

HEALTHCARE FOR HOMELESS VETERANS CLIENT HANDBOOK



Homeless Outreach, Grant & Per Diem, HCHV Transitional Housing,
HUD-VASH, and Veterans Justice Outreach

James H. Quillen VA Medical Center
Mental Health Services

HEALTH CARE FOR HOMELESS VETERANS

The Healthcare for Homeless Veterans (HCHV) Program began in 1987 when Congress passed the first law to provide money to help homeless Veterans. The HCHV Program located at the James H. Quillen VA Medical Center (JHQVAMC) has been serving Veterans since the mid-1980 with services expanded to the Knoxville, TN area through the William C. Tallent Outpatient Clinic (KOPC).

The HCHV Program has a record of successfully working with Veterans. The HCHV team continues to look at how best to serve homeless Veterans to assist them with their recovery goals. While working with HCHV staff, Veterans have the opportunity to transition from homelessness to housing.

The HCHV Program provides outreach shelter and housing referrals; physical and psychiatric examinations with follow up for primary care, psychiatry, and specialty care assessment and treatment referrals; and ongoing case management to homeless Veterans with mental health and chemical dependency problems. Veterans are linked to VA services and services provided by other community agencies as part of a seamless system of care.

The HCHV Program has three components:

1. Outreach, Assessment and Referral Services;
2. Transitional Housing Programs;
3. Supported Housing Services

HCHV MISSION

The mission of the HCHV Program is to end homelessness among Veterans by providing a full continuum of specialized services in cooperation with our community partners designed to:

- Facilitate access to VA health care and benefits.
- Provide shelter, transitional and long-term housing alternatives.
- Provide vocational counseling, rehabilitation, employment and education referrals.
- Provide counseling and rehabilitation services to help Veterans achieve and maintain independent living.

Who Can Get HCHV Services?

The HCHV Program works with any eligible Veteran who is homeless and requests assistance. To be eligible for VA health care and benefits, a Veteran must have discharged under honorable conditions and have served in the military during a specified period specified by Public Law.

Eligible Veterans are considered homeless if they meet the following criteria:

1. Does not have a fixed, regular, and adequate nighttime residence;
2. Has a primary nighttime residence that is;
 - a. A supervised publicly or privately operated shelter designated to provide temporary living accommodations (including welfare hotels, congregate shelters and transitional housing).
 - b. An institution that provides a temporary residence for individuals intended to be institutionalized or;

- c. A public or private place not designed for, or ordinarily used as regularly sleeping accommodations for human beings.

Exclusion: The term "homeless" or "homeless individual" does not include any individual imprisoned or otherwise detained pursuant to an Act of Congress or Law.

OUTREACH SERVICES

Case Managers go to day centers, shelters, and jails in the community. The schedule is posted in places where they visit. The Case Managers are there to find and talk to Veterans. During the first visit with a new Veteran, the Case Manager will complete some paperwork and ask questions. In many cases, they will tell a Veteran if they are able to get services at the VA. If they cannot determine eligibility, they will ask the Veteran to get their DD-214 (military discharge). Once the Case Manager knows a Veteran is eligible for VA care, he/she will arrange for a physical exam, a mental health and/or substance abuse evaluation, and case management services. The Case Manager can also help obtain basic services like food, clothing, and emergency shelter. Staff will attempt to see Veterans at least once a week until referral to a transitional housing site or permanently housed.

Health Care for Homeless Veterans Outreach Case Management

Case management is ongoing assistance to help Veterans in making desired changes in their lives. Veterans involved in case management services see their Case Manager often at the outreach sites or at the VA to talk about their goals. Case Managers help Veterans with many tasks including help for medical problems, mental health problems, drug and alcohol problems, finding a job, planning for permanent housing, and help connecting to other needed services and supports. Case managers help Veterans with setting personal life-goals. The Case Manager is a resource for information about VA programs and services as well as help in the community. Case Managers are glad to give any information that will help Veterans set and meet their recovery goals. Case Managers will only make referrals with the Veteran's permission. Remember, when it comes to achieving life-goals: **Veterans** are in charge!

