The Problem
While about 1.4 million Tennesseans need legal representation but cannot afford it, there are only about 100 legal aid attorneys in the state to provide them with counsel. These attorneys provide exemplary services working above and beyond to meet the need in their communities. However, many Tennesseans remain without access to legal care, particularly in rural areas or communities with increased barriers to services. Indeed, many who might be eligible for free help never get it, not only because of scarce resources, but also because they either do not know where to turn for help or do not believe that a free legal resource would help them.

Tennessee Access to Justice Commission
The Access to Justice Commission is an initiative of the Tennessee Supreme Court that provides collaborative leadership to create solutions and resources that address and eliminate barriers to justice for all. The Commission develops a strategic plan every two years to address the current legal needs across the state. Some of the goals set in 2018 include building a funding process, strengthening and refining support services, developing and equipping the network, and promoting a well-defined brand.

The Tennessee Faith and Justice Alliance (TFJA)
Many people seek crisis assistance in non-legal settings such as places of worship. Research suggests that up to 60% of people turn to their faith communities in times of crisis, and may not turn to a lawyer until much later—often too late. The Tennessee Faith & Justice Alliance (TFJA), an Access to Justice initiative, is an alliance of faith-based groups in Tennessee who commit to providing legal resources to their congregations and communities.

The TFJA trains religious leaders to identify problems with potential legal remedies. For instance, not everyone dealing with issues like eviction, foreclosure, the denial of government benefits, or debt collection even knows that they may be eligible for legal relief. The TFJA develops various programs, including referral networks, legal clinics, legal information trainings, and more, to help change that. The TFJA also helps to recruit volunteer attorneys, provides malpractice insurance for them, and gives continuing legal education credits for their work at the state’s many legal clinics.
Clinic-In-A-Box Forms

All the forms you need to host a clinic are located on the Access to Justice website.

In addition to the forms detailed in "CLE & Malpractice Forms" below, there are additional forms that clinic coordinators may choose to use such as outreach flyers, client instruction forms, intake forms, etc.


CLE & Malpractice Forms

The TFJA offers the option of CLE Credit and Malpractice Coverage for all faith-based legal clinics that submit the following forms immediately following the clinic. The required forms are:

1) Volunteer Attorney Sign-In - must include name, BPR, time in and out.
2) Volunteer Attorney Surveys - one per volunteer attorney OR Pro Bono Initiative Coordinator Summary
3) Client Satisfaction Surveys

Contact Information

Tennessee Supreme Court, Administrative Office of the Courts
511 Union St Ste 600, Nashville, TN 37219
(615)741-2687
ATJInfo@tncourts.gov
@JusticeForAllTN
www.JusticeforAllTN.com

Kimi deMent, Pro Bono Coordinator and TN Faith & Justice Liaison
Anne-Louise Wirthlin, Access to Justice Director
Cara Anne Greene, Program Assistant
State Attorney Participation

State attorneys are able to participate in the Tennessee Faith & Justice Alliance (TFJA) as we partner with the legal service provider, Tennessee Alliance for Legal Services (TALS), to provide attorneys with the required malpractice insurance. Depending on the particular agency, state attorneys may have to limit their participation to serving as resources for legal referrals and basic legal information. State attorneys should contact the Access to Justice Commission at ATJinfo@tncourts.gov or (615) 741-2687 regarding barriers to participation.

Judicial Branch Attorneys
The pro bono activities of judicial branch attorneys are governed by Tennessee Supreme Court Rule 5 and Tenn. Code Ann. § 16-3-804. Although these attorneys are precluded from representing a client in court, the rule and statute makes clear that these attorneys are still able to participate in pro bono legal activities through an organized legal services provider that provides them with malpractice insurance.

Attorney General’s Office Attorneys
The pro bono activities of attorneys in the Attorney General’s Office are governed by internal policies as well as Tenn. Code Ann. § 8-6-107. Similar to judicial branch attorneys, these attorneys may participate in pro bono activities as long as they do so through an organized legal services provider that provides them with malpractice insurance. In addition, the attorneys in this office need to seek approval from their supervising attorney to participate.

Executive Branch Attorneys
The pro bono activities of attorneys of executive branch agencies are governed by the internal policies of each agency as well as Tenn. Code Ann. § 23-3-102. The statute makes clear that these attorneys are able to participate in pro bono legal activities through an organized legal services provider that provides them with malpractice insurance, barring any restriction from the particular agency of which they are employed.
Knoxville Bar Association Lawyer Referral Program

**Services:** Those who cannot afford a lawyer may access the Knoxville Bar Association (KBA) website or place a free call to get information about legal services, attorneys who might take their case, and other agencies that may be of assistance. The KBA serves the counties of Anderson, Blount, Knox, and Sevier.

**Contact:**  (865)522-7501 Monday - Friday, 9 am - 12 pm and 1 pm - 4 pm
505 Main St, Ste 50, Knoxville, TN 37901 (physical)
P.O. Box 2027, Knoxville, TN 37901 (mailing)
www.knoxbar.org/index.cfm?pg=hiring-a-lawyer

Knoxville Pro Bono Program

**Services:** The local program coordinates the provision of free legal representation to low-income people.

**Contact:** www.laet.org/legal-information
General Legal Help

Legal Aid Society of East Tennessee (LAET)

Services: LAET provides numerous beneficial services for people in East Tennessee, including assistance with family issues, domestic violence, employment issues (federal income tax disagreements, wage claims, discrimination, and job training courses), health (TennCare, Medicaid, and Medicare), elder issues (nursing home issues, living wills, powers of attorney, and some simple wills), housing issues (Section 8 or public housing, evictions, foreclosures, rental issues, unfair loans, homeowner counseling), public benefits issues (SSI, Families First, food stamps, and unemployment), debt issues (illegal collection methods and bankruptcy), and legal counsel for nonprofit organizations. Legal Aid publishes many informational brochures on topics such as homeowners, landlords/tenants, domestic violence victims, healthcare, debt, garnishments, bankruptcy, Powers of Attorney, and much more. LAET also received a grant to provide pro se classes for parents to assist with the development of parenting plans and documents to obtain permanent parenting plans in divorces.

Eligibility: Clients who meet financial guidelines for low-income households or are 60 years of age or older are eligible for assistance from LAET.

Contact: Please have referrals call before they come in, 8:00 a.m. - 4:30 p.m.
(865)637-0484
www.laet.org
Links to brochures: www.laet.org/legal-information

Legal Information for Tennesseans (LIFT)

Services: LIFT can be used to search for legal information, legal forms, and attorneys in Tennessee. Additionally, the program allows Tennesseans to search library databases for legal documents and to speak with local librarians about accessing legal information in local libraries.

Contact: www.legalinfotn.org
General Legal Help

Southeast Tennessee Legal Services

Services: Southeast Tennessee Legal Services is a legal resource that has merged with the Legal Aid Society of East Tennessee. However, its website remains available to the public and offers free forms and information for those who pursue legal actions without an attorney. The website offers forms and information on the following areas of law: property, estate planning, conservatorships, divorce, housing, consumer issues, General Sessions Courts, Juvenile Court, Circuit Court, Chancery Court, Orders of Protection, family, and more. The site also offers booklets on whether you should represent yourself, attorneys and limited representation, and judicial commitment.

Contact: www.selegal.org
General Legal Help

Tennessee Alliance for Legal Services (TALS)

Services: TALS is an alliance of the federally-funded legal aid programs, independent providers of civil legal services, and supporting agencies in Tennessee.

Tennessee Free Legal Answers, formerly Online Tennessee Justice, is a web-based pro bono clinic for low-income Tennesseans. Qualifying users can post questions about their civil legal needs and receive basic legal information and advice from licensed attorneys. www.tn.freelegalanswers.org

1-844-HELP4TN (1-884-435-7486) is a toll-free helpline that offers civil legal information and referrals to Tennesseans from volunteer lawyers. Depending on time of day and call volume, calls may be directed to leave a message and will be returned as soon as possible.

www.HELP4TN.org is a free website designed to provide Tennesseans with a broad range of civil legal and social services resources in a one-stop venue. The site is maintained by licensed attorneys and contains resources from across Tennessee.

The Legal Wellness Checkup is not legal advice but can help you learn your rights and figure out how to get legal help when you need it. It is free to take the Legal Wellness Checkup. The Legal Wellness Checkup is made for people who live in Tennessee. Your personal identifying information will not be shared with anyone by the Legal Wellness Checkup.

Contact: (615)627-0956, (888)395-9297, 1-844-HELP4TN (1-884-435-7486)
50 Vantage Way, Suite 250, Nashville, TN 37228
www.tals.org
www.HELP4TN.org
Arts

Tennessee Volunteer Lawyers and Professionals for the Arts (VLPA)

**Services:** VLPA provides legal assistance and education to low-income artists and non-profit arts organizations statewide. VLPA operates on an ongoing basis assisting clients both in-house through its volunteer legal associates and legal interns or by matching them with a pro bono volunteer lawyer. They also host quarterly legal clinics in the community.

**Contact:** info@abcnashville.org
1900 Belmont Boulevard, Nashville, TN 37212
www.abcnashville.org/volunteer-lawyers-professionals-for-the-arts-vlpa-2

Consumer and Debt

State of Tennessee Consumer Affairs Division

**Services:** The State of Tennessee Consumer Affairs Division allows those in need to access resources and information to file complaints with businesses. After unsuccessfully talking with the business, its manager, and its owner/headquarters, consumers may file a complaint with the Tennessee Division of Consumer Affairs. Complaint forms are available online.

**Eligibility:** The consumer must live in Tennessee, or the business must be located in Tennessee. Consumers are urged to contact the business, its manager, and owner/headquarters before filing a complaint.

**Contact:** (615)741-4737, consumer.affairs@tn.gov
500 James Robertson Parkway, Nashville, TN 37243
www.tn.gov/commerce/consumer/file-a-complaint.html
Consumer and Debt

Tennessee Department of Financial Institutions Services

**Services:** The Tennessee Department of Financial Institutions Services provides financial literacy training to groups ranging from elementary schools to adults. Topics include budgeting and credit, Mortgage 101 sessions. Additionally, as the regulator for a majority of the financial institutions that operate in the state, they assist consumers that may be experiencing problems with an institution through their consumer complaint process.

**Contact:** (800)778-4215, (615)253-2023
Free Hours: M-F 8-4:30 and by appointment when needed
www.tn.gov/tdfi

Disability

Disability Rights Tennessee (DRT)

**Services:** DRT advocates for the rights of Tennesseans with disabilities to ensure that they have an equal opportunity to be productive and respected members of our society. For people who qualify, DRT may be able to assist with problems related to disabilities, including abuse and neglect outside of the home, discrimination in housing, transportation, employment, access to public and private programs and services, access to mental health, rehabilitation and support services, access to appropriate education programs and services, obtaining and utilizing assistive technology services and devices, and access to vocational rehabilitation services that promote employment and independence.

**Eligibility:** All people with disability-related concerns are eligible for information and referral services. Acceptance of direct advocacy and legal cases must be determined by federal guidelines and public-driven priorities.

