Tennessee Faith & Justice Alliance

Volunteer Lawyer Manual Middle Tennessee Edition Spring 2018

This Manual is brought to you courtesy of the Faith-Based Initiative of the Tennessee Supreme Court Access to Justice Commission and the Nashville School of Law Legal Aid Society ATJ Extern Class of Spring 2018.
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.
Legal Aid Society of Middle Tennessee and the Cumberlands (LASMTC)

Services: LASMTC provides numerous beneficial services for people in Middle Tennessee, including assistance with legal matters, free monthly legal help clinics, and informational self-help brochures on legal issues that are available online. Its Volunteer Lawyers Program can assist clients with legal matters involving families (involving domestic violence), employment (federal income tax disagreements, wage claims, discrimination, and job training courses), health (TennCare, Medicaid, Medicare), elder (nursing home issues, living wills, powers of attorney, and some simple wills), housing (section 8 or public housing, evictions, foreclosures, rental issues, unfair loans, homeowner counseling), public benefits (SSI, Families First, food stamps, and unemployment), and financial issues (debt relief, problems with payday loans or student loans, illegal collection methods, and bankruptcy).

Eligibility: Clients who meet financial guidelines for low-income households are eligible for assistance from LASMTC.

Contact: Please have referrals call before they come in, 8:00 a.m. - 4:30 p.m.
(800)238-1443, (615)244-6610
1321 Murfreesboro Pike, Suite 400, Nashville, TN 37217
www.las.org
Links to booklets, clinic dates and times, etc: www.las.org/find-help
Office locations: www.las.org/what-we-do/counties-we-serve

Compassionate Counsel

Services: Compassionate Counsel is a Christian legal aid ministry that offers free legal advice, guidance, and in select cases, representation to those unable to pay for such services. The organization holds a bi-monthly legal clinic at The Babb Center, 105 Music Village Blvd. in Hendersonville. There is also a monthly clinic held at the Nashville Rescue Mission on the second Saturday from 9:00 am to 12:00 pm. See the Legal Clinic List for more information.

Contact: (615)933-8109
www.compassionatecounsel.org
General Legal Help

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

Nashville Lawyer Referral Service

Services: If a client thinks they may have a legal issue or need an attorney, the client may call and get referrals to appropriate resources. Note that there may be a small fee involved depending on the type of legal issue.

Contact: (615)242-6546
www.lawyer-referral.nashvillebar.org

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.

http://tn.freelegalanswers.org/ is a statewide online free legal advice clinic for low-income Tennesseans who might otherwise fall through the cracks of receiving legal assistance. Qualifying users can post questions about their civil legal needs and receive basic legal information and advice from attorneys. The goals of this project are to increase access to justice for low-income Tennesseans, particularly in rural areas and to remove barriers to attorneys providing pro bono services.

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

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

Sexual Assault Center of Nashville, Tennessee

**Services:** The Sexual Assault Center of Nashville, Tennessee provides services for victims and survivors of sexual assault and abuse, including victim advocacy, resource referrals, education, and a crisis hotline. The crisis and support line is available 24 hours a day for anyone in need of support, referrals, or information for themselves or someone they know, including assistance immediately following a sexual assault.

**Contact:** (615)259-9055, 24-hour crisis hotline (800)879-1999
www.sacenter.org
Domestic Violence and/or Immigration

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. They take 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 may receive help with immigration issues as well. The Coalition also provides some emergency services regardless of immigration status.

Contact: (615)386-9406, (800)289-9018, Tuesdays or Thursdays, 8:30 am - 12:30 pm to complete an intake, sthomas@tncoalition.org
2 International Drive, Suite 425, Nashville, TN 37217
www.tncoalition.org/#/findhelp.html
www.tncoalition.org

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 offers victim advocacy, bilingual services, safety planning and crisis intervention, education on domestic violence, referrals, and more.

Contact: Crisis & Support Helpline (800)334-4628
1608 Woodmont Boulevard, Nashville, TN 37215 (mailing only, physical address is confidential)
www.ywcanashville.com
Elder

Council on Aging of Middle Tennessee

Services: The Council on Aging of Middle TN addresses the unmet needs of older adults and caregivers through information, advocacy, and education as well as by being a catalyst for comprehensive solutions. It publishes a comprehensive directory of free services for seniors and caregivers that can be found at any public library or on the organization’s website.

