



## **CONTACT of Knoxville, Inc.**

PO Box 11234  
Knoxville, TN 37939

**Phone** 865-523-9108  
**Contact(s)** Colleen Hayzen; Melissa Woodruff  
**Email** contactofknoxville@safeaccess.com

**Agency Type:** Non Profit

**Clients served:** M/F; All Ages

**Service Areas:** Nine Counties

**Form of payment and terms:** N/A

**Services Provided:** ➤ 24 Hour Listening Support

**Organization Overview** Contact of Knoxville, Inc. is a non-profit, confidential, 24-hour crisis and suicide prevention Helpline. The phones are operated by volunteers who provide a listening ear to people who may be: hurting in any way, lonely, mentally or physically ill, suicidal, addicted to drugs or alcohol, or abused.

Listed Programs:

Crisis and Suicide – An objective, non-judgemental listener helps a caller find new meaning, clarity of purpose, and hope to continue his or her life's journey.

Kid Kall and Teen Talk – Offers support, and if necessary, interventions and referrals, to scared and confused teens.

Parent Helpline – CONTACT refers callers to appropriate area agencies, such as shelters, counselors, and emergency services.

Reassurance – CONTACT makes daily calls to elderly shut-ins to check up on them, and, if necessary, to remind them to take their medications.

Community Outreach – CONTACT offers the community training in effective listening skills, as well as workshops to educate and promote awareness of mental illnesses.



## East Tennessee Intergroup

1409 Magnolia Avenue  
Knoxville, TN 37917

**Phone** 865-974-9888

**Hotline** 865-522-9667

**Web address** [www.korrnet.org/etaa](http://www.korrnet.org/etaa)

**Agency Type:** Alcoholics Anonymous

**Clients served:** All ages

**Service Areas:** East Tennessee

**Form of payment and terms:** N/A

**Services Provided:**

- Crisis Intervention – Hotline
- Various Meeting Times and Places

**Outreach Activities:**

- Informational Resources/Literature
- Speakers

**Organization Overview** Intergroup provides AA-approved literature concerning alcoholism as well as meeting schedules for the surrounding area. The crisis hotline provides individual support and assistance.



**Holston Home for Children**  
Holston Family Services

9915 Kingston Pike, Suite D  
Knoxville, TN 37922

**Phone** 865-691-9963

**Fax** 865-691-6541

**Contact(s)** Martha or Jeannia

**Email** [fsc@holstonhome.org](mailto:fsc@holstonhome.org)

**Agency Type:** Non Profit

**Organization Overview** The Holston Home for Children handles:

- Special Needs Adoption
- International Adoptions
- Domestic Adoptions
- Foster Care of Children for the Department of Children's Services



## **John Tarleton Home**

2455 Sutherland Avenue  
Knoxville, TN 37919

**Phone** 865-215-6300

**Fax** 865-215-6374

**Contact(s)** Melanye Jester, Holly Romig

- Agency Type:** Level 1 Group Home
- Clients served:** M/F; Infant – 21 years
- Service Areas:** Knox and Surrounding Counties
- Is agency on TennCare plan?**  Yes  
 No
- Services Provided:**
- ATOD
  - Education Groups meet twice monthly



## **Knox Area Rescue Ministries**

418 N Broadway  
Knoxville, TN 37917

**Phone** 865-673-6550  
**Fax** 865-673-6562  
**Contact** Gabrielle Cline, Director of Client Services

**Agency Type:** Non Profit  
**Clients served:** M/F; Adults  
**Service Areas:** Knox and Surrounding Counties  
**Form of payment and terms:** Free

**Services Provided:**

- Recovery services are offered to clients in our shelter environment
- Dual Diagnosis
- Intervention
- Assessment
- Relapse Prevention

**Organization Overview** Knox Area Rescue Ministries offers shelter and services to the poor and needy of the Knoxville area. Our recovery program aims to help clients overcome a variety of life-dominating issues (such as alcohol and drug addiction, mental health issues, relationship problems, and lack of life skills) that have led to the need for shelter services. Recovery services are offered in three separate programs: men's program, family program and single women's program. Services are offered in a Christian environment and are provided free-of-charge.



**MAPP**  
**Maintaining and Adjustment for Probationers and Parolees**  
Child & Family Tennessee

901 E Summit Hill Drive  
Knoxville, TN 37915

**Phone** 865-524-7483  
865-524-4790  
**Contact** David Pittman  
**Web Address** [www.child-family.org](http://www.child-family.org)

**Agency Type:** Case Management  
**Clients served:** Probationers and Parolees  
**Service Areas:** Knoxville  
**Form of payment and terms:** N/A  
**Services Provided:** ➤ Intensive Case Management



**MEN**  
**Managing Emotions Nonviolently**  
Child & Family Tennessee

901 E Summit Hill Drive  
Knoxville, TN 37915

**Phone** 865-524-7483  
865-524-4790

**Contact** Tom Hale

**Web Address** [www.child-family.org](http://www.child-family.org)

**Agency Type:** Group Counseling and Instruction Program

**Clients served:** M; 18 and older

**Service Areas:** 16 Surrounding Counties

**Form of payment and terms:** Sliding Scale

**Is agency on TennCare plan?**  Yes

No

**Services Provided:**

- Anger Management
- Ensure Safety of Victims of Domestic Violence and Abuse



## Mobile Crisis Unit

6800 Baum Drive  
Knoxville, TN 37919

**Phone** 865-539-2409  
**Fax** 865-330-8138  
**Contact** Vickie R Fraser, MS, Ncc, LPC

**Agency Type:** Crisis Service

**Clients served:** M/F; All Ages

**Service Areas:** Knox, Blount, Sevier, Loudon and Monroe  
Counties

**Form of payment and terms:** N/A

**Services Provided:**

- Crisis Services
- Assessment



## **PARTNERS Family Services Counseling** Child & Family Tennessee

901 E Summit Hill Drive  
Knoxville, TN 37915

**Phone** 865-544-0053  
**Fax** 865-521-5631  
**Contact** Sheila Treece-Bradley  
**Web Address** [www.child-family.org](http://www.child-family.org)

**Agency Type:** Non Profit

**Clients served:** Participants in the Families First Program

**Service Areas:** 16 Surrounding Counties

**Form of payment and terms:** N/A

**Services Provided:**

- Advocacy
- Assessments
- Individual and/or Family Counseling
- Referrals
- Specialized Case Managers
- Support Groups

**Organization Overview** The purpose of PARTNERS is to identify and address barriers that may prevent Families First participants from achieving self-sufficiency. To empower participants who are having difficulty in their goal to end dependency on welfare. Primary areas of focus may include:

- Domestic Violence
- Learning Disabilities
- Mental Health Issues
- Substance Abuse



## Reflections Treatment Agency

5908 Lyons View  
Knoxville, TN 37919

**Phone** 865-584-5630

**Fax** 865-584-5670

**Contact(s)** Dr. Jean Schaid, Facility Administrator  
David Brooks, Program Director

**Agency Type:** Non Profit

**Clients served:** Male; 13 – 19 years

**Service Areas:** East Tennessee

**Form of payment and terms:**

**Is agency on TennCare plan?**  Yes – TBH

No

**Services Provided:**

- Residential Treatment for Juvenile Sex Offenders