Regular Medical Care

As a part of Outreach services, the case manager will ensure Veterans have access to healthcare. Some Veterans already have a Primary Care Provider (PCP). They will continue to see their assigned PCP for medical care. If a Veteran does not have an assigned PCP, the Case Manager will help get a PCP assigned.

Veterans Justice Outreach (VJO)

The Veterans Justice Outreach Program helps Veterans in the early stages of legal/court system involvement obtain VA treatment and services. The VJO Specialist may engage with legal/court authorities for justice-involved Veterans who may be better served through treatment rather than incarceration. Veterans desiring VJO assistance should contact the HCHV Program office by telephone or mail to arrange an initial meeting. VJO services are available at the James H. Quillen VAMC and at the Knoxville Campus.

VA Homeless Hot Line

The VA operates a national hot line 24/7. This Hot Line is for homeless Veterans who need to contact HCHV Program staff anywhere in the United States. It provides a link between the local HCHV Program and Veterans who may not be located close to their case manager. All callers receive a response within 24 hours. The number to call is 1-877-424-3838.

Homeless Veterans Dental Program

This program is offered to Veterans who have successfully participated for 60 days in the Grant and Per Diem or HCHV Contract housing programs. Dental Care is provided at either the James H. Quillen VAMC or contract locations. It includes an initial exam, one cleaning, and basic fillings. The VAMC Dental Service authorizes services. There is no charge for this program. If a Veteran successfully discharges from a transitional housing program before an initial course of dental care is complete, the authorized treatment will be completed. If a Veteran does not successfully complete the program or discharges without having the initial dental appointment that authorizes services, he/she becomes ineligible for the program. After two months in the GPD Program or HCHV Contract Transitional Housing, Veterans can check with their Case Manager about the dental program.

TRANSITIONAL HOUSING PROGRAMS

The HCHV Program collaborates with local agencies to provide transitional housing to Veterans. Transitional housing is a stepping-stone from homelessness to independent living. There are two VA transitional housing programs. Grant and Per Diem Housing, is based on need and recovery goals. HCHV Contract Housing is short-term housing with quick transition to other VA services.

Grant and Per Diem Program (GPD)

There are three program locations. Each program is a little different and has unique policies and procedures. Case Managers help Veterans decide which program best fits their needs. The programs include:

- ARCH/Salvation Army, Kingsport, TN (transitional living/supportive programs)
- Salvation Army, Johnson City, TN (transitional living/supportive programs)
- STEPS House, Knoxville, TN (substance abuse treatment/transitional living)

Veterans are required to sign a Grant & Per Diem (GPD) site-specific referral form prior to admission to the GPD Program. This assures agreement and understanding of the program structure and requirements. While Veterans are in a GPD site, they will receive case management from the site staff. VA staff continues to assist Veterans on a limited basis. VA GPD staff will meet at least monthly with site staff to review each Veteran's progress and site treatment plan, problem solve and assess for needed resources.

Discharge from Grant & Per Diem: Discharges will occur from any of the G&PD programs if/when:

- the program is completed and the Veteran relocates to permanent housing;
- there is a need to be in the hospital;
- the treatment plan is not followed;
- drugs or alcohol are used and a Veteran refuses to engage in treatment;
- a Veteran leaves the program without a pass;
- a Veteran threatens other Veterans or staff;
- a Veteran asks to be discharged.

Passes and Absences: The VA and our community partners understand the need to be away from the facility to take care of personal business or spend time with family and friends. We want to support Veterans who have a goal of reconnecting with family and/or expanding their social network. Passes are granted generally after a Veteran has had a chance to settle in to their housing and the program. Passes are granted for up to 72 hours.

HCHV Contract Housing Program

Located in Knoxville, TN and operated by STEPS House, this alternative provides short-term housing to help Veterans transition from various homeless situations. It also provides an alternative for Veterans who are at risk of homelessness and need a temporary residence.

SUPPORTIVE HOUSING PROGRAMS

The VA helps Veterans connect with permanent housing through several programs. The VA, in partnership with the Department of Housing and Urban Development (HUD) offers Veterans a special supported housing alternative. In addition, there are programs run by the private sector that provide permanent housing alternatives for Veterans.