Contact: (615) 353-4235, info@councilonaging-midtn.org
95 White Bridge Road, Suite 114, Nashville, TN 37205
www.coamidtn.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.

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](http://www.tnmedicarehelp.com)

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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](http://www.beta.samhsa.gov/find-help)  
[www.findtreatment.samhsa.gov](http://www.findtreatment.samhsa.gov)  
[www.beta.samhsa.gov/grants](http://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 under 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

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
Housing and Homelessness

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

Project Connect Nashville

**Services:** Project Connect Nashville was founded in 2013 to bring hope to the hurting community of Madison. Its purpose is to build relationships with individuals who are stuck in the cycle of poverty and connect them to the faith community by providing knowledge, skills, and encouragement through relationships and connecting them to the church that will walk with them throughout life’s joys and struggles.

**Contact:** www.projectconnectnashville.org
Housing and Homelessness

Tennessee Fair Housing Council

Services: The Council takes complaints of housing discrimination, investigates those claims, counsels the clients, and, in certain cases, provides representation.

Eligibility: The Council serves the counties of Cheatham, Davidson, Dickson, Rutherford, Sumner, Williamson, and Wilson.

Contact: (615)874-2344
www.tennfairhousing.org

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

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Immigration

Catholic Charities

**Services:** Catholic Charities provides assistance focusing on children, the Hispanic community, seniors, immigrants, refugees, and more. Services include assistance completing forms, obtaining resources, education, financial literacy, parenting education, crisis intervention, case management, referrals, interpreter services, counseling, and adoption services.

**Contact:** DonnaGann, (615)760-2778, dgann@cctenn.org  
www.cctenn.org  
2806 McGavock Pike, Nashville, TN 37214

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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
Immigration

Southern Migrant Legal Services (SMLS)

Services: SMLS 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

Operation Stand Down Tennessee

Services: Operation Stand Down Tennessee is a registered 501(c)(3) that helps veterans and their families through services, including employment assistance, VA benefits assistance, networking, housing, and more.

Contact: Nashville campus (615)248-1981
1125 12th Avenue South, Nashville, TN 37203
Clarksville campus (931)896-2184
400 Madison Street, Clarksville, TN 37040
www.osdtn.org

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

Mid-South Mediation Services

**Services:** Mid-South Mediation Services offers mediation and training as an alternative to traditional conflict resolution, including Victim Offender Reconciliation Programs (VORP).

**Contact:** Mary Ellen Bowen, Executive Director, (931)796-0487, vorp7@hotmail.com
P.O. Box 13, Hohenwald, TN 38462
www.midsouthmediationservices.org

Nashville Conflict Resolution Center

**Services:** The Nashville Conflict Resolution Center provides Davidson County residents free and sliding-scale mediation services as an alternative to court.

**Contact:** Sara Figal, Executive Director, (615)333-8400, info@nashvilleconflict.org
4732 W. Longdale Drive, Nashville, TN 37211
www.nashvilleconflict.org

Southeast Tennessee Human Resource Agency (SETHRA)

**Services:** Part of the Tennessee Human Resources Agency and Tennessee Association of Community Action, SETHRA provides many services, including VORP (Victim Offender Reconciliation Program), 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
Mediation Centers

The Mediation Center of Columbia

**Services:** The Mediation Center of Columbia provides affordable mediation services, as well as free services to indigent clients and those referred through the juvenile court.

**Contact:** Beth Oschak Tarter, Executive Director, (931)840-5583, info@columbiamediation.org
One Public Square, Suite 10, Columbia, TN 38401
www.columbiamediation.org

Victim Offender Reconciliation Program (VORP) of Crossville

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

**Contact:** (931)484-0972, ryoung@vorpmediation.org
584 Highway 70, East Crossville, TN 38555
www.vorpmediation.org
Social Services Resources

General Social Service Help

Metropolitan Social Services

Services: This department of Nashville-Davidson County Metro government provides information, referrals, counseling, case management, homeless services, senior nutrition, burial services, planning, and coordination.