**Contact:** (615)298-1080, (800)342-1660, GetHelp@disabilityrightstn.org
2 International Plaza, Suite 825  Nashville, TN 37217
www.disabilityrightstn.org
Disability

Tennessee Disability Pathfinder

Services: This website provides a way for families and individuals to find disability resources and services in Tennessee.

Contact: (800)640-4636
www.kcvanderbilt.edu/pathfinder

Domestic Violence and/or Immigration

An Abuse, Rape, Domestic Violence Aid and Resource Collection

Services: The Collection lists resources available, including shelters and safe houses, to domestic violence victims by county.

Contact: info@aardvarc.org
www.aardvarc.org

Criminal Injuries Compensation Fund

Services: The Fund assists victims of crimes or, in the case of a victim’s death, their dependent relatives. These payments are intended to defray the costs of medical services, loss of earnings, burial costs, and other financial losses incurred as a direct result of personal injuries sustained by a criminal offense.

Eligibility: Eligible crimes generally include, but are not limited to, homicide, aggravated assault, sexual assault, robbery by force, and drunk driving.

Contact: (615)741-2734, Criminal.Injury@tn.gov
Andrew Jackson Building, 502 Deaderick Street, 15th Floor, Nashville, TN 37243
www.treasury.state.tn.us/injury
Domestic Violence and/or Immigration

End Slavery Tennessee

Services: This organization targets human trafficking through education, training, prevention, and aid to victims.

Contact: (615)806-6899, info@endslaverytn.org
50 Vantage Way, Suite 255, Nashville, TN 37228
www.endslaverytn.org

Knoxville Family Justice Center (KFJC)

Services: KFJC provides a single location for victims of sexual assault and domestic violence to access advocacy and services necessary to build a future of choice, safety, and opportunity. The Knoxville FJC provides co-located services for victims and their children including prosecutors, detectives, clergy, and social service professionals.

Contact: (865)215-6800
400 Harriet Tubman Street, Knoxville, TN 37915
www.fjcknoxville.com

National Domestic Violence Hotline

Services: The Hotline provides a directory for resources for domestic violence including 24 hour hotlines, assault centers, and local resources.

Contact: (800)799-7233
www.thehotline.org
Domestic Violence and/or Immigration

Sexual Assault Center of East Tennessee

Services: The Sexual Assault Center of East Tennessee provides services for victims and survivors of sexual assault and abuse, including victim advocacy, resource referrals, education, and a crisis hotline. The crisis line provides support, referrals and information for victims themselves or someone they know, including assistance immediately following a sexual assault.

Contact: 24-hour crisis hotline (865)522-7273
www.mcnabbcenter.org/content/get-help
www.mcnabbcenter.org/sacet

WomensLaw.Org

Services: WomensLaw.Org provides services and information on laws that impact domestic violence victims. Legal topics include restraining orders, divorce, child custody, guns, parental kidnapping, and crimes. Tribal and religious laws impacting domestic violence are also included.

Contact: www.womenslaw.org/laws/tn

Young Women’s Christian Association (YWCA)

Services: The YWCA is a partner of the Tennessee Justice Center and offers victim advocacy in both criminal and civil court, bilingual services, safety planning and crisis intervention, education on victim’s rights and victim compensation, navigation of the justice system, accompaniment to court, referrals for and assistance accessing essential services, referrals to support groups, and follow-up services.

Contact: (865)523-6126, 420 West Clinch Avenue, Knoxville, TN 37902
(865)546-0651, 124 S. Cruze Street, Knoxville, TN 37915
(865)521-6336 24-hour crisis line
www.ywcaknox.com
Elder

Community Action Committee Office on Aging

**Services:** The Committee has the responsibility of planning for services for senior citizens; assessing needs of older citizens and developing resources to meet those needs; coordinating services for the elderly to minimize duplication and avoid overlap—whether provided by public, nonprofit, or for-profit organizations; providing information about services and programs to older citizens and their families and connecting them to those services; and advocating on behalf of older citizens.

**Contact:** (865) 524-2786, knoxooa@knoxseniors.org
2247 Western Avenue, Knoxville, TN 37921 (physical)
P.O. Box 51650, Knoxville, TN 37950 (mailing)
www.knoxseniors.org

HELP4TN

**Services:** HELP4TN provides information and resources regarding senior legal issues, including conservatorship, elder abuse, benefits and much more.

**Contact:** 1-844-HELP4TN, (844)435-7486
www.help4tn.org/topics/600/senior-legal-issues

Tennessee Bar Association’s Seniors Legal Handbook

**Services:** The Tennessee Bar Association’s publication on elder law addresses issues, including Social Security, Supplemental Security Income, Medicaid, pension rights, veterans’ issues, reverse mortgages, taxes, the Affordable Care Act, elder care, estate planning, guardianship, and much more. It is available online at the link below.

**Contact:** www.tba.org/press-release/new-resource-helps-tennesseans-understand-navigate-programs-and-benefits-for-senior-ci
Elder

Tennessee Commission on Aging and Disability

**Services:** The commission provides information on health needs and available services, Alzheimer’s and dementia, guardianship issues, Medicare, home makers, personal care, and meal delivery. You can report cases of elder abuse and request an advocate for the elderly in facilities, access a directory of Senior Centers, and access Tennessee SHIP (State Health Insurance Assistance Program).

**Contact:** Laverdia McCullough, Emergency Preparedness Coordinator, (615)741-2056, laverdia.mccullough@tn.gov
502 Deaderick Street, 9th Floor, Nashville, TN 37243
www.tn.gov/aging.html
www.tnmedicarehelp.com/index.aspx

Tennessee Ombudsman Program

**Services:** The Tennessee Ombudsman Program helps residents and families resolve questions or problems by providing information on the admission process to nursing or assisted living facilities, advocating for solutions, working with and making referrals to other agencies, and clarifying facility policies and regulations. It can address concerns regarding quality of care, financial information, resident rights, admissions, transfer, and discharge. Also included are questions regarding nursing homes, homes for the aged, assisted care living facilities, Medicaid, and Medicare.

**Contact:** Lauren Meeker, State Long-Term Care Ombudsman, (615)741-2056, (877)236-0013, lauren.meeker@tn.gov
502 Deaderick Street, 9th Floor, Nashville, TN 37243
www.tn.gov/aging.html then type “ombudsman” in the search window
Elder

Tennessee State Health Insurance Assistance Program (SHIP) and SMP: Empowering Seniors to Prevent Healthcare Fraud

**Services:** The Tennessee SHIP Program offers free and objective counseling about Medicare insurance to all Medicare beneficiaries and their caregivers. SMP offers assistance in educating beneficiaries on identifying and preventing Medicare and Medicaid fraud, waste, and abuse. Both programs work hand in hand to assist all Tennesseans with their questions and concerns about Medicare issues. Working through federally funded grants from the Centers for Medicare and Medicaid Services and the Administration on Aging, SHIP and SMP is administered throughout the nine Area Agencies on Aging and Disability.

**Contact:** www.tnmedicarehelp.com

Healthcare

Substance Abuse and Mental Health Services Administration (SAMHSA)

**Services:** SAMHSA is a part of the U.S. Department of Health and Human Services and leads public health efforts to advance the behavioral health of the nation.

**Contact:** (800)662-HELP, (800)662-4357
www.beta.samhsa.gov/find-help
www.findtreatment.samhsa.gov
www.beta.samhsa.gov/grants
Healthcare

Tennessee Justice Center (TJC)

Services: The TJC is a non-profit, public interest law and advocacy firm serving families in need. TJC gives priority to policy issues and civil cases in which the most basic necessities of life are at stake, and where advocacy can benefit families statewide. TJC focuses on providing services to those who are in need of TennCare or who are already eligible for TennCare. TJC helps low-income families obtain essential health care, food aid, and family assistance. TJC also provides information to the uninsured and provides information on the Affordable Care Act.

Eligibility: TJC does not assist people with private insurance. To qualify for assistance, clients must be uninsured, or potentially eligible for or already receiving TennCare or coverage through the Affordable Care Act.

Contact: (615)255-0331, (877)608-1009
211 7th Ave. North, Suite 100, Nashville, TN 37201 37219
www.tnjustice.org

Housing and Homelessness

Knoxville Project Homeless Connect (PHC)

Services: PHC links the homeless with resources to help them move toward housing and self-sufficiency. PHC uses a database of volunteer organizations, individuals, and agencies that provide services, including medical, dental, vision, and mental health; legal help; help with benefit programs; and information/referrals for housing.

Contact: www.knoxvilletennessee.com/homeless-connect.html
Housing and Homelessness

Mortgage Assistance Hotline

**Services:** The Hotline provides assistance for homeowners facing foreclosure and mortgage issues. Callers can get free counseling over the phone or a referral for in-person counseling at a local nonprofit. This program provides relief to eligible homeowners, such as loan modifications, refinance, forbearance, and short sales. The program also sets out new servicing standards for the servicers to implement to improve communications.

**Contact:** The hotline is staffed Monday through Friday from 7:00 am to 6:00 pm CST.
(855)876-7283, (800)228-THDA
thda.org
www.tn.gov/attorneygeneral

National Alliance to End Homelessness

**Services:** The Alliance works with the public, private, and nonprofit sectors to build state and local capacity, leading to stronger programs and policies that help communities achieve the goal of ending homelessness.

**Contact:** (202) 638-1526, naeh@naeh.org
1518 K Street NW, Suite 410, Washington, DC 20005
www.endhomelessness.org

National Coalition for the Homeless

**Services:** The Coalition links people who are currently experiencing or who have experienced homelessness with activists and advocates, community-based and faith-based service providers, and others who are committed to preventing and ending homelessness, ensuring the immediate needs of those experiencing homelessness are met and their civil rights are protected. They advocate for justice in the areas of housing, economics, healthcare, and civil rights through public education, policy advocacy, and grassroots organizing.

**Contact:** info@nationalhomeless.org
2201 P Street NW, Washington, DC 20037
www.nationalhomeless.org
Housing and Homelessness
Tennessee Human Rights Commission

Services: In addition to providing other services, the Human Rights Commission helps those who believe they have been discriminated against in the context of housing issues.

Contact: (615)741-5825, (800)251-3589, ask.thrc@tn.gov
312 Rosa L. Parks Avenue, 23rd floor, Nashville, TN 37243
www.tn.gov/humanrights

Human Rights
Tennessee Human Rights Commission

Services: The Commission is responsible for enforcing the Tennessee Human Rights Act and the Tennessee Disability Act, which prohibit discrimination in housing, employment, and public accommodation on the basis of race, color, creed, national origin, religion, sex, disability, familial status (housing only) and age (40 and over in employment). The Commission is also responsible for coordinating the state's compliance with Title VI of the Civil Rights Act of 1964, which prohibits discrimination based on race, color, and national origin by state agencies receiving federal financial assistance.

Contact: (800)251-3589 (general information), (800)325-9664 (housing), ask.thrc@tn.gov
312 Rosa L. Parks Avenue, 23rd floor, Nashville, TN 37243
www.tn.gov/humanrights

Identity Theft
Criminal Investigation Division

Services: The website is a guide that provides victims of identity theft with access to major resources to contact in order to protect their identity from further theft. It also details the steps victims should take and provides contact information for additional resources.

