be available to you.

Mountain Home VA:

Phone: 423-926-1171

Website: <http://www.mountainhome.va.gov/>

Address: 809 Lamont St, Mountain Home, TN 37684

Veteran's Crisis Line

Phone number: 1-800-273-8255 and Press 1



The Veterans Crisis Line is administered by the U.S. Department of Veterans Affairs and is a confidential resource for Veterans and their families.

Women's Health Screenings

For routine Mammograms and Pap smears, please contact your local Health Department and request an appointment.

Washington County / Johnson City Health Center

Phone number: 423-975-2200

Carter County

Phone number: 423-543-2521

Johnson County

Phone number: 423-727-9731

Unicoi County

Phone number: 423-743-9103

Greene County

Phone number: 423-798-1749