

Education

- **Stepping Out**-423-318-0999
- **Hamblen Board of Education**-423-586-7700
- **Hamblen Adult Education**- 423-317-1060
- **HC EXCEL & HC P-16 & Ready by 6**-423-581-5334
- **Douglas-Cherokee Education Center**-423-581-5420
- **Head Start (DCEA)**-423-587-4501
- **Early Head Start**-423-586-7525
- **STEP**-800-280-7837
- **TCAT**-423-586-5771
- **Walters State Community College**-423-585-2600

Other Services

- **Domestic Violence Outreach (McNabb)**-865-469-9243
- **Lakeway CASA**-423-307-5762
- **Dewitt Assisted Living**-423-585-0544
- **Regency Retirement Village**-423-581-7075
- **Medicaid**-800-433-5454
- **Medicare**-800-447-8477
- **Amedisys Home Health**-423-586-0106
- **Covenant Home Health**-423-492-8100
- **Interim Home Health**-423-587-8771
- **Smoky Mtn Home Health**-423-581-8140
- **UT Home Health**-423-586-9291
- **Morristown-Hamblen Hospital Main**-423-492-9000
- **Health Department**- 423-586-6431
- **TN Voices for Children**-800-670-9882
- **Summit View Health Services**-865-966-3343
- **All Care LLC**- 423-438-0202
- **Home Instead**-423-587-5800
- **CHOICES**-866-836-6678
- **Senior Citizens Home Assistance**-423-586-2359
- **Heritage Center**- 423-581-5100
- **Life Care Center** - 423-581-5435
- **American Red Cross**-423-586-2442
- **Habitat for Humanity**- 800-422-4828
- **Boys and Girls Club Morristown**- 423-586-2331
- **Girls Incorporated**-423-581-4430
- **Department of Health**-1-877-287-0010
- **Department of Intellectual & Developmental Disabilities (DIDD)**- 1-888-633-1313
- **Department of Mental Health & Substance Abuse Services**- 1-866-777-1250

Senior Services

- **Senior Citizen Center**: 423-581-5166
- **ALPS (Adult Day Services)**-423-587-9149
- **TCAC Community Cares**-423-586-7636
- **Douglas-Cherokee RSVP**-423-318-6912
- **APS**-888-277-8366
- **Elder Advocacy-District Long Term Care Ombudsman**-1-800-552-0127
- **Samaritan Place (Emergency Senior Shelter)**: 865-684-1880
- **Alzheimer's Tennessee**:866-544-6288

Disability Programs

- **Goodwill Industries**-423-587-9075
- **Hope & Thrive Academy**-423-254-3744
- **Lakeway Achievement Center**: 423-586-2196
- **Volunteer Blind Industries**-423-586-3922
- **TN Department of Vocational Rehabilitation**- 423-587-7008
- **Social Security Office**-800-772-1213

Clothing, Furniture & Household Assistance

- **Central Services**-423-586-9431
- **Goodwill Industries**-423-587-9763
- **TCAC Depot**-423-586-7636
- **Appalachian Ministries (Jeff)**- 865-475-5611
- **God's Warehouse**-423-312-6883
- **The Avenue Dream Center**-423-231-4719

Veterans

- **Morristown VA Clinic**-423-586-9100
- **Hamblen VA-Tim Williams**-423-586-6830
- **TCAC Making Veterans Priority**-423-586-7636
- **TN Valley Coalition for Homeless**-888-556-0791
- **Volunteers of America**- 865-524-3926
- **Veterans Readjustment Counseling**-865-633-0000