Contact: (615)251-5166, email.safety@tn.gov
1148 Foster Avenue, Cooper Hall, Nashville, TN 37243
www.tn.gov/tbi/crime-issues/crime-issues/identity-theft.html (type in identity theft in the search bar)
Identity Theft

Federal Trade Commission

Services: The commission prevents unfair, anti-competitive, or deceptive business practices. This commission accepts complaints for identity theft and consumer issues.

Contact: (877)382-4357
www.ftc.gov

Immigration

Catholic Charities of East Tennessee

Services: Catholic Charities provides a variety of services, including feeding the hungry, adoption and pregnancy counseling, child welfare services, refugee and immigration services, family counseling, housing, as well as services for seniors.

Eligibility: Please note that sometimes there are fees involved.

Contact: (865)524-9896
119 Dameron Avenue, Knoxville, TN 37917
www.ccten.org

Justice for Our Neighbors (JFON)

Services: JFON is a faith driven ministry, welcoming immigrants into our communities by providing high quality immigration legal services, education, and advocacy. JFON specializes in U-Visas, T-Visas, and Special Juvenile Visas. JFON holds monthly intake clinics at local houses of worship, but there is no geographical service limitation.

Contact: JFON's waiting list is very long, so call and leave a message requesting an appointment.
(615)835-2512 (Spanish), (615)454-6185 (English)
2195 Nolensville Road, Nashville, TN 37211
www.tnjfon.org
Southern Migrant Legal Services

Services: Southern Migrant Legal Services is a project of Texas Rio Grande Legal Aid to provide free legal services to migrant and seasonal farm workers. SMLS focuses on worker’s compensation, immigration, U Visas, T Visas, and abandoned children.

Eligibility: The Nashville office serves the entire state of Tennessee.

Contact: (615) 750-1200, (866) 721-7828
311 Plus Park Boulevard, Suite 135, Nashville, TN 37217
www.trla.org/office/nashville-smls
www.facebook.com/smlstrla

Tennessee Immigrant and Refugee Rights Coalition (TIRRC)

Services: The TIRRC is a statewide, immigrant and refugee-led collaboration to help immigrants and refugees develop a unified voice, defend their rights, and create an atmosphere in which they are recognized as positive contributors to the state. Services offered include community education on immigration issues, promotion of involvement and advocacy in the legislative process involving changes in immigration law, immigrant integration, promotion of community dialogue about immigration issues, and promotion of youth involvement in immigration issues.

Contact: (615) 833-0384
2195 Nolensville Road, Nashville, TN 37211
www.tnimmigrant.org
Pension Rights

Mid-America Pension Rights Project

**Services:** The Mid-America Pension Rights Project is a project of Elder Law of Michigan. This resource helps those with pension issues, including denials. This resource finds and calculates retirement benefits, explains and advises clients on pension rights, investigates denials, and resolves pension and retirement benefit issues for those with pension issues.

**Contact:** (866)735-7737, 9:00 pm to 3:00 pm  
www.elderlawofmi.org/pension

Veterans

American Bar Association Commission on Homelessness and Poverty, Veterans’ Directory

**Services:** The American Bar Association’s initiative on homelessness and poverty created a directory of resources for veterans. This directory is found at the address below.

**Contact:** www.ctdol.state.ct.us/veterans/LegalServices.pdf

National Veterans Legal Services Program (NVLSP)

**Services:** The NVLSP is a nonprofit organization that works to ensure that the government delivers benefits to veterans and active duty personnel who have disabilities resulting from their military service. NVLSP’s current pro bono initiative is to assist veterans with applications for Combat-Related Special Compensation. NVLSP provides free legal help for veterans regarding disability claims and provides a list of law firms that participate in this program.

**Contact:** (202)265-8305, info@nvlsp.org  
P.O Box 65762 Washington, DC 20035  
www.nvlsp.org
Veterans

Stateside Legal, Directory of Legal Assistance

Services: Stateside Legal provides for service members, veterans, family members, and advocates easy-to-use legal information, self-help legal resources, and networking tools. The Directory provides free information on divorce, custody, veterans’ benefits, training and re-employment opportunities, discharge upgrades, legal rights of service women, and more.

Contact: www.statesidelegal.org
Mediation Centers

Community Health of East Tennessee

**Services:** They provide health, education, social, and community services for Campbell and surrounding counties.

**Contact:** Nelsie Wooden, MS, COO, Rule 31 Mediator, (423)563-1040
507 Main Street, P.O. Box 209, Jacksboro, TN 37757
www.communityhealtheasttennessee.com

Community Mediation Center of Crossville / Victim Offender Reconciliation Program (VORP)

**Services:** VORP of Crossville offers free mediation services and training to elementary schools.

**Contact:** Rita Young, Executive Director, (931)484-0972
584 Highway 70 E, Crossville, TN 38555
www.vorpmediation.org

Community Mediation Center (CMC) of Knoxville

**Services:** CMC of Knoxville is a nonprofit that provides mediation services and spreads awareness of mediation options through education and the dissemination of information, fostering collaboration and cooperation among courts, organizations, and individuals involved in the mediation process. CMC is committed to serving, regardless of ability to pay.

**Contact:** Jackie Kittrell, Executive Director, (865)594-1879
912 S. Gay St., Knoxville TN 37902
www.2mediate.org
Community Mediation Services (CMS)

**Services:** CMS, in Anderson County, was the first mediation center in Tennessee with four mediation programs. VORP, the Victim Offender Reconciliation Program, focuses on mediation between first time juvenile convicted of non-violent crimes and their victims. The Access and Visitation Mediation Program is a way for never-married parents who are separating to establish a parenting plan that allows both parents to have input into their child’s life. The Teen and Parent Mediation Program (TPM) is a means for at-risk youth and their parents to establish a dialogue in an effort to work toward their own solutions for family issues. Attendance Mediation addresses truancy issues.

**Contact:** Cindy Helton, Executive Director, (865)463-6888
100 N. Main Street, Room 115, Clinton, TN 37716
www.cms-tn.org

Contractor/Homeowner Accountability and Mediation Program (CHAMP)

**Services:** The State of Tennessee Division of Consumer Affairs, the state’s consumer protection agency within the Department of Commerce and Insurance, contains a residential construction complaint mediation service known as CHAMP. This consumer based complaint process allows the parties to agree on making repairs or corrections or to resolve residential construction issues without administrative disciplinary hearings.

**Contact:** (615)741-4737
500 James Robertson Pkwy, Nashville, TN 37243
www.tn.gov/content/dam/tn/commerce/documents/regboards/contractors/forms/ConstrsBoardComplaintWeb.pdf
Co-Parenting Solutions

Services: Co-Parenting Solutions mediates all types of family matters, including parenting plans, legal separation and divorce, parental relocation, child welfare (such as when a parent can’t properly care for a child due to problems like homelessness or substance abuse), and eldercare.

Contact: (865) 553-0037
320 Robertsville Road, Oak Ridge, TN 37830
www.gainagreement.com

Family Court Services of East Tennessee

Services: Family Court Services of East Tennessee works with local court systems to provide a supervised safe place for children to visit with their parents when displaced by the court system (whether through divorce proceedings, domestic violence or abuse and neglect) to provide the courts with services to help determine the disposition of children and their families, and to help those children and families maintain a safe and wholesome relationship.

Contact: (423) 745-6157, thyde@fcset.com
104 E. Washington Avenue, Athens, TN 37303
www.fcset.com

Neighborhood Reconciliation Services (NRS)

Services: Neighborhood Reconciliation Services, Inc., works with courts, schools, institutions of higher learning, law enforcement agencies, churches, correctional institutions, various organizations, and neighborhoods to introduce the practice of Restorative Justice to the community as an effective instrument of conflict resolution. It assists groups and institutions with training in restorative practices in the upper East Tennessee region. However, if people or groups outside this area are interested in services, please contact NRS to see if it can be of assistance.

Contact: (423) 202-4964
P.O. Box 5721, Johnson City, TN 37602
www.nrsinc.org/index.html
Mediation Centers

Southeast Tennessee Human Resource Agency (SETHRA)

Services: Part of the Tennessee Human Resources Agency and the Tennessee Association of Community Action, SETHRA provides many services, including the Victim Offender Reconciliation Program (VORP), to Bledsoe, Bradley, Franklin, Grundy, Hamilton, Marion, McMinn, Meigs, Polk, Rhea, and Sequatchie counties.

Contact: (800)852-6155, (423)949-2191, info@sethra.us
312 Resource Road, Dunlap, TN 37327
www.sethra.us
Social Services Resources

General Social Service Help

Cherokee Health Systems

Services: This resource offers primary care, behavioral and mental health care, and outreach services at various locations between Chattanooga and Morristown. Cherokee works with other resource centers for the needy and offers clinics, education, and outreach.

Contact: (866)231-4477
2018 Western Avenue, Knoxville, TN 37921
www.cherokeehealth.com

ChildHelp Children's Center of East Tennessee

Services: This resource provides aid to victims of child abuse and neglect through advocacy, treatment and investigation services to reduce secondary trauma and produce more reliable cases against perpetrators so that the affected children never have to experience abuse again.

Contact: (865)637-1753
2505 Kingston Pike Knoxville, TN 37919
www.childhelp.org/programs/entry/childhelp-childrens-center-of-east-tennessee

Directory of Chattanooga Resources for the Needy

Services: Chattanooga offers a directory of resources for those in need of social services that includes a variety of associations and companies that provide services relating to electric, water, gas, medication, food, foreclosure prevention, and counseling for mortgages and rent.

Contact: www.chattanooga.gov/youthandfamily/social-services
General Social Service Help

Directory of Knoxville Resources for the Needy

Services: Knoxville offers a directory for those in need of social services that includes a variety of providers relating to addiction, child and youth, deafness, disability, disaster relief, domestic and sexual violence, elder care, employment, family care, food assistance, health and medical, homelessness, housing and utility services, mental health, refugee care, and transportation.

Contact: www.knoxvilleteennessee.com/social-svs.html

Helen Ross McNabb Center

Services: This center provides social services for children, adults, and families in East Tennessee.

Contact: (865)637-9711
201 W. Springdale Avenue, Knoxville, TN 37917
www.mcnabbcenter.org/programs_and_services.php

National Directory of Resources for the Needy

Services: The Directory is not just for the homeless but for the needy in general. It compiles resources regarding homeless shelters, homeless service organizations, monetary assistance, transitional housing, free dental and medical clinics, treatment centers, outreach centers, day centers, relief organizations, abuse and domestic violence, food pantries, food banks, and soup kitchens.

Contact: www.HomelessShelterDirectory.org
General Social Service Help

United Way's East Tennessee 211 Call Center

**Services:** 2-1-1 is a referral help line for community services in Tennessee and serves many counties statewide. It is available 24 hours per day, 7 days a week and is staffed by trained specialists. 2-1-1 draws from a database of more than 10,000 health and human service programs offered by nonprofits, government and public agencies, clinics, and community, civic, professional, and faith-based organizations. Callers will reach counselors who can provide information and referrals for social services, including the basics of food, utility assistance, child care, etc., and numerous other social services that are available in Tennessee.

**Contact:** Dial 2-1-1, (800)318-9335
Searchable statewide database: www.tn211.mycommunitypt.com

Children's Services

Court Appointed Special Advocates

**Services:** This resource strives to appoint volunteer advocates who represent the best interests of abused and neglected children.