Contact: Renee Pratt, Executive Director, (615)862-6458
800 2nd Avenue North, Nashville, TN 37201
www.nashville.gov/Social-Services

Mid-Cumberland Human Resource Agency

Services: The non-profit agency provides non-medical in-home support services for seniors and disabled individuals. It also administers Meals-On-Wheels and provides rural public transit throughout all 12 Middle Tennessee counties, with a priority on transportation for medical appointments.

Contact: (615)331-6033
1101 Kermit Drive, Suite 300, Nashville, TN 37217
www.mchra.com

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 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 services 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

Apprisen

Services: Apprisen provides credit counseling and debtor education information from the United States Department of Justice. Financial counseling services are available in English and Spanish.

Contact: (615)777-3404, (800)355-2227
1101 Kermit Drive, Suite 204, Nashville, TN 37217
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

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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

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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

Grace Empowered

**Services:** Grace Empowered is a court-ordered prostitution intervention program operated by the Nashville-Davidson County Office of the District Attorney General. Participants of Grace Empowered can have their charges dismissed upon completion of classes that address issues such as drug addiction, trauma, and the health and safety implications of prostitution.

**Eligibility:** The four-hour program is offered eight times each year to women and men charged with misdemeanor prostitution.

**Contact:** Deb Smith (615)862-5500, daweb@jis.nashville.org
www.da.nashville.gov/grace-empowered

Kymari House

**Services:** Located in Murfreesboro, Kymari House provides a secure, monitored location where families can complete visitation hours with their children. Parents are highly supervised and records are kept of activities.

**Contact:** (615)956-6106, kymarihouse@gmail.com
www.kymarihouse.org
Domestic Violence and Sexual Assault

Magdalene House/Thistle Farms

**Services:** Magdalene is a residential program for women in recovery from prostitution, trafficking, addiction, and homelessness. Magdalene does not provide emergency shelter.

**Eligibility:** Participants must apply to be part of the program.

**Contact:** (615)320-5325  
www.thistlefarms.org/pages/magdalene-residential-program

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
Domestic Violence and Sexual Assault

**The Family Center**

**Services:** The Family Center guides and supports parents and children coping with abuse, neglect, and trauma through parent education classes and in-home coaching.

**Contact:** (615)333-2644 (Nashville)
139 Thompson Lane, Nashville, TN 37211
(615)890-4673 (Murfreesboro)
115 Heritage Park Drive, Murfreesboro, TN 37129
www.familycentertn.org

**Elder**

**Council on Aging of Greater Nashville**

**Services:** The Council is a source for impartial and unbiased advice on the resources available to older adults in Middle Tennessee.

**Contact:** (615)353-4235, 9:00 am - 1:00 pm, M-F
95 White Bridge Road, Suite 114, Nashville, TN 37205
www.coamidtn.org
directory.coamidtn.org

**Mid-Cumberland Human Resource Agency**

**Services:** The organization provides non-medical in-home support services for seniors and disabled individuals. It also administers a Meals-On-Wheels program and provides rural public transit throughout all 12 Middle Tennessee counties, with a focus on providing transportation for medical appointments.

**Contact:** (615)331-6033
1101 Kermit Drive, Suite 300, Nashville, TN 37217
www.mchra.com
Elder

Tennessee Area Agencies on Aging and Disability

Services: This resource plans and provides programs and services for older Tennesseans, as well as those with disabilities. Visit the website for a list of county resources.

Contact: www.state.tn.us/comaging/localarea.html

Tennessee Human Resource Agency (TNHRA)

Services: TNHRA provides local aging programs that provide information and services on a range of assistance for older adults and those who care for them. There are two Tennessee HRAs: the Northwest Tennessee HRA and the Southwest HRA. Northwest Tennessee HRA provides transportation services to those in the northwestern part of the state. The Southwest HRA offers more services including transportation, weatherization assistance, help to the homeless, food and energy assistance, help for the elderly, and more.

Contact: Northwest Tennessee HRA - (731)587-4213, www.nwtddhra.org
Southwest HRA, (731)989-5111, www.swhra.org

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
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 served are 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. Health 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
Healthcare

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

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

Ronald McDonald House Charities of Nashville, Tennessee

**Services:** The Ronald McDonald House 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.

**Contact:** (615)343-4000
2144 Fairfax Avenue, Nashville, TN 37212
www.rmhc.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

Nashville Rescue Mission

Services: Nashville Rescue Mission serves the homeless population of Middle Tennessee by offering emergency services such as food, clothing, shelter, and case management. It also offers Life Recovery, a holistic, faith-based counseling program to help the needy achieve independence.