Morristown- Hamblen County CIT Quick Resource Guide



hamblenresourceguide.org

For any emergency call 911

Counseling/Treatment Programs

- **Alcoholics Anonymous**-865-522-9667
- **Al-Anon/Alateen**-865-525-9040
- **Celebrate Recovery**: 423-341-3012
- **New Hope Recovery IOP (McNabb)**-423-581-2411
- **Pregnancy Crisis Center**: 423-587-2273
- **Youth Emergency Shelter**:423-586-7740
- **Youth Villages**: 423-522-2200
- **Cherokee Health Systems**: 423-586-5032
- **Douglas Cherokee Education Center**:423-581-5420
- **Suicide Prevention Line**: 800-273-8255 or 988
- **Attitude Exchange Company**:423-231-5956
- **Camelot Care Center**: 423-318-7373
- **Joyful Life Counseling**:423-616-0297
- **Rescue 180**-865-350-2914
- **Recovery Navigator 24/7**
(McNabb Center)-423-616-4783
- **Redirections Youth (IOP McNabb)**-423-581-2411 ext 1995
- **TN Redline**:800-889-9786
- **McNabb Center Mental Health**- 423-525-8921
- **Crisis Stabilization Unit (McNabb)**:423-273-5599
- **Mobile Crisis Triage (McNabb)**:855-274-7471
- **Youth Mobile Crisis(Youth Villages)**-866-791-9224
- **Sexual Assault Center of East TN**- 865-522-7273
- **WestCare Foundation**- 865-221-8150

Reporting Abuse

- **Hamblen County DCS**-423-318-6800
 - **Adult Protective Services**-888-277-8366
 - **Child Abuse Hotline**:877-237-0004
 - **National Domestic Violence Hotline**: 800-799-7233
- ***Remember everyone is a mandated reporter in Tennessee of child abuse and neglect***

Housing Assistance

- **Central Services**:423-586-9431
- **Morristown Housing Authority**:423-586-5115
- **DCEA Neighborhood Service Center**: 423-587-3076
- **ETHRA**: 423-587-6511
- **Lakeway Area Habitat for Humanity**: 423-581-1661
- **Energy Assistance (DCEA)**-423-318-6938
- **Clinch-Powell RC&D Council**- 800-814-6355

Shelters/Housing

- **SafeSpace**-800-244-5968(Domestic Violence)
- **CHIPS**-423-388-8281 (Domestic Violence)
- **YES (youth)**-423-586-7740
- **MATS**:423-587-9215
- **Samaritan House(Jeff)**-865-475-5032
- **American Red Cross**- 423-586-2442
- **Kingswood Home for Children**-865-767-2121
- **Wears Valley Ranch**: 865-429-5437
- **Morristown Humane Society (Pets)**-423-581-1494

Transportation

- **ETHRA**: 423-587-6511
- **Lakeway Transit**:833-923-0032
- **Community Connect Program (Seniors)**- 423-318-6912
- **Senior Citizen Center**-423-581-5166

Legal Aid

- **Legal Aid of East TN**- 423-587-4850
(Morristown)
(865)637-0484 (Knoxville),
(423)928-8311 (Johnson City)
- **Disability Law & Advocacy Center**- 865-670-2944
- **ETHRA Legal Assistance**- 865-691-2551 ext 4212

Health

- **Central Services**-423-586-9431
- **Cherokee Health Systems**-423-586-5032
- **Health Department**-423-586-6431
- **DHS**-423-585-1444
- **Helping Hands**-423-581-4100
- **First Love on Main**-423-289-1179 (Dental & Medical)
- **Remote Area Medical(RAM)**-865-579-1530
- **Friends of Hospice**-423-586-5284

Food

- **Central Services**- 423-586-9431
- **Daily Bread Community Kitchen**-423-581-7733
- **Food Stamps(DHS)**-423-585-1444
- **WIC (Health Dept)**-423-586-6431
- **Meals on Wheels**-423-318-6936
- **Hilcrest Baptist Church John 3:16**-423-586-0693
- **HOLA Lakeway**-423-621-9065
- **Food on Foot**- 865-566-5778
- **Senior Nutrition Kitchen**-423-736-9827
- **Neighborhood Service Center**-423-587-3076
- **The Avenue Dream Center**:423-231-4719

Jobs

- **TCAC Americorps**-423-586-7636
- **American Job Center**-423-317-1060

Hospice

- **Amedisys Hospice**-423-587-9484
- **Avalon**-423-200-5189
- **Caris Healthcare**-865-453-0321
- **Friends of Hospice/Serenity House**-423-586-5284
- **Smoky Mtn Home Health & Hospice**-423-581-8140



Central Services, Inc.
MORRISTOWN-HAMBLLEN



HOW YOU CAN HELP

Donate Money

- Provide direct financial support to the agency.
- Provide indirect financial support through The United Way of Hamblen County.
- Give memorial donations to any of the programs.