**Contact:** (800)TNCASA-1, (800)862-2721
www.tncasa.org

Consumer and Debt Counseling

NeedHelpPayingBills.com

**Services:** This resource provides links to assistance for payment, settlement, or elimination of bills, including medical, housing, energy, and prescription drug bills. The website also provides links to charitable organizations and benefit programs that may help pay for these bills or reduce the burden.

**Contact:** www.needhelppayingbills.com/html/tennessee_assistance_programs.html
Disaster Relief

Federal Emergency Management Agency (FEMA)

**Services:** FEMA provides public assistance, grants, shelter, and other resources to those who need disaster relief.

**Contact:** (800)621-3362  
www.disasterassistance.gov

Tennessee Emergency Management Agency (TEMA)

**Services:** TEMA of Middle TN supports counties east of the TN river and west of the Eastern time zone in providing emergency response services.

**Contact:** (615)741-7342, (800)422-7342, Fax (615)741-0498  
www.tn.gov/content/tn/tema.html

Domestic Violence and Sexual Assault

An Abuse, Rape, and Domestic Violence Aid and Resource Collection

**Services:** This is a resource that lists by county many resources available to domestic violence victims. Examples include shelters, crisis hotlines, victim advocacy programs, family crisis centers, and more.

**Contact:** aardvarcinfo@aol.com  
www.aardvarc.org/dv/states/tndv.shtml
Domestic Violence and Sexual Assault

National Domestic Violence Hotline

**Services:** The 24/7 hotline provides compassionate support, crisis intervention information, and referral services in over 170 languages. Information about domestic violence, safety planning, and local resources, and live chat is online at www.thehotline.org.

**Contact:** (800)799-7233, (800)799-SAFE
www.thehotline.org

Tennessee Coalition to End Domestic and Sexual Violence

**Services:** The Coalition provides civil legal services to sexual assault and domestic violence victims, including services for immigrants. The Coalition takes court referrals, walk-ins, and outside referrals. Clients who are sexual assault victims may receive help with civil legal issues relating to the sexual assault, including assistance with divorce and breaking a lease. Clients who are immigrants and are victims of domestic violence, stalking, or human trafficking also may receive help with immigration issues.

**Contact:** (615)386-9406, (800)289-9018
2 International Drive, Suite 425, Nashville, TN 37217
www.tncoalition.org
Elder

East Tennessee Area Agency on Aging and Disability

**Services:** The agency provides information and services for older adults and those who care for them, including available services in the area, mobility assistance programs, meal plans, housing, individual counseling, support groups, caregiver training, respite care, and supplemental services.

**Contact:** (865)691-2551
9111 Cross Park Drive, Suite D-100, Knoxville, TN 37923

East Tennessee Human Resource Agency (ETHRA)

**Services:** ETHRA offers programs that provide information and services on a range of assistance for older adults and those who care for them. ETHRA provides services and support relating to the elderly, those with disabilities, families, AIDS, child development, corrections and probation, housing and restoration, transportation, and workforce development.

**Contact:** (865)691-2551, (865)681-1990
9111 Cross Park Drive, Suite D-100, Knoxville, TN 37923
www.ethra.org
Elder

First Tennessee Area Agency on Aging and Disability

Services: The agency strives to provide support services for those aged 60 and over and for adults with disabilities in the eight northeast counties of Tennessee. It provides planning, advocacy, and support for the needs of the elderly, including caregivers, health, meals, guardians, home repair, legal services, information and referrals, transportation, and homemaker services.

Contact: kwhitaker@ftaad.org
www.ftaad.org/content/Contact-Us.php
www.ftaad.org/content/Example-Sub-Page-2.php
www.ftaad.org/content/index.php

Southeast Tennessee Area Agency on Aging and Disability

Services: The agency strives to advocate for and achieve a system of services that allows older persons and persons with disabilities the opportunity to enjoy independent and productive lives. It provides planning, advocacy, and support for the needs of the elderly, including caregivers, health, meals, guardians, community living, information and referrals, and homemaker services.

Contact: (866)836-6678, (423)424-4244
1000 Riverfront Parkway, Chattanooga, TN 37402
www.setaaad.org
www.choosechattanooga.com/area-agency-on-aging-and-disability/
Healthcare

Artists' Healthcare Insurance Resource Center

Services: The Artists’ Health Insurance Resource Center offers community personalized health insurance counseling, guidance and enrollment support, referrals to health care resources, and primary medical care for everyone in performing arts and entertainment. The Center provides consultations in person, by phone and via email, weekly seminars on Affordable Care Act plans, Medicaid and Medicare. They also provide information and practical tips from online educational materials and an extensive database of nationwide health care and insurance resources.

Contact: (800)221-7303, info@actorsfund.org
www.actorsfund.org/services-and-programs/artists-health-insurance-resource-center

Cherokee Health Systems

Services: Cherokee Health Systems is committed to ensuring every Tennessean has access to effective, high-quality care by offering a wide array of comprehensive health services, including primary care, behavioral health, dental, and pharmacy. Its services are available to children, adults, and seniors who have coverage through private insurance plans, coverage through state programs like TennCare or CoverKids, and those who have no insurance coverage. Cherokee offers sliding-fee scales to those who meet certain household size and income guidelines.

Contact: 866)231-4477, Appointments and Information for New Patients
(866)672 - 1979, Marketplace Health Insurance Assistance
(866)461- 4372, Pharmacy
(800)273 - 8255, National Suicide Prevention Lifeline
(865)934-6734, corporate office
2018 Western Avenue, Knoxville, TN 37921
Healthcare

Get Covered Tennessee - Health Assist Program

Services: A program of Family & Children’s Service, Health Assist helps clients to identify and overcome barriers to affordable healthcare. The following counties are served by the program: Coffee, Davidson, Maury, Montgomery, Putnam, Robertson, Rutherford, Sumner, Williamson, and Wilson. For the uninsured, Health Assist can help find a medical home or primary care doctor, secure free or low cost medications, screen for TennCare, give counseling regarding insurance or pre-existing plans, and provide information on the Affordable Care Act. For the insured, Health Assist can help with needs not covered by insurance, such as pregnancy, dental care, eye glasses, and prescription medications. For Medicare recipients, Health Assist can help one understand the Medicare Savings Programs (QMB, SLMB) and explain benefits. The program can also get medications for those in the donut hole and get access to insurance counseling for help in comparing Advantage plans vs. traditional Medicare. Help Assist also receives referrals for help with selecting Part D plans for medications.

Contact: English: (615)313-9972, (800)269-4038
Spanish: (615)227-7568, (800)254-7568
Arabic & Kurdish: (615)313-9840, (877)652-3046
Bosnian, Croatian, & Serbian: (615)313-9382, (877)652-3069
www.getcoveredtenn.org/health-assist1.html

Health Resources and Services Administration (HRSA)

Services: The HRSA, an agency of the U.S. Department of Health and Human Services, is the primary federal agency for improving health care to people who are geographically isolated, economically or medically vulnerable. Its programs help those in need of high quality primary health care, people living with HIV/AIDS, pregnant women, and mothers. It compensates individuals harmed by vaccination, and maintains databases that protect against health care malpractice, waste, fraud, and abuse.

Contact: (877)974-BPHC (877-974-2742)
5600 Fishers Lane, Rockville, MD 20857
www.bphc.hrsa.gov/about/index.html
www.findahealthcenter.hrsa.gov
NeedyMeds

Services: NeedyMeds is a non-profit information resource dedicated to helping people locate assistance programs to help them afford their medications and other healthcare costs. In addition to the vast resources found on its website, its services include a Subscription Center, a Patient Advocate Newsletter, a Patient Assistance Program Update Service (PAPUS), and a PAPTracker. They also offer a NeedyMeds Alert App and a Drug Discount Card App.

Contact: (800)503-6897, info@needymeds.org
P.O. Box 219, Gloucester, MA 01931
www.needymeds.org

Music Health Alliance (MHA)

Services: MHA is a non-profit that assists music professionals, including musicians, songwriters, and others who make their living in the music industry, with an array of services to help them access affordable health care. Counselors do not sell insurance but direct clients and help them access affordable health care in confidential counseling sessions. All services are free.

Contact: (615)200-6896, info@musichealthalliance.com
2737 Larmon Drive, Nashville, TN 37204
www.musichealthalliance.com

Helen Ross McNabb Center

Services: The Center is a not-for-profit provider of behavioral health services in East Tennessee providing quality and compassionate care to children, adults, and families experiencing mental illness, addiction, and social challenges. Services include the following: Mental Health Services, Substance Abuse & Co-Occurring Services, Social Services, Crisis Services, Domestic Violence Services, Sexual Assault Services, and Criminal Justice Services.

Contact: (865)637-9711, (800)255-9711
201 W. Springdale Avenue, Knoxville, TN 37917
www.mcnabbcenbcenter.org
Healthcare

Ronald McDonald House Charities

Services: Ronald McDonald Houses offers its services to families with a variety of different needs. Whether they are in search of food, shelter, laundry or just the chance to take a break, Ronald McDonald House Charities can provide services at no charge with a referral from a social worker at the hospital and is the perfect option for Knox County residents in need of assistance.

Contact: (865)637-7475
1705 W. Clinch Ave., Knoxville, TN 37916
www.rmhc.org/chapter-search

Housing and Homelessness

Chattanooga Rescue Mission

Services: Chattanooga Rescue Mission is open every night providing meals and beds for the homeless. It can house a total of 60 men and women in their shelters.

Contact: (423)756-3126
1512 S. Holtzclaw Avenue, Chattanooga, TN 37404 (physical)
P.O. Box 3624, Chattanooga, TN 37404 (mailing)
www.chattanoogarescuemission.com
Good Samaritan Ministries, Inc.

Services: Good Samaritan Ministries meets emergency needs of homeless and low-income individuals in the following counties: Washington, Carter, Greene, Johnson, Sullivan, or Unicoi. It provides a number of different services, including emergency assistance for food and rent, social work case management, employment assistance, referrals to shelters and homeless programs, showers, clean or new clothes and laundry facilities, assistance obtaining identification, assistance making medical, dental, and legal appointment, children's programs, elderly support, prison support, counseling, pet food pantry, vision care clinic, vouchers for glasses, furniture for victims of floods and fires, legal clinics, and bus and transit tickets.

Contact: (423) 928-0288
331 Industrial Park, Piney Flats, TN 37686 (physical)
100 N. Roan St. Johnson City, TN 37601 (physical)
P.O. Box 2441 Johnson City, TN 37605 (mailing)
www.goodsamjc.org

Haven of Mercy Homeless Shelter

Services: The Haven of Mercy Ministries provides nutritious meals, assistance, and comfort to thousands, a hot shower, and a warm, safe place of rest and shelter for men. It is their goal to foster an atmosphere of trust, accountability, and responsibility according to the Gospel.

Contact: (423) 929-0616
123 W Millard Street, Johnson City, TN 37604 (physical)
P.O. Box 5490, Johnson City, TN 37602 (mailing)
www.havenofmercy.net/home.html

Haven of Rest Rescue Mission Bristol

Services: Haven of Rest Rescue Mission operates on biblically based principles to help inspire social, economic, and spiritual health. This Rescue Mission provides several assistance programs, including shelter, drug and addiction, and meals for homeless men and women.