HUD-VA Supported Housing Program (HUD-VASH)

The HUD-VASH Program supports Veteran health and wellness by providing individual case management. Veterans who participate in this program receive case management from VA Case Managers and a Section 8 Housing Voucher from the local Public Housing Authority (PHA). HUD-VASH Case Managers help Veterans make the changes necessary to support community re-entry and to achieve independent living. Case Managers accomplish this through assessment, planning, coordination with other community resources and monitoring.

HUD-VASH Veterans have demonstrated a commitment to change and improving their life. It is our goal to provide them with the highest quality of care, which includes being available, efficient, and above all, concerned and supportive. The foundation of our treatment philosophy is the belief that Veterans deserve safe, clean and sober housing.

Veterans in the HUD-VASH Program will have a recovery oriented treatment plan set up by the Veteran and their Case Manager. If an issue, he/she will also have an individualized plan developed with the HUD-VASH Substance Use Specialist. Whether the plan calls for meeting attendance, aftercare groups, medications, or therapy, Veterans must follow it carefully.

If a Veteran is having trouble following the plan, is in danger of relapse, or even if they have *already* relapsed, they *must* talk with their Case Manager about it. HUD-VASH is a long-term program. Our policy is not to "kick out" Veterans who relapse, but to get them back into recovery and wellness. We look at the long term. We want the largest part of a Veteran's life to be sober and well.

However, if a Veteran relapses into substance abuse and tries to hide it or continues to drink or use, they will be in danger of discharge from the program and losing their home. The best way for a Veteran to keep all that they have worked so hard for is to keep their Case Manager informed. A Case Manager can only help if they know what is happening.

HUD-VASH Goals

1. To assist Veterans obtain the skills and resources necessary to resume an independent and dignified life in the community.
2. To assist Veterans secure quality housing in the community.
3. To help Veterans sustain independent living in the community.
4. To assist Veterans maintain a clean and sober lifestyle and psychiatric stability.
5. To assist Veterans improve their personal health and quality of life

HUD-VASH Objectives

- ❑ Provide counseling and set individualized goals for relapse prevention and community re-entry;
- ❑ Case management services assuring the ability to pursue and obtain services from JHQVAMC and community agencies;
- ❑ Facilitate development of work skills and a mental attitude necessary to become and remain self-supporting in the community, or to facilitate access to appropriate disability income, and to help develop other meaningful life activities;
- ❑ Eliminate/reduce behaviors that cause problems with maintaining housing;
- ❑ Help manage the impact of medical problems;
- ❑ Promote psychological well-being and increased self-esteem;
- ❑ To continually assess the living situation and social skills to help strengthen areas requiring reinforcement through education, groups, and individual counseling sessions;
- ❑ Support Veterans in maintaining a drug/alcohol free environment;
- ❑ Support the development and utilization of appropriate coping skills;
- ❑ To advocate, when needed, with property owners, the public housing authority, community agencies, utility companies, the VA, Social Security Administration, employers and other agencies.

HUD-VASH Screening and Admission

Referrals: Any Social Worker can refer a Veteran for screening to assess readiness and eligibility for HUD-VASH at any time. HUD-VASH staff will meet with the Veteran for further assessment and consideration or to develop a plan towards housing. If accepted, Veterans are contacted to schedule an initial case management meeting or can continue working with other HCHV Program staff on other housing options.

Basic eligibility: A Veteran must have been homeless prior to entering the program and have a need for case management such as chronic mental illness, recovery from drug/alcohol issues, or other issues identified with the HUD-VASH Case Manager. A source of consistent, sustainable income, through work or disability income is recommended. Income may not exceed HUD standards. All Veterans applying to HUD-VASH must be willing to engage in focused treatment and must accept ongoing monitoring of sobriety (if they have substance abuse issues) throughout their involvement with the program. Urine screens may be used to ensure sobriety. Finally, Veterans must be able to live independently with minimal care or care provided by another program.

Criminal Background Checks: The Public Housing Authority may conduct a criminal background check. It is important to be forthcoming about legal history with the HUD-VASH Case Manager. A registered lifetime sex offender will not be eligible for the HUD-VASH Program; however, other legal issues do not bar admission.