Donate New & Used Items

- Non-perishable food items.
- Clothing, shoes, household items
- Hygiene items.
- Furniture and appliances.
- Medical equipment.
- Vehicles and boats.
- Toys and children's items.

Donate Time

- Volunteer to work in the food pantry or thrift store.
- Volunteer at Christmas for Holiday Hope Fund.

Tell Others

- Share our vision and needs with your friends and neighbors.
- Support the staff and agency through prayer.

2450 South Cumberland St. • Morristown

YOUR COMMUNITY SAFETY NET

Central Services, Inc. is a non-profit agency that encompasses many different programs that provide financial assistance and crisis intervention counseling. The agency serves as a clearing house and distribution center for other local non-profit agencies. Central Services, Inc. believes that no one chooses a life of poverty and need. By treating people with honesty, respect and genuine concern, our goal is to teach and model positive living and coping skills,

OUR PROGRAMS

- **Emergency Food Pantry:** Provides an assortment of food to eligible clients.
- **Emergency Utility/Fuel Assistance:** Works with local utility companies to provide assistance with past due bills for eligible clients.
- **Emergency Rent/Mortgage Assistance:** Provides assistance with past due bills for eligible clients.
- **Emergency Medical Program:** Assists with medicine and medical equipment for eligible clients.
- **Holiday Hope Fund:** Provides Christmas food boxes to families and toys to needy children.
- **Hamblen County Travelers Aid:** Provides assistance with bus fare for a traveler stuck in Hamblen County.
- **Hispanic Outreach:** Partners with various agencies to provide a Spanish-speaking caseworker for service provision.
- **Appalachian Food Recovery:** Recovers food from area grocery stores and restaurants to give through the pantry.
- **Kiwanis Shoe Program:** Provides shoes to school age children in need as identified by teachers.
- **Working For Change:** Imparts general work skills through a job training program by working in the thrift store

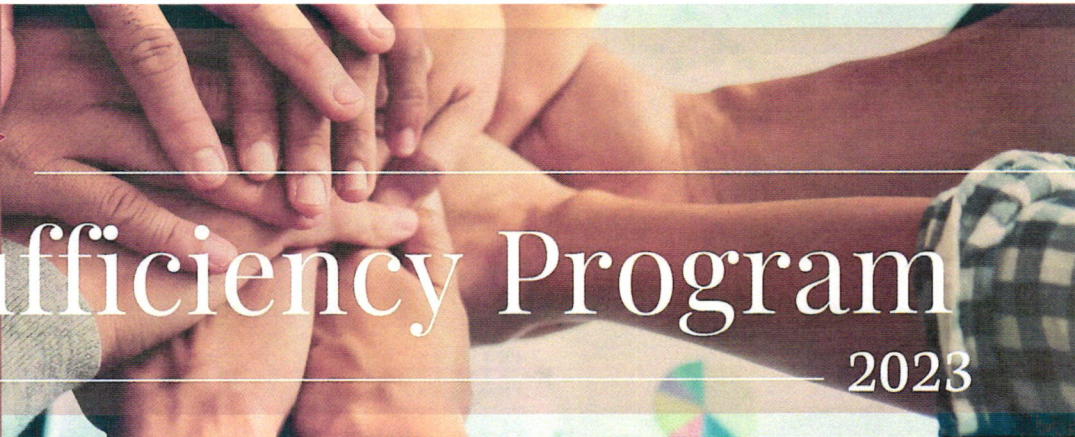
Check out our
Changing Times Thrift Store
www.morristownthriftstore.com