Contact: (423) 968-2011
624 Anderson Street, Bristol, TN 37620
www.havenofrestbristol.org
Housing and Homelessness

Housing and Urban Development (HUD)

Services: HUD’s online resource provides a directory for emergency shelters in Tennessee for people who are homeless, have children, are domestic violence victims, or are dependent on drugs. The resource also provides information for homeowners who are elderly, veterans, or disabled; who face foreclosure; who have trouble with predatory lending; or who have faced housing discrimination.

Contact: (865)515-8510
Knoxville John J. Duncan Field Office, 710 Locust Street SW, 3rd FL, Knoxville, TN 37902
www.hud.gov/states/tennessee/homeless

Knoxville Area Rescue Ministries (KARM)

Services: KARM provides rescue and emergency services of food and shelter; services to foster healthy relationships; restoration services, including job-training opportunities, introduction to available resources, case management, job training, and housing assistance for homeless and victims of abuse.

Contact: (865)673-6540, info@karm.org
418 N. Broadway, Knoxville, TN 37917 (physical)
P.O. Box 3310, Knoxville, TN 37927 (mailing)
www.karm.org

Smoky Mountain Area Rescue Ministries (SMARM)

Services: SMARM, a Sevier County Faith-Based nonprofit, provides one-on-one assessments, point-of-need services, organized mentoring, and permanent housing resources to help families move from crisis to stability. This resource provides aid in the form of clothing, housing, utility assistance, etc. Winter ministries include Hot Meals for Hungry Hearts and Winter Coat Day.

Contact: (865)908-3153
103 Joy Street, Sevierville, TN 37862 (physical)
P.O. Box 5968, Sevierville, TN 37864 (mailing)
www.smarm.org
Tennessee Housing Development Agency (THDA)

**Services:** The THDA is Tennessee's housing finance agency and advocates for the building of more affordable housing units for low and moderate income individuals and families. It is the primary administrator for numerous federal and state housing programs and supports financing for first-time home buyers and veterans. THDA is not a direct lender but facilitates affordable home loans through private-sector lending partners. All THDA loans have 30 year, fixed-rate terms and offer a maximum grant of 5 percent in down payment assistance for home buyers who complete an education course. THDA offers a variety of programs, including the Emergency Repair Program for the Elderly, Emergency Solutions Grant Program, HOME Program, Housing Trust Fund Competitive Grants, Housing Modification and Ramp Program, Neighborhood Stabilization Program, and Weatherization Assistance Program.

**Contact:** (615)815-2200
502 Deaderick Street, Andrew Jackson Building, Third Floor, Nashville, TN 37243
www.thda.org

Tennessee Housing Resource Directory

**Services:** This website, an initiative funded by THDA, is an online directory for housing resources.

**Contact:** (866)973-3147, 8:00 am - 7:00 pm CST, Monday - Friday (English or Spanish)
tnhousingresource@socialserve.com
www.tnhousingresource.org/Resources.html?content=regional
Chattanooga Public Library Classes

**Services:** This library offers Adult Computer classes for free where adults can get instruction based on individual needs and interests. Topics may cover how to create an email account, how to use an iPad or other tablet, how to download library books to their eReaders, and more. Bring your own laptop or use one of the library’s computers for an individualized lesson.

**Contact:** www.chattlibrary.org/contact
www.chattlibrary.org/events

Sevierville Public Library Resource Directory

**Services:** This library provides a resource guide for those in need of aid. It covers many issues, including consumer and debt, protective services, shelters, senior programs, and much more.

**Contact:** www.sevierlibrary.org/#

Tennessee Electronic Library's GED Preparation Program

**Services:** This resource provides free access to information to help those studying succeed when they take the GED (High School Equivalency Test).

**Contact:** (800)531-1515
www.tnsos.org/Press/story.php?item=629
Veterans

Courage Beyond Program

Services: This is a statewide program that provides free services to military Americans and families, including online support groups and in-person mental health services to soldiers and veterans, regardless of discharge status or the conflict in which they served. The program offers a 24-hour help line, free therapy services, online seminars, and friendship with those who are facing similar challenges.

Contact: (866)781-8010  
www.centerstone.org/services/Courage-Beyond

East Tennessee Military Affairs Council

Services: This council provides an informational resource and directory to active, reserve, guard, military retirees, and veterans of East Tennessee.

Contact: www.etmac.org/html/local_resources.htm

Knox County Veterans Services Office

Services: This office provides help for veterans and dependents, a 24 hour crisis line, and support in filling out applications for many social services and benefits.

Contact: 24 hour crisis line: (800)273-8255  
(865)215-5645  
1000 North Central Street, Box 2, Knoxville, TN 37917  
www.knoxcounty.org/veterans

National Call Center for Homeless Veterans

Services: This resource ensures that homeless veterans or veterans at-risk for homelessness have free, 24 hour access to trained counselors. The hotline assists homeless veterans and their families, VA Medical Centers, federal, state and local partners, community agencies, service providers, etc.

Contact: (877)4-AID-VET (877-424-3838)  
www.va.gov/homeless/nationalcallcenter.asp
Self-Represented Litigants
Resources

HELP4TN

Services: HELP4TN is a web portal designed to provide Tennesseans with a broad range of legal and social services resources in a one-stop venue. The site was conceived and created by the Tennessee Alliance for Legal Services (TALS) in partnership with West Tennessee Legal Services through a Technology Initiative Grant from Legal Services Corporation. TALS partners with legal service providers to compile legal information on key issues, and TALS partners with The National Association of Social Workers, TN chapter on content to strengthen the social services referral network to families and children statewide. By combining legal and social services resources in an easy to use format, the HELP4TN site allows Tennesseans to address these two critical and often connected needs. Low-income residents may call HELP4TN to speak with an attorney who can give information and/or resources that may be of help.

Contact: 1-844-HELP4TN (1-844-435-7486)
www.help4tn.org/
www.tals.org/1844HELP4TN

Justice for All Tennessee

Services: Justice for All Tennessee is a project of the Tennessee Supreme Court. The website provides information for those who cannot afford an attorney and need legal help in civil cases. The resource provides legal information about the state court system and how to find an attorney, court forms, information about representing oneself in court, community resources, and court alternatives. The site also provides informational videos to aid in the court process.

Contact: One may submit questions online if the site does not provide an answer by going to www.justiceforalltn.com/contact.
www.justiceforalltn.com/
Self-Represented Litigants Resources

Legal Aid Pamphlets and Information Online

**Services:** Legal Aid provides informational pamphlets and links on helping oneself in civil matters. Call or visit the local Legal Aid office for an informational pamphlet on a particular legal issue. Currently, Legal Aid offers pamphlets and/or online information on general legal information, food stamps, unemployment, Social Security, conservatorships, juvenile emancipation, drivers licenses, wills, powers of attorney, bankruptcy, foreclosure, repossession, bill collection, garnishments, representing oneself in General Sessions, etc.

**Contact:** 1-800-238-1443

Self Help Center, Administrative Office of the Courts

**Services:** The Self Help Center website provides information and videos about the following: court system, finding an attorney, locating additional resources, finding a mediator or court clerk, forms that may be used in court, links to Tennessee law and court rules, and representing oneself in some legal matters.

**Contact:** www.tncourts.gov/programs/self-help-center
Self-Represented Litigants Resources

Southeast Tennessee Legal Services

**Services:** Southeast Tennessee Legal Services’ website offers free forms and information for those who pursue legal actions without an attorney. The website offers forms and information on the following areas of law: property, estate planning, conservatorships, divorce, housing, consumer issues, General Sessions Courts, Juvenile Court, Circuit Court, Chancery Court, Orders of Protection, family, and more. The site also offers booklets on whether one should represent oneself, attorneys and limited representation, and judicial commitment.

**Contact:** [www.selegal.org/self-help.htm](http://www.selegal.org/self-help.htm)

Note that Southeast Tennessee Legal Services has merged with Legal Aid of East Tennessee, but the self-help website resources remain available online. Questions about the website may be addressed to Legal Aid Society of East Tennessee.

Tennessee Free Legal Answers

**Services:** Free Legal Answers is a joint project of the Tennessee Alliance for Legal Services and the Tennessee Bar Association. It is designed to increase low-income residents’ access to justice. Low-income residents may submit legal questions online. An attorney will email back and give information and/or resources that may be of help in addressing the legal issue.

**Contact:** [www.tn.freelegalanswers.org](http://www.tn.freelegalanswers.org)
[www.tn.freelegalanswers.org/Contact](http://www.tn.freelegalanswers.org/Contact)
Other Legal Resources

Access to Justice Commission Attorney Training Videos

**Services:** The Access to Justice Commission (ATJC) has compiled several informational videos to aid both attorneys and non-attorneys with legal issues that frequently arise in pro bono cases. Video topics for non-attorneys include information on foreclosure and on General Sessions cases. Video topics for attorneys include information on foreclosure, domestic violence, the Fair Debt Collection Practices Act, debt collection, and legal services for those with disabilities.

**Contact:** [www.justiceforalltn.com/videos](http://www.justiceforalltn.com/videos)

Interactive Tennessee Legal and Social Services Map

**Services:** The Access to Justice Commission provides an interactive map to help people in need find local resources in their county. Once the local county has been selected, a list of resources appears.

**Contact:** [www.justiceforalltn.com/resources-location/map-view](http://www.justiceforalltn.com/resources-location/map-view)

Pro Bono Clinic in a Box

**Services:** The Access to Justice Commission Pro Bono Clinic in a Box helps attorneys start a pro bono clinic. The web page contains all the information and administrative forms an attorney will need to begin operating a local pro bono clinic.

**Contact:** [www.justiceforalltn.com/i-can-help/clinic-box2](http://www.justiceforalltn.com/i-can-help/clinic-box2)
Other Legal Resources

Tennessee Bar Association (TBA)

Services: The TBA is dedicated to enhancing fellowship among the state's legal community by offering members many programs and services designed to assist in professional development. The TBA endeavors to build a positive image for the profession in the community and offers access to many different divisions, branches, and leaders within the organization that may be of assistance to attorneys. The website also offers helpful information regarding pro bono work and even a link to the Access to Justice Commission.

Contact: (615)383-7421, (800)899-6993, email@tnbar.org
221 4th Avenue North, Suite 400, Nashville, TN 37219
www.tba.org
www.tba.org/staff-directory
ATJC: www.tba.org/access-to-justice
TBA branches: www.tba.org/divisions-sections-committees
Frequent Legal Topics and Potential Solutions

Birth Certificates

Problem

Clients who do not have a copy of their birth certificate may encounter problems in the context of employment, public benefits including housing and food assistance, transportation, and more. Clients whose children’s birth certificates contain errors encounter additional problems in the context of education, travel, and medical care.