Contact: (615) 255-2475
639 Lafayette Street, Nashville, TN 37203 (mailing/men’s campus)
1716 Rosa L. Parks Boulevard, Nashville, TN 37208 (women’s campus)
www.nashvillerescuemission.org

Room in the Inn’s Campus for Human Development

Services: The Campus provides the homeless with services to both meet emergency needs and help them achieve independence. Services offered include the following: food, overnight shelter, a day center, transitional and permanent housing assistance, veterans’ drop-in center, personal care and hygiene aid, work training, storage, education, referrals, transportation, prescription filling, public benefits, and legal assistance.

Contact: (615) 251-9791, info@roomintheinn.org
705 Drexel Street, Nashville, TN 37203
www.roomintheinn.org
Housing and Homelessness

Tennessee Fair Housing Council (TFHC)

Services: The TFHC is a private, non-profit advocacy organization whose mission is to eliminate housing discrimination throughout Tennessee. The TFHC provides education and advocacy and takes complaints from individuals who believe they are experiencing or have experienced housing discrimination. Work with individual clients may include negotiating disability-related accommodations with landlords. The agency may provide legal representation to individuals who wish to file an administrative complaint or lawsuit.

Eligibility: Its enforcement program is based in Nashville and concentrates on Davidson, Cheatham, Dickson, Rutherford, Sumner, Williamson, and Wilson Counties.

Contact: (615)874-2344
www.tennfairhousing.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 five 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
Housing and Homelessness

Tennessee Housing Resource Directory

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

**Contact:** (877)428-8844, 8:00 am - 7:00 pm CST, Monday - Friday, tnhousingresource@socialserve.com
www.tnhousingresource.org

Learning and Library

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 facing post-traumatic stress disorder and other invisible wounds of war, 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 helpline, free therapy services, online seminars, and friendship with those who are facing similar challenges.

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

National Call Center for Homeless Veterans

**Services:** Created by the Department of Veterans Affairs, 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, Tennessee 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 Society Pamphlets and Information Online

**Services:** The Legal Aid Society provides informational pamphlets and links on helping oneself in civil matters. Call or visit the local Legal Aid Society office for an informational pamphlet on a particular legal issue. Currently, Legal Aid Society 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
www.las.org/find-help

Self Help Center, Administrative Office of the Courts

**Services:** The Self Help Center website provides information and videos about the following: the 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

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:** Tennessee Free Legal Answers is administered by the Tennessee Alliance for Legal Services. 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/Contact
www.tn.freelegalanswers.org/
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)
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
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
Walk-in hours: M, W, F, 8:00 am - 4:00 pm; T and Th, 8:00 am - 6:00 pm. Holidays excluded.
www.tn.gov/health/health-program-areas/vital-records.html

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

For more questions or assistance, contact:
Legal Aid Office, for the nearest office: (800)238-1443, www.las.org
Legal Aid Clinics (See Legal Clinics in Middle Tennessee, below.)
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.

To set up online payments:
www.tn.smartchildsupport.com
Child Support and Family Issues

Clients who are paying may find the following resources useful:

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:

Kymari House, (615)956-6106, provides a secure location for parents to meet so that one parent can have visitation hours in a secure location where a supervising monitor keeps records of the activities.
www.kymarihouse.org/schedule-your-visit

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

For more questions or assistance, contact:
Legal Aid Office: for the nearest office - (800)238-1443, www.las.org
Legal Aid Clinics (See Legal Clinics in Middle 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.

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 Middle Tennessee", "Social Services Resources" and "Mediation Centers" sections of this manual.

For more questions or assistance, contact:
Legal Aid Office; for the nearest office - (800)238-1443, www.las.org
Legal Aid Clinics (See Legal Clinics in Middle 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 one 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:
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

Contact your local 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
Criminal Issues and Expungement

Clients might find the following resources useful:

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

For those who are forced into or who are patrons of sex work, trafficking, etc., see the clinic list for the Hannah Project and John’s School in the “Legal Clinics in Middle Tennessee” section of this manual.