423.586.9431
Follow us on Facebook!



Self-Sufficiency Program

2023



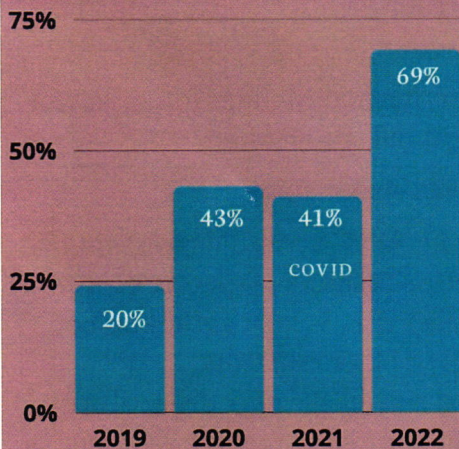
What is our Purpose?

To house individual men, women, and children experiencing homelessness to help clients gain sustainable income and permanent housing. To affect permanent change in a client's situation, you have to go beyond providing the basic need of food, shelter, and clothing.

We Identify the client's obstacles and the root cause of their homelessness to develop an individualized success plan.



Success Rate



What is Success?

Success is when a client leaves our program into housing with income that will sustain them each month, and hasn't needed repeat services for at least one year.

We Invest in people - Because they are worth it

Clients learn proper hygiene habits, cleaning skills, how to cook nutritional meals, how to launder their clothing, and generalized character building to help them grow more independent and better at dealing with their problems. The job readiness course introduces the interviewing process, dressing for interviews, preparing for the interview, and conducting mock interviews to give clients greater confidence in gaining employment. We provide budget coaching and evaluate the client's financial health with them, which allows us to empower them with a better understanding of money management and saving techniques to increase their confidence in managing their funds to prevent homelessness again in the future. Working as a team, problem-solving, work ethics, and interpersonal skills are also things we feel are essential for our clients to learn.

This impacts the communities we serve most positively by helping to re-introduce people back into their communities, self-sustaining, and able to give back to their community.



THE GREATEST GOOD IS WHAT WE DO FOR ONE ANOTHER.

- MOTHER TERESA

Eligibility Criteria for MATS

Potential clients can be accepted if:

- They are homeless
- They must pass an initial drug screen. They can initially fail for marijuana/THC, BZO, BAR, and TCA but must pass a random for those items within 30 days.
 - Our children's safety is paramount, and
 - we are not trained nor staffed to deal with someone in active addiction - we refer them to rehab and desire to be the place they come to upon successfully completing that process.
- They must pass a breathalyzer for alcohol. If they fail the breathalyzer, they can come back in 24 hours. They must be sober to complete the intake process.
- They must be fully able to physically care for themselves (we do not have CNAs on staff)
- They cannot be a registered sex offender, have convictions for, or have a history of sex crimes. (They cannot be around our children)
- They must desire to be in the program and want help.
- MATS will approve admission for un-medicated: anxiety, depression, ADD, ADHD, PTSD -non-violent, Tourette's Disorder, Asperger's Syndrome, and Borderline personality disorder. As long as they do not pose harm or threat to themselves, staff, or other residents.
 - In July 2022 we began a 3-month trial run on allowing those with un-medicated bipolar disorder admittance into the program. We hope to house clients and help them become stabilized without diminishing the safety of our children, other residents, staff, and volunteers. Aggressive tendencies will not be permitted until stabilized.
 - All other mental illness disorders must be under a doctor's care and stabilized on prescribed medication for not less than 30 days before admission into the program.

There will be some clients that we cannot serve in our shelter, but we do provide referrals that is best suited to their need.

MYTH
MATS won't take someone with a felon

TRUTH
We take people with felonies as long as it is not sex crime related

MYTH
MATS won't take someone without an ID

TRUTH
We help them get all of their documents

MYTH
All homeless want/need someone's help

TRUTH
Many have refused our help because they've been homeless for so long they are not comfortable indoors anymore

MYTH
MATS only serves adults

TRUTH
MATS serves many families with children

MATS is a proud agency of the



If you are interesting in supporting MATS, please consider donating or volunteering.