Solutions and Eligibility

While it is possible to fix an error or request a copy of a birth certificate administratively, it may be necessary to take additional steps including a Petition for a Change of Name:
www.circuitclerk.nashville.gov/probate/forms/formpro_BirthCertificateCorrectionPetition.pdf

Clients may find the following resources useful:

National Coalition for Homeless Veterans, (800)VET-HELP, (800)838-4357
333 1/2 Pennsylvania Avenue SE, Washington, DC 20003
www.nchv.org/index.php/help/help/replacing_personal_records

Tennessee Department of Health, Office of Vital Records, (615)741-1763, (855)809-0072
Central Services Building, 1st Floor, 421 Fifth Avenue, North, Nashville, TN 37243
M, W, F, 8:00 am - 4:00 pm; T and Th, 8:00 am - 6:00 pm.
www.tn.gov/health/health-program-areas/vital-records.html

For all other information, see the "Legal Help", “Legal Clinics in East Tennessee” and "Social Services Resources" sections of this manual.

For more questions or assistance, contact:
Legal Aid Office, for the nearest office: www.laet.org
Legal Aid Clinics (See Legal Clinics in East Tennessee, below.)
Child Support and Family Issues

Problem

During divorce proceedings, a judge can order one party to pay child support to the other party and can approve of a parenting plan. Child support may be set up almost like a garnishment, in that tax returns and income may be taken out for the child’s benefit before the paying party receives the funds.

Clients who are seeking payment may find the following resources useful:

If there have been 30 days of non-payment, clients may send a written request to the court that issued the Child Support Order so that the court may determine whether the paying party is in contempt of court.

Forms regarding child support that may be used in court:
www.tncourts.gov/node/2083351

The Tennessee Department of Human Services manages Child Support Enforcement Offices across the state. To find the nearest office by county:
www.tn.gov/humanservices.html

View monthly statements and processed payments online:
www.apps.tn.gov/tcses

Informational brochures on general information on child support:

Clients who are paying may find the following resources useful:

For information on how much a client owes, call the Child Support Services Office, (800)838-6911 or the Court Clerk’s office where the Child Support Order was entered.
Child Support and Family Issues

Clients who are paying may find the following resources useful:

To set up online payments:
www.tn.smartchildsupport.com

View monthly statements and processed payments online:
www.apps.tn.gov/tcses/

Clients who need information on parenting plans, mediation, child custody, and other family issues may find the following resources useful:

Forms that a client can use in court without an attorney including divorce, parenting plan and mediation forms:
www.tncourts.gov/node/707185

Informational brochures on divorce, child custody, parenting plans, and more:

For all other information, see the “Legal Clinics in East Tennessee” and “Mediation Centers” sections of this manual. Many of these clinics give advice on family matters and many mediation centers provide services relating to divorce, parenting plans, access and visitation schedules, and more.

For all other information, see the "Legal Help", "Legal Clinics in East Tennessee", "Social Services Resources" and "Mediation Centers" sections of this manual.

For more questions or assistance, contact:
Legal Aid Office, for the nearest office: www.laet.org
Legal Aid Clinics (See Legal Clinics in East Tennessee, below.)
Conservatorship and Power of Attorney

Problem

Many low-income families encounter trouble when a member of their family becomes unable to take care of personal matters, often due to age or disability. Before a person becomes unable to care for his or her personal matters, a Power of Attorney for medical and for financial matters can convey the person’s rights to another person, and this Power of Attorney can become irrevocable during periods when the person is incapacitated. However, if there was no Power of Attorney in place, a conservatorship can prevent exploitation of the vulnerable people who cannot take care of their personal matters.

Solutions and Eligibility

A Power of Attorney is a document that a person uses to assign his or her rights to another person. The person signing away rights must be able to appreciate the gravity of that action during a lucid moment. A conservatorship proceeding is adversarial in nature because it strips rights away from one person who does not have the capacity to consent and vests those rights in another person. The conservator is appointed by the court if there is sufficient medical documentation for the court to determine that the conservatee is not able to take care of his or her matters including financial and medical matters. Potential conservators must disclose why they are best suited to be appointed conservator and must disclose additional facts such as criminal records.

Clients might find the following resources useful:

Forms clients can use in court:
www.selegal.org/conservatorships1.html

Information on a Power of Attorney:
www.laet.org/legal-information

For all other information, see the "Legal Help", "Legal Clinics in East Tennessee", "Social Services Resources" and "Mediation Centers" sections of this manual.

For more questions or assistance, contact:
Legal Aid Office, for the nearest office: www.laet.org
Legal Aid Clinics (See Legal Clinics in East Tennessee, below.)
Criminal Issues and Expungement

Problem
Clients often find that prior and current criminal issues present frequent barriers to many aspects of their daily lives such as employment and housing.

Solutions and Eligibility
To be eligible to submit a petition for expungement of some non-violent crimes (committed between November 1, 1989 and the present), the client must not have been convicted of any other crimes; there must be five years between the completion of the sentence for the crime and expungement proceedings; all requirements imposed by the court must be completed; and there must be no previous expungements.

For non-violent and non-sexual crimes committed before Nov. 1, 1989, a client may be eligible to petition for expungement if there was a determinate or indeterminate sentence of three years or less and if there is no more than 1 previous expungements. The expungement may be granted if the client was exonerated by the governor; if charges were dismissed or dropped; if no true bill was entered by a jury; if there was a verdict of not guilty; if there was an arrest without charges; if the client completed a pretrial diversion program; if sentences or bond requirements were completed or have expired; if the court entered a nolle prosequi; if the client successfully defended an Order of Protection; or if the person has only one charge before age 21. Sex crimes cannot be expunged.

Clients might find the following resources useful:

To access criminal records:

Joy Radice: jradice@utk.edu

Criminal Court Clerk for the county in which the charges were filed. Contact information for clerks in Tennessee is listed in a directory: www.tsc.state.tn.us/courts/circuit-criminal-chancery-courts/clerks
Clients might find the following resources useful:

**Appellate Court Clerk:**
www.tncourts.gov/courts/appellate-court-clerks-office/offices

*If the case is pending:*
www.tncourts.gov/courts/supreme-court/public-case-history

**The Papillon Foundation,** which gives veterans and low-income people who have been incarcerated access to expungement forms and resources online:
www.papillonfoundation.org/criminal-record-resources/tennessee

**To get assistance with expungement or correcting records,** contact the Knox County Public Defender’s Office: (865)594-6120, www.pdknox.org.

**Guide to Expungement in Tennessee:**
www.tncourts.gov/expungements

For all other information, see the “Legal Clinics in East Tennessee” and “Social Services Resources” sections of this manual.

**For more questions or assistance, contact:**
Legal Aid Office, for the nearest office: www.laet.org
Legal Aid Clinics (See Legal Clinics in East Tennessee, below.)
Domestic and Dating Violence

Problem
Domestic violence impacts people across all cultures, religions, sexual orientations, genders, and relationships. Solutions such as “just leave” are not effective with clients who are domestic violence victims because of the cycle of domestic violence, financial dependence, the presence of children, cultural expectations, religious reasons, shame, inaction or failure of law enforcement, and many more factors.

Solutions and Eligibility
Clients who experience domestic violence may benefit from Orders of Protection, divorce, and social services resources that offer victim advocacy. Always counsel clients to keep themselves and any children involved safe.

Clients might find the following resources useful:

For basic information on domestic violence:
www.justiceforalltn.com/videos/basics-domestic-violence
www.ncadv.org/statistics

For information regarding teen dating violence:

For information to help your client stay safe:

Victim advocacy services and emergency shelters:

Information on Orders of Protection:

Informational brochure to prepare a client for an Order of Protection Hearing:
Domestic and Dating Violence

Clients might find the following resources useful:

Forms that a client can use in court:
www.tncourts.gov/node/707185
www.selegal.org/Protection%20Orders.htm

Information on getting an Order of Protection:
www.womenslaw.org/laws_state_type.php?id=590&state_code=TN&open_id=all
www.knoxcounty.org/fourthcircuitcourt/domestic_violence.php

For assistance applying for an Order of Protection:
Knoxville Family Justice Center (865)215-6800
400 Harriet Tubman Street, Knoxville, TN 37915
www.fjcknoxville.com

Information on divorce:
Forms that a client can use in court:
www.tncourts.gov/node/707185

Informational brochure on divorce:

For all other information, see the "Legal Help", "Legal Clinics in East Tennessee", "Social Services Resources" and "Mediation Centers" sections of this manual.

For more questions or assistance, contact:
Legal Aid Office, for the nearest office: www.laet.org
Legal Aid Clinics (See Legal Clinics in East Tennessee, below.)
Driver's License Issues

Problem

Clients who do not have a valid driver’s license may encounter problems in the context of employment, public benefits, transportation, and more.

Clients may find the following resources useful:

Clients should note that they may be required to bring in multiple forms of identification, money for fees, etc.

Obtain a new driver’s license or renew online:
www.dl.safety.tn.gov

Apply in person at a local Department of Motor Vehicles Office:
www.tn.gov/safety/driver-services/locations.html

Greene County Office
1210 Hal Henard Road, Greeneville, TN 37743
(423)638-3285

Hamilton County
6502 Bonny Oaks Drive, Chattanooga, TN 37416
(423)634-3127

Knox County
430 Montbrook Lane, Knoxville, TN 37919
(865)690-6393

Reapply for a driver’s license after satisfying outstanding requirements after cancellation, suspension, or revocation online:
www.tn.gov/safety/driver-services/reinstatements.html

Mail a letter (with name, license number, birth date, mailing address, and signature): Tennessee Department of Safety and Homeland Security, Financial Responsibility Division P.O. BOX 945, Nashville, TN 37202

Driver License Reinstatement Office (866)903-7357 between 8:00 am - 4:30 pm CST.
Driver's License Issues

Clients may find the following resources useful:

**Request records of driving history online** (client will need name, birth date, and license number):
$7.00 fee
www.apps.tn.gov/pmvr

**Request records of driving history in person at a local office** (client will need name, birth date, and license number): $5.00 fee
www.tn.gov/safety/driverlicense/dllocationmain.shtml

**Request records of driving history by mail** (client will need name, birth date, and license number):
$5.00 fee
Tennessee Department of Safety, MVR Request, P.O. BOX 945, Nashville, TN 37202

**Rectify suspension of a driver’s license due to...**

- **DUI or DWI charges:** Client will need to comply with probation requirements and submit completion records.
- **Exceeding the maximum allowed points for moving violations:** Client may be able to take a class to reduce the number of points.
- **Failure to appear in court or pay a ticket:** Client’s bench warrant and/or contempt charge must be resolved before the suspension may be lifted.
- **Failure to pay child support:** Client’s overdue support needs to be addressed by payment and/or agreement with the custodial parent.
- **Homeland security issues:** Client can correct inconsistencies in name or Social Security number records to lift a simple records-related suspension.

**For all other information, see the "Legal Help", "Legal Clinics in East Tennessee", and "Social Services Resources" sections of this manual.**

**For more questions or assistance, contact:**
Legal Aid Office, for the nearest office: www.laet.org
Legal Aid Clinics (See Legal Clinics in East Tennessee, below.)
Food Stamps / Supplemental Nutrition Assistance Program (SNAP)

Problem
Clients who have limited income may not be able to purchase sufficient food and beverages. Food stamps / SNAP are available for those who qualify and may be used to offset the cost of food and to increase the purchasing power of low-income clients.