Music City Community Court has several initiatives focused on diversion and preventative justice, including expungement clinics. www.gscourt.nashville.gov/community-court

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

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

For more questions or assistance, contact:
Legal Aid Office; for the nearest office - (800) 238-1443, www.las.org
Legal Aid Clinics (See Legal Clinics in Middle 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

Develop a personal safety plan:

Jean Crowe Advocacy Center
(615)862-4767
100 James Robertson Pkwy #114, Nashville, TN 37201

For information regarding teen dating violence:

For information to help your client stay safe:
Domestic and Dating Violence

Clients might find the following resources useful:

**Information on Orders of Protection:**

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

**Informational brochure to prepare a client for an Order of Protection Hearing:**

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

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

**Informational brochure on divorce:**
www.las.org/booklets/family_problems/divorce

**Victim advocacy services and emergency shelters:**

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

**For more questions or assistance, contact:**
Legal Aid Office; for the nearest office - (800)238-1443, www.las.org
Legal Aid Clinics (See Legal Clinics in Middle 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
www.tn.gov/safety/driver-services.html
www.tn.gov/safety/driver-services/classd/dlrenew.html

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

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

Driver License Reinstatement Office
(866)903-7357, 8:00 am - 4:30 pm CST
1601 Murfreesboro Road, Nashville, TN 37217

Check and pay outstanding requirements and fees:
www.tn.gov/safety/driver-services/locations.html

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

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

Clients may find the following resources useful:

- **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 Middle Tennessee” and "Social Services Resources" sections of this manual.

- **For more questions or assistance, contact:**
  Legal Aid Office; for the nearest office - (800)238-1443, www.las.org
  Legal Aid Clinics (See Legal Clinics in Middle 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.tn.gov/content/tn/humanservices/for-families/supplemental-nutritionassistance-program-snap/office-locator-family-assistance.html
www.tn.gov/humanservices/for-families/supplemental-nutrition-assistance-program-snap/applying-for-services.html
www.tn.gov/humanservices/for-families/supplemental-nutrition-assistance-program-snap.html

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

For more questions or assistance, contact:
Legal Aid Office; for the nearest office - (800)238-1443, www.las.org
Legal Aid Clinics (See Legal Clinics in Middle 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.

Clients may find the following resources useful:

- **Department of Veterans Affairs** can make referrals and provide information on veterans' services:
  (615)741-2931


- **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
  www.thda.org/homebuyers/military

- **U.S. Housing and Urban Development** offers a variety of resources for those who are homeless or at risk to become homeless:
  www.hud.gov/program_offices/comm_planning/veteran_information
  www.hud.gov/states/tennessee/homeless/veterans

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

For more questions or assistance, contact:
Legal Aid Office; for the nearest office - (800)238-1443, www.las.org
Legal Aid Clinics (See Legal Clinics in Middle 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.
Immigration and Asylum

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:**

The Tennessee Immigrant & Refugee Coalition (TIRRC) offers legal clinics and screenings, assistance with document preparation including applications for citizenship, deportation defense and support, ESL classes, community education, and numerous other resources and referrals for those new to the U.S.

(615)833-0384
Casa Azafran, 2195 Nolensville Pike, Nashville, TN 37211
www.tnimmigrant.org

Catholic Charities of Tennessee Immigration Services offers immigration and resettlement advice, assistance in completing forms, and legal representation for obtaining legal status and in deportation proceedings. It also administers the state refugee resettlement program, Tennessee Office for Refugees.

To set up an appointment: (615)352-3087
2806 McGavock Pike, Nashville, TN 37214
www.cctenn.org
Immigration and Asylum

Clients may find the following resources useful:

For advocacy services and assistance with immigration proceedings:

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

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

For more questions or assistance, contact:
Legal Aid Office: for the nearest office - (800)238-1443, www.las.org
Legal Aid Clinics (See Legal Clinics in Middle Tennessee, below.)
Landlord and Tenant Issues

Problem
Rent costs in Middle Tennessee have greatly exceeded wage growth in recent years, creating a tight rental market. 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, the landlord 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. Landlords must keep dwellings fit to live in and in good repair. To evict, a landlord must go to General Sessions and get a Detainer Warrant to take the tenant to court.