COMMUNITY RESOURCES FOR HAMBLÉN COUNTY

| Abuse | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--------------|
| REPORT ANY SUSPECTED ABUSE. IF YOU, OR SOMEONE YOU KNOW, IS BEING ABUSED PHYSICALLY, VERBALLY, MENTALLY, SEXUALLY AND/OR BEING FINANCIALLY EXPLOITED CALL NOW. | | |
| Adult Protective Services | 1-888-APS-TENN | 888-277-8366 |
| Elder Advocacy-District Long Term Care Ombudsman | 1-800-552-0127 | |
| Samaritan Place (Emergency Senior Shelter) | 865-684-1880 | |
| Domestic Violence Outreach (McNabb Center) 24/7 | 865-469-9243 | |
| Domestic Violence Outreach (McNabb Center) Office | 423-273-5599 ext:2104 | |
| Lakeway CASA | 423-307-5762 | |
| Child Abuse Hotline | 1-877-237-0004 | |
| Hamblen County DCS | 423-318-6800 | |
| Adult Day Care | | |
| ALPS (Alzheimer's Lakeway Program and Services) | 423-587-9149 | |
| Alcohol and Drug Assistance | | |
| Recovery Navigators 24/7 (McNabb Center) | 423-616-4783 | |
| Recovery Navigator Office (McNabb Center) | 423-273-5599 ext:3104 | |
| New Hope Recovery A&D assessments (McNabb) | 423-273-5599 ext:1005 | |
| New Hope Recovery Adult IOP (McNabb Center) | 423-273-5599 ext:1623 | |
| Redirections Youth IOP (McNabb Center) | 423-273-5599 ext:1995 | |
| TN Redline | 1-800-889-9789 | |
| Assisted Living | | |
| Dewitt Assisted Living | 423-585-0544 | |
| Regency Retirement Village | 423-581-7075 | |
| Counseling/Mental Health Services | | |
| McNabb Center Mental Health Outpatient | 423-525-8921 | |
| Crisis Stabilization Unit (McNabb Center) | 423-273-5599 | |
| Mobile Crisis Triage (McNabb Center) | 1-855-274-7471 | |
| Youth Mobile Crisis (Youth Villages) | 1-866-791-9224 | |
| Education | | |
| Stepping Out (Life Skills) | 423-318-0999 | |
| Hamblen County Board of Education | 423-586-7700 | |
| Hamblen County Adult Education | 423-317-1060 | |
| HC EXCEL & HC P-16 Council and Ready by 6 | 423-581-5334 | |
| Douglas Cherokee Education Center | 423-581-5420 | |
| Attitude Exchange Program | 423-231-5956 | |
| Head Start (DCEA) | 423-587-4501 | |
| Early Head Start | 423-586-7525 | |
| STEP (Children with disabilities) | 1-800-280-7837 | |
| TCAT | 423-586-5771 | |
| Walters State Community College | 423-585-2600 | |
| Food | | |
| Central Services | 423-586-9431 | |
| Daily Bread Community Kitchen | 423-581-7733 | |
| Douglas Cherokee – Meals on Wheels | 423-318-6935 | |
| Neighborhood Service Center – Commodities | 423-587-3076 | |
| TN Dept of Human Services (Food Stamps/SNAP) | 423-585-1444 | |
| Senior Nutrition Kitchen Mon-Fri Meals | 423-736-9827 | |
| Food on Foot | (865) 566-5778 | |
| HOLA Lakeway | (423) 621-9065 | |
| Fraud | | |
| Medicaid | 1-800-433-5454 | |
| Medicare | 1-800-447-8477 | |