Solutions and Eligibility
The Department of Human Services (DHS) uses a gross and net income test to determine if the client is eligible and, if so, how much the benefit amount should be. DHS will consider your monthly income and expenses (including rent/mortgage, utilities, child support, medical, education, etc.) in making this decision.

Clients should note that they must apply for food stamps. Clients who apply for food stamps in person should also know that they must bring (or submit within 10 days of application) Social Security numbers and proof of identity, citizenship, income, and expenses (rent/mortgage, utilities, child support, medical, education, etc.).

Clients may find the following resources useful:
Apply with the DHS for food stamps or get screened for potential eligibility:
(866)311-4287, (615)743-2000
www.faonlineapp.dhs.tn.gov
www.tn.gov/humanservices/for-families/supplemental-nutrition-assistance-program-snap.html

For all other information, see the "Legal Help", "Legal Clinics in East Tennessee" and "Social Services Resources" sections of this manual.

For more questions or assistance, contact:
Legal Aid Office, for the nearest office: www.laet.org
Legal Aid Clinics (See Legal Clinics in East Tennessee, below.)
Homeless Veterans

Problem
The National Coalition for Homeless Veterans reports that about 12% of the homeless adult population consists of veterans. There are several resources that focus on helping the veteran population transition to housing or find assistance to sustain housing.

Solutions and Eligibility
Depending on the resource listed below, clients must be veterans and sometimes must also be homeless. Please also see the "Legal Service Organizations" and "Social Service Resources" sections in this manual that pertain to veterans and/or housing and homelessness issues.

Clients may find the following resources useful:

Department of Veterans Affairs can make referrals and provide information on veterans’ services: (800)827-1000

East Tennessee Military Affairs Council:
www.etmac.org/html/ local_resources.htm

Homeless Veteran Resource Directory:
www.nrd.gov/resource/detail/13089357/Homeless+Assistance+Resources+-+Tennessee

Home Ownership for the Brave: Tennessee Housing and Urban Development Agency offers a program designed to give relief to veterans in the form of lower mortgage interest rates:
www.thda.org/index.aspx?nid=479

U.S. Housing and Urban Development
www.hud.gov/states/tennessee/homeless/veterans
www.hud.gov/program_offices/comm_planning/veteran_information

For all other information, see the "Legal Help", "Legal Clinics in East Tennessee" and "Social Services Resources" sections of this manual.

For more questions or assistance, contact:
Legal Aid Office, for the nearest office: www.laet.org
Legal Aid Clinics (See Legal Clinics in East Tennessee, below.)
Immigration and Asylum

Problem

Immigration and asylum laws are very complicated and can carry serious consequences for clients who do not comply with statutes. There may be long wait times before decisions on visas, petitions, or other applications are finalized or issued.

Additionally, people may offer services practicing law without a license. These services may be costly and documents may be filed for which the client may not be eligible. These filing can have penalties including sanctions, fraud charges, and bars to relief.

Solutions and Eligibility

All cases involving immigration issues are complex, and application for citizenship can be risky. Always consult with an immigration expert in these types of cases.

People can become lawful permanent residents in many ways: through a relationship with a close family member (parent, spouse, child, or siblings), employment, the “lottery” system, or another special program. Applying for lawful permanent residence through an employer is complicated; applying for entry into the diversity lottery is easier but most applicants don’t win one of the 50,000 visas available. Getting status through a relative can be a very lengthy process, depending on which relative applies for the non-citizen.

Non-citizens have these rights: to speak to an attorney before answering questions or signing documents, have a hearing with an Immigration Judge, have an un-appointed attorney represent them at interviews and hearings, and request release from detention.

If a client wishes to travel outside the U.S., it is advised the client speak with an immigration expert first because even lawful permanent residents and non-citizens may be barred from reentry or swiftly removed due to travel outside the U.S.

Lawful permanent residents (those who hold green cards and are authorized to work) may file petitions for lawful permanent residence for spouses and unmarried children.

The laws involving people from Cuba, Haiti, Guatemala, Nicaragua, El Salvador, and certain Eastern European countries are complicated and involve additional options for those immigrants.
Solutions and Eligibility

Applicants under the Violence Against Women Act (victims of abuse or extreme cruelty by a U.S. citizen, lawful permanent resident spouse, parent, or child), T visa applicants (victims of sex or labor trafficking), or U visa applicants (crime victims) can get permission to work, are eligible for certain federal public benefits that many non-citizens are not, and eventually may become lawful permanent residents.

Applicants who are asylees (those whose petition is based on a “well founded fear” of persecution in their homelands based on race, religion, nationality, political opinion or membership in a social group) or refugees may apply for lawful permanent residence after one year, but there is an annual limit to how many asylees and refugees receive lawful permanent residence after one year.

Clients may find the following resources useful:

**For advocacy services and assistance with immigration proceedings:**

**Catholic Charities of East Tennessee** offers immigration and resettlement advice, assistance in completing forms, and legal representation for obtaining legal status and in deportation proceedings.
To set up an appointment: (865)971-3550
119 Dameron Ave., Knoxville, TN 37917
www.ccetn.org/programs-2/outreach/office-of-immigrant-services

**The Tennessee Coalition to End Domestic and Sexual Violence** offers a legal clinic that provides legal advice and representation to immigrant and trafficked victims of domestic or sexual violence. (615)386-9406, (800)289-9018

**Tennessee Justice for Our Neighbors** offers legal services and guidance on immigration matters to more than 500 clients per year from over 40 different countries. For an appointment: (615)454-6185
Casa Azafran, 2195 Nolensville Pike, Nashville 37211
www.tnjfon.org
Immigration and Asylum

Clients may find the following resources useful:

For advocacy services and assistance with immigration proceedings:

Young Women's Christian Association offers a Victim Advocacy Program with both civil and criminal legal assistance.
(865) 523-6126, English
(865) 523-6126, Spanish
www.ywcaknox.com/programs/vap

For all other information, see the "Legal Help", "Legal Clinics in East Tennessee" and "Social Services Resources" sections of this manual.

For more questions or assistance, contact:
Legal Aid Office, for the nearest office: www.laet.org
Legal Aid Clinics (See Legal Clinics in East Tennessee, below.)
Landlord and Tenant Issues

Problem
Many Tennesseans face landlord-tenant issues due to tensions between both parties’ struggles to meet financial obligations and keep up with demanding responsibilities.

Solutions and Eligibility
If the county has 75,000 or more people, then the Uniform Residential Landlord-Tenant Act (URLTA) applies (Tenn. Code Ann. §§ 66-28-101 et seq.). If the county has less than 75,000 people, URLTA does not apply. In the context of public housing, Tenn. Code Ann. §§ 13-20-101 et seq. applies. A landlord may evict a tenant for non-payment of rent, abnormal damage to the property, or commission of violent acts or behavior on the property. In this case, they must give 14 days’ notice. If the tenant does not correct the behavior, a landlord can terminate the tenancy and file a lawsuit to evict. For all other lease violations, 30 days’ notice is required. If the tenant has committed drug-related activity on the premises of the rental unit, the landlord may give 3 days’ notice. Landlords cannot shut off utilities, lock out tenants, etc. even if the lease says so. To evict, a landlord must go to General Sessions and get a Detainer Warrant to take the tenant to court. Landlords must keep dwellings fit to live in and in good repair.

Clients may find the following resources useful:

To file a complaint as against a landlord in a county of 75,000 people or more:
www.tn.gov/commerce.html

To file a complaint when the property is a member of the Better Business Bureau:
www.knoxville.bbb.org

Tennessee Division of Consumer Affairs Consumer Hotline: (615)741-4737, Monday - Friday, 8:00 a.m. - 4:30 p.m

For all other information, see the "Legal Help", “Legal Clinics in East Tennessee”, "Social Services Resources" and "Mediation Centers" sections of this manual.

For more questions or assistance, contact:
Legal Aid Office, for the nearest office: www.laet.org
Legal Aid Clinics (See Legal Clinics in East Tennessee, below.)
Mental Health and Addiction

Problem

Many low-income families and individuals do not have insurance or do not otherwise have access to mental healthcare or addiction services.

If a client expresses contemplating suicide, the client needs access to professional counseling or medical services.

Clients may find the following resources useful in obtaining access to mental health or addiction services:

The Tennessee Chapter of the National Alliance on Mental Illness offers education, support, and referrals for treatment.
(800)467-3589, ext. 317
www.namitn.org

AGAPE offers a home where adults can get counseling and life skills education and a directory of mental health and addiction recovery services in Tennessee.
(866)720-3784, (865)546-7577
www.theagapecenter.com/Treatment-Centers/Tennessee.htm

National Suicide Hotline
(800)784-2433, (800)273-8255
(888)628-9454, Spanish
For the hearing impaired: (800)799-4889

Alcoholics Anonymous of East Tennessee offers meetings and support services to those struggling with alcohol dependence: Hotline: (800)559-2252, www.etiaa.org

Cherokee Health Services offers clients behavioral and mental health services as well as services for those battling addictions: (866)231-4477, www.cherokeehealth.com

Helen Ross McNabb Center offers mental health care, addiction and co-occurring treatment, recovery, and social services: (800)255-9711, www.mcnabbcenter.org
Mental Health and Addiction

Clients may find the following resources useful in obtaining access to mental health or addiction services:

Mobile Crisis is a 24/7/365 response team for those who are experiencing a mental health emergency, statewide line: (855)CRISIS-1, (855)274-7471, or by county:

Claiborne, Cocke, Grainger, Hamblen, Jefferson, and Union: Cherokee Health Systems Mobile Crisis (800)826-6881

Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Unicoi, and Washington: Frontier Health Mobile Crisis: (877)928-9062

Anderson, Campbell, Morgan, Roane, and Scott: Ridgeview Psychiatric Mobile Crisis (800)834-4178

Blount, Knox, Loudon, Monroe, and Sevier: Helen Ross McNabb Mobile Crisis (865)539-2409

The Tennessee REDLINE, (800)889-9789, is a toll-free information and referral line open 24 hours per day, 7 days a week, providing accurate, up-to-date alcohol, drug, problem gambling, and other addiction information and referrals to all citizens of TN. REDLINE provides referrals for co-occurring alcohol and drug disorders that arise along with mental health disorders. Callers are provided with at least 3 referral sources when possible.

Directory of Knoxville Resources for the Needy:
www.knoxvilletennessee.com/social-svs.html

National Directory of Resources for the Needy:
www.homelesshelterdirectory.org/tennessee.html

Metro Drug Commission offers drug abuse prevention, professional training and public awareness in Knox County: (865)588-5550, www.metrodrug.org
Mental Health and Addiction

Clients may find the following resources useful in obtaining access to mental health or addiction services:

The Tennessee Department of Mental Health and Substance Abuse Services offers services and referrals for those with mental illnesses or with substance abuse issues: (800)560-5767, oca.tdmhsas@tn.gov www.tn.gov/behavioral-health

For all other information, see the "Legal Help", "Legal Clinics in East Tennessee", "Social Services Resources" and "Mediation Centers" sections of this manual.

For more questions or assistance, contact:
Legal Aid Office, for the nearest office: www.laet.org
Legal Aid Clinics (See Legal Clinics in East Tennessee, below.)
Mortgage Fraud and Predatory Lending

Problem

Tennesseans may face legal issues involving foreclosures, predatory lending, and mortgage scams.