Public Housing Authority (PHA): Once accepted into the program, the Veteran is introduced to the PHA. Case Managers assist in completing the PHA application packet and the Veteran is scheduled for a face-to-face appointment with PHA staff to answer questions and verify the information provided in the application. A HUD-VASH staff person will accompany the Veteran to this appointment. If determined to be eligible by the PHA, the housing voucher is issued during this appointment.

Using a HUD-VASH Voucher: Once the housing voucher is issued, the housing search may begin. The Case Manager can be of help finding apartments, transportation during the housing search, help with referrals to community agencies that may assist financially or with getting furniture, and with getting situated in housing.

HUD-VASH Case Management

Case Managers: Serve in two major roles. The first is to assist with obtaining voucher assistance through the Housing Authority. The second is to provide support after moving into a home. HUD-VASH Case Managers will meet more frequently during the process of obtaining housing, and then at least monthly until the Veteran and Case Manager agree that less frequent support is needed.

Case Managers assist individual recovery by:

- 1. Individualized Treatment Planning:** The Case Manager will help you develop a treatment plan that addresses jointly identified recovery goals. Case Managers will work with each Veteran to meet these goals making adjustments in the plan as needed and documenting the changes.
- 2. Coordination of Services:** Referrals for direct services are coordinated by the Case Manager and may include evaluation services, counseling services, legal assistance, family intervention services, recovery/aftercare services, educational/employment services, medical/psychiatric services, housing services and other services.
- 3. Counseling:** Case Managers conduct individual supportive counseling sessions related to housing, employment, relapse prevention, leisure time activity, socialization skills, legal issues and other areas.
- 4. Monitoring Progress:** The ongoing relationship with a Veteran's Case Manager will include following progress related to medical status, emotional status, employment/educational issues, social/family matters and other concerns.
- 5. Documentation:** Documentation in the VA medical record includes an initial psychosocial assessment, treatment planning and changes in the plan, clinical issues requiring intervention, behavioral changes, non-compliance issues, medical emergencies, feedback from medical providers, discharge planning, and other information that may assist in recovery and remaining housed.
- 6. Additional Services:** Individual psychotherapy, grief counseling, credit counseling, educational training, GED training, specialized groups and classes (e.g. anger management, recovery oriented groups and community recovery programs) can be arranged for you by your Case Manager.

Contact your HUD-VASH Case Manager for assistance following your move.

Housing Inspections and Maintenance

Public Housing Authority Inspections: Participants in the program are expected to keep their homes clean. The PHA that awarded the voucher will assign a housing inspector to make a yearly inspection of the home. This is to make sure the home is safe and that property owners are doing their part to perform regular maintenance. Some of the things the Housing Inspector will look for are:

1. Sound interior structure: No cracks, leaks, or holes in the walls or roof
2. Decent carpeting: Not worn, excessively stained or in need of replacement
3. Working Smoke Detectors
4. Proper plumbing: All drains flow freely, no leaks
5. Fire safety: No grease buildup around stove or oven
6. Appliances: stove, refrigerator, dishwasher, etc. are working properly
7. No pests, bed bugs, roaches, rats, mice
8. Adequate heating system
9. No furniture blocking exits or walkways

Home Maintenance: Veterans are responsible for the upkeep and maintenance of their homes. This means replacing burned out light bulbs, keeping fresh batteries in the smoke detectors, cleaning the floors and carpets, keeping the home clean and free of pests. Veterans are required to report all damage or malfunction to the property owner immediately. Case Managers may also make routine inspections to ensure the following:

1. A Drug and Alcohol free environment
2. Normal household duties are being done
3. Unauthorized people are not living in the home
4. The home is a safe living environment
5. There is no damage to the home

We want to ensure Veteran's surroundings are safe and drug/alcohol free. We appreciate the cooperation of every Veteran in this.

Transitions from HUD-VASH

Once recovery goals have been achieved and Veterans and their Case Manager agree that maximum benefit has been reached, they will be transitioned to independent living without case management. If a Veteran continues to meet the income guidelines for HUD they may be transitioned to a Section 8 Voucher and remain in the same home or, they may choose to live independently without public assistance supports.

Discharge from