Clients may find the following resources useful:

To file a complaint about an unsafe dwelling:
Davidson County, call Metro Codes Administration: (615)862-6590
Williamson County, call Building Codes: (615)790-5718
Sumner County, call the Codes Department: (615)452-1467
Rutherford County, call Building Codes: (615)898-7734

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

Clients may find the following resources useful:

To file a complaint when the property is a member of the Better Business Bureau: (615)242-4222
www.nashville.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 Middle Tennessee", "Social Services Resources" and "Mediation Centers" sections of this manual.

For more questions or assistance, contact:
Legal Aid Office; for the nearest office - (800)238-1443, www.las.org
Legal Aid Clinics (See Legal Clinics in Middle 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
namitn.org

**Nashville Behavioral Health Services Screening Program** provides free counseling services, screenings, and referrals for those with mental or behavioral health issues. Appointments are preferred.
Lentz Public Health Center, M - F, (615)340-2172
2500 Charlotte Avenue, Nashville, TN 37219

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

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.
Mental Health and Addiction

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

**Tennessee Department of Mental Health & Substance Abuse Services** offers services and referrals for those with mental health or with substance abuse issues, as well as help with housing and employment. 
(800)560-5767, oca.tdmhsas@tn.gov
www.tn.gov/behavioral-health

**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:

Bedford, Cheatham, Coffee, Dickson, Franklin, Giles, Hickman, Houston, Humphreys, Lawrence, Lewis, Lincoln, Marshall, Maury, Montgomery, Moore, Perry, Robertson, Stewart, Wayne: **Centerstone Community Mental Health Center**, (800)681-7444

Davidson: **Davidson County Crisis Line for Mental Health**, (615)726-0125, **Mental Health Cooperative**, (615)726-3340


**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

**Alcoholics Anonymous of Middle Tennessee** offers meetings and support services to those struggling with alcohol dependence. 
Hotline: (615)831-1050, (800)559-2252
Meeting schedule and support services: www.aanashville.org

**National Directory of Resources for the Needy**
www.homelessshelterdirectory.org/tennessee.html
Mental Health and Addiction

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

**Nashville Rescue Mission** provides recovery, counseling, faith-based substance abuse treatment services for those who are chemically dependent. (615)255-2475 www.nashvillerescuemission.org

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

For more questions or assistance, contact:
Legal Aid Office; for the nearest office - (800)238-1443, www.las.org
Legal Aid Clinics (See Legal Clinics in Middle 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 ensures that Tennessee 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

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

If the wrongdoer is a member of the Better Business Bureau: (615)242-4222
www.nashville.bbb.org

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

For more questions or assistance, contact:
Legal Aid Office; for the nearest office - (800)238-1443, www.las.org
Legal Aid Clinics (See Legal Clinics in Middle 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. 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). Depending on certain factors such as work history, the client may be required to fill out multiple forms or applications.

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 Middle Tennessee", "Social Services Resources" and "Mediation Centers" sections of this manual.

For more questions or assistance, contact:
Legal Aid Office; for the nearest office - (800)238-1443, www.las.org
Legal Aid Clinics (See Legal Clinics in Middle 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):
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 Middle Tennessee” and "Social Services Resources" sections of this manual.

For more questions or assistance, contact:
Legal Aid Office; for the nearest office - (800)238-1443, www.las.org
Legal Aid Clinics (See Legal Clinics in Middle 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 EBT Card.

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: (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 Middle Tennessee” and "Social Services Resources" sections of this manual.

For more questions or assistance, contact:
Legal Aid Office; for the nearest office - (800)238-1443, www.las.org
Legal Aid Clinics (See Legal Clinics in Middle 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 Middle Tennessee" and "Social Services Resources" sections of this manual.

For more questions or assistance, contact:
Legal Aid Office; for the nearest office - (800)238-1443, www.las.org
Legal Aid Clinics (See Legal Clinics in Middle 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 Middle Tennessee”, “Social Services Resources” and “Mediation Centers” sections of this manual.

For more questions or assistance, contact:
Legal Aid Office; for the nearest office - (800) 238-1443, www.las.org
Legal Aid Clinics (See Legal Clinics in Middle Tennessee, below.)
Legal Clinics Offered in Middle 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
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Special Thanks to the Nashville School of Law
Access to Justice Externs Class of Spring 2018

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