Clients may find the following resources useful:

The Tennessee Office of the U.S. Department of Housing and Urban Development can provide information on issues such as fair lending and avoiding foreclosure:
www.hud.gov/states/tennessee/offices

If you need to file a complaint against a mortgage lender, mortgage broker, or home improvement contractor who has engaged in fraudulent or illegal activity with respect to their services, contact:

Tennessee Department of Financial Institutions has the legal responsibility to ensure financial institutions remain fiscally strong and comply with governing authority. (615)741-2236
www.tn.gov/tdfi

Tennessee Department of Commerce and Insurance protects consumers and legitimate business enterprises from unfair and deceptive acts in the conduct of any trade or commerce. (615)741-2241, (615)741-4737, (800)342-8385
www.tn.gov/commerce/consumer-affairs.html

If the wrongdoer is a member of the Better Business Bureau:
www.knoxville.bbb.org

Federal Trade Commission accepts complaints regarding identity theft: (877)382-4357
www.ftc.gov/faq/consumer-protection/submit-consumer-complaint-ftc

For all other information, see the "Legal Help", "Legal Clinics in East Tennessee" and "Social Services Resources" sections of this manual.

For more questions or assistance, contact:
Legal Aid Office, for the nearest office: www.laet.org
Legal Aid Clinics (See Legal Clinics in East Tennessee, below.)
Social Security Disability Benefits

Problem

Clients who have disabilities are often unable to work and earn an income. By applying for Social Security Disability, eligible clients can receive financial assistance to offset their inability to work and earn an income.

Solutions and Eligibility

Clients must apply and meet certain criteria. The applicant must be age 18 or older; not currently be receiving benefits; be unable to work because of a medical condition that is expected to last at least 12 months or result in death; and not have been denied disability benefits in the last 60 days. Depending on certain factors such as work history, the client may be required to fill out multiple forms or applications. If the application was recently denied for medical reasons, the Internet Appeal is a starting point to request a review of the medical determination that was made. Clients must submit medical information, proof of identification and citizenship, employment information (if any), workers compensation information, Social Security number, and financial resource information (i.e. savings accounts).

Clients may find the following resources useful:

For all information on applying, answers to frequently asked questions, and links to apply:
(800)772-1213, 7:00 am - 7:00 pm, for hearing impaired: (800)325-0778
www.ssa.gov/disability
www.ssa.gov/disability/disability_starter_kits_adult_eng.htm

Make an appointment at a local office:
www.secure.ssa.gov/ICON/main.jsp

For all other information, see the "Legal Help", "Legal Clinics in East Tennessee" and "Social Services Resources" sections of this manual.

For more questions or assistance, contact:
Legal Aid Office, for the nearest office: www.laet.org
Legal Aid Clinics (See Legal Clinics in East Tennessee, below.)
Subsidized Housing / Home Ownership

Problem

Many who fall on hard times encounter difficulties in keeping their housing. By turning to subsidized housing or to financial assistance programs for homeowners, clients can avoid losing their homes or suffering without utilities or food.

Solutions and Eligibility

For Public Housing or Housing Choice Vouchers (Section 8), clients must be employed for a full year and make at least $14,500, have no debt to a housing agency, and not have defaulted on a mortgage. There are some exceptions for the elderly or disabled. Clients will need basic information about their rental history and income. There are often waiting lists, and once housing becomes available, the client must pay the greater of 30% of net income or $50 per month.

Clients may find the following resources useful:

Apply for Public Housing or Housing Choice Vouchers (Section 8), contact the local Public Housing Agency:
www.hud.gov/program_offices/field_policy_mgt/localoffices#TN
www.hud.gov/states/tennessee

NeedHelpPayingBills.com provides clients with assistance for payment, settlement, or elimination of bills including medical, housing, energy, and prescription drug bills.
www.needhelppayingbills.com/html/tennessee_assistance_programs.html

Tennessee Housing Development Agency’s Low-Income Home Energy Assistance Program offers one-time financial assistance for those who have immediate heating and cooling needs. Generally, clients must meet or be below 150% of the Poverty Guidelines:
www.thda.org/business-partners/liheap

For all other information, see the “Legal Help”, “Legal Clinics in East Tennessee” and "Social Services Resources" sections of this manual.

For more questions or assistance, contact:
Legal Aid Office, for the nearest office: www.laet.org
Legal Aid Clinics (See Legal Clinics in East Tennessee, below.)
Temporary Assistance for Needy Families or "Families First"

Problem

Families First, the state's Temporary Assistance for Needy Families (TANF) program, is a workforce development and employment program that provides monthly financial assistance to low-income families for a maximum of 5 years. It is temporary with a primary focus on gaining self-sufficiency through employment by providing temporary cash assistance, transportation, child care assistance, educational supports, job training, employment activities, and other support services. Families First cash assistance benefits are issued and accessed electronically using a Benefit Security Card or EBTCard.

Solutions and Eligibility

Generally, clients must complete a Personal Responsibility Plan (PRP), which details that the client will keep children in school, keep their healthcare up to date, cooperate with child support requirements, and participate in work training. The client’s child usually must either be less than 18 (or 19 if still in school) and a U.S. citizen and Tennessee resident. The family must also meet an income test. Legal guardians or relatives (such as a grandparent, aunt/uncle, sister/brother, or cousin) could get Families First if the child meets the other usual conditions and the parent is absent, dead, incapacitated, unemployed, or underemployed. Additionally, women who are at least 6 months pregnant may be eligible for TANF/Families First. There also may be a work requirement of 30 hours per week for adult recipients.

Clients may find the following resources useful:

Apply in person at local DHS Office or online: (866)311-4287
www.tn.gov/humanservices/for-families/families-first-tanf.html
www.tn.gov/humanservices/for-families/families-first-tanf/applying-for-services.html

For all other information, see the "Legal Help", “Legal Clinics in East Tennessee” and "Social Services Resources" sections of this manual.

For more questions or assistance, contact:
Legal Aid Office, for the nearest office: www.laet.org
Legal Aid Clinics (See Legal Clinics in East Tennessee, below.)
Unemployment Benefits

Problem

Clients who have suffered a reduction of hours at work or who have lost their jobs through no fault of their own often struggle to meet their financial obligations. Unemployment benefits can provide clients with financial support while they actively look for new employment. Eligible claims may receive up to $275.00 per week in benefit payments. Qualified Tennesseans are only eligible for a maximum of 26 weeks of unemployment insurance in a year.

Solutions and Eligibility

If the client did not voluntarily quit and was not fired for good cause, it is possible that the client qualifies for unemployment benefits. The client must be available to work (the client is physically able to work, has a way to get to work, and is ready to accept a job) and must be actively seeking employment. Clients will need to have information regarding their last employer, information on the circumstances of the termination of employment, work history details, and a Social Security number.

Clients may find the following resources useful:

Apply for unemployment benefits:
(844)224- 5818
www.jobs4tn.gov
www.tn.gov/workforce/unemployment/apply-for-benefits.html
www.tn.gov/workforce/unemployment/apply-for-benefits-redirect-2/online-application.html

If a person is fired because of race, age, sex, handicap, or for participating in a protected activity such as filing a grievance or participating in a workplace investigation, that person should contact the Equal Employment Opportunity Commission (EEOC), (800)669-4000.

For all other information, see the "Legal Help", "Legal Clinics in East Tennessee" and "Social Services Resources" sections of this manual.

For more questions or assistance, contact:
Legal Aid Office, for the nearest office: www.laet.org
Legal Aid Clinics (See Legal Clinics in East Tennessee, below.)
Garnishment and Levy

Problem
Clients may face a garnishment or levy when they are behind on their financial obligations. A garnishment or levy might be placed on income, property, legal judgments, bank accounts, tax refunds, and more. However, a garnishment or levy might also lead to an inability to pay for essentials such as food or housing.

Solutions and Eligibility
There are limits to the amount that can be garnished, and there are several steps a client can take to lessen the impact of a garnishment. For debts that are not related to taxes, bankruptcy, or support of another person, the maximum is the lesser of 25% of disposable wages, or the amount by which weekly wages are over 30 times the federal minimum wage. The garnishment may not be made on public benefits such as disability benefits or Families First.

Clients may find the following resources useful:

Make a Motion to Pay by Installment (sometimes called a “slow pay”):
Visit the Court Clerk where the client was sued over the debt. The clerk will need information from the client, including the debt amount, how much has already been paid, the case number, and contact information for the person who sued over the debt. The case will usually be brought back to court.

Self-help informational brochure on garnishment issues:
www.laet.org/legal-information/ - choose from the menu “stopping garnishment”

File a Personal Property Exemption form with the Court Clerk to protect up to $10,000 of property and up to $217.50 per week of wages. The clerk should have these forms at the courthouse. See the brochure mentioned above.

For all other information, see the “Legal Help”, “Legal Clinics in East Tennessee”, "Social Services Resources" and "Mediation Centers" sections of this manual.

For more questions or assistance, contact:
Legal Aid Office, for the nearest office: www.laet.org
Legal Aid Clinics (See Legal Clinics in East Tennessee, below.)
Legal Clinics Offered in East Tennessee

Access to Justice maintains a comprehensive list of all clinics across the state.

Tennessee Faith & Justice Alliance publishes a monthly clinic list.

Both are available online:
www.justiceforalltn.com/resource/legal-clinics-tennessee

Contact the Pro Bono Coordinator at ATJInfo@tncourts.gov if you know of a clinic that is not included in the lists or if you have updated information on a clinic.

SAMPLE Monthly Clinic List

Tennessee Faith & Justice Alliance

West TN Legal Clinics
- 10:30 a.m. - 12:30 p.m. Selected Army Clinics
- 1:30 p.m. - 3:30 p.m. Overton County Law Office

Middle TN Legal Clinics
- 10:30 a.m. - 12:30 p.m. Grandview Clinic
- 1:30 p.m. - 3:30 p.m. Grandview Clinic

East TN Legal Clinics
- 10:30 a.m. - 12:30 p.m. Blount Co. Court

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Nine externs from the Legal Aid Society of the Nashville School of Law were selected for an inaugural externship project to remotely update the Tennessee Faith & Justice Alliance Manuals for East, Middle, and West Tennessee, which had not had a comprehensive update since 2014. Following an initial orientation meeting, the externs were divided into three teams, with required reporting of an average of 5 hours per person every two weeks, supervised by the Access to Justice Pro Bono Coordinator. Work was completed via track changes in Google Docs and was reviewed and approved by the Pro Bono Coordinator. The externs finalized the content updates to the manuals in Summer 2018, and the manuals were then given a comprehensive aesthetic overhaul over the following months. A celebration was held in honor of the externs on May 30th, 2018, for which Justice Connie Clark was an honored guest.

Front row (left to right): Stephanie Brake, Shakira King, Pooja Bery (President of Nashville School of Law Legal Aid Society), Jeannie Naujeck, Justice Cornelia A. Clark, Bettina LaBoy Reed (Vice President of Nashville School of Law Legal Aid Society)
Back row (left to right): Nathan Rogers, Robert Marks, Dylan Bruner
Not pictured: Blake Taylor, Bobbie Jean Lamar