COMMUNITY RESOURCES FOR HAMBLLEN COUNTY

| Home Health | |
|--------------------------------------------------|-------------------------|
| Amedisys Home Health | 423-586-0106 |
| Covenant Home Health | 423-492-8100 |
| Interim Home Health | 423-587-8771 |
| Smoky Mountain Home Health and Hospice | 423-581-8140 |
| UT Home Health | 423-586-9291 |
| Hospice | |
| Amedisys Hospice | 423-587-9484 |
| Avalon Hospice | 423-200-5189 |
| Caris Healthcare | 865-453-0321 |
| Friends of Hospice/Serenity House | 423-586-5284 |
| Smoky Mountain Home Health and Hospice | 423-581-8140 |
| Hospital | |
| Morristown Hamblen Emergency Department | 423-492-5400 |
| Morristown Hamblen Main Number | 423-492-9000 |
| Information and Resources | |
| Senior Citizens Center/Office on Aging | 423-581-5166 |
| Alzheimer's Tennessee | 865-544-6288 |
| Central Services | 423-586-9431 |
| Dept. of Veterans Affairs | 1-800-827-1000 |
| DHS Family Assistance | 423-585-1444 |
| Health Department | 423-586-6431 |
| Douglas-Cherokee Economic Authority | (866) 631-4120 |
| Social Security Administration | 800-772-1213 |
| Summit View Health Services (Doctor Home Visits) | (865) 966-3343 |
| TCAC Community Cares | (423) 586-7636 |
| Habitat for Humanity | 1-800-422-4828 |
| TN Voices for Children | 1-800-670-9882 |
| Changing Times Thrift Store @Central Services | 423-586-9431 |
| American Red Cross | 423-586-2442 |
| In-Home Caregiving Services | |
| All Care, LLC | 423-438-0202 |
| CHOICES-ETHRA Financial Assistance for Care | 866-836-6678 |
| Home Instead | 423-587-5800 |
| Senior Citizens Home Assistance Services | (423) 586-2359 |
| Legal Help | |
| ETHRA Legal Assistance for the Elderly | (865) 691-2551 ext 4212 |
| Legal Aid of East TN | (423) 587-4850 |
| Nursing Homes | |
| Heritage Center | (423) 581-5100 |
| Life Care Center of Morristown | (423) 581-5435 |
| Senior Housing/Low Income | |
| Carlyle Senior Apartments | 423-581-6329 |
| College Park Apartments | (423) 587-6491 |
| Douglas Cherokee Economic Housing | 423-587-4500 |
| East Point Apartments | 423-587-4980 |
| Henry Manor Apartments | 423-587-4340 |
| Knob Hill Apartments | (423) 581-4926 |
| Laurelwood Apartments | 423-581-1263 |
| Lincoln Manor Apartments | 423-581-4800 |
| Lincoln Park Apartments | 423-587-1633 |
| Maples Apartments | 423-587-0945 |
| Mayfair Apartments | 423-581-3536 |

COMMUNITY RESOURCES FOR HAMBLLEN COUNTY

| | |
|-------------------------------------------------------------|----------------|
| Morristown Housing Authority | 423-586-5115 |
| Rutledge Place Apartments | 423-207-4709 |
| Village at Barkley Ridge | 423-587-6768 |
| Walter's Ridge | 423-587-0001 |
| Shelters | |
| SafeSpace (Domestic Violence) | 800-244-5968 |
| CHIPS (Domestic Violence) | (423) 388-8281 |
| MATS: Morristown | (423) 587-9215 |
| Transportation | |
| East TN Human Resource Agency (ETHRA) | 1-800-232-1565 |
| Community Connect Program (Senior) | 423-318-6912 |
| Senior Citizens Center | 423-581-5166 |
| Lakeway Transit | 1-833-923-0032 |
| Veterans | |
| Hamblen VA - Tim Williams | 423-586-6830 |
| Volunteers of America-Homeless Female/ Veterans/Families | 865-524-3926 |
| TN Coalition for Homeless - Veterans | 888-556-0791 |
| Morristown VA Clinic | (423) 586-9100 |
| TCAC Depot Making Veterans Priority | 423-586-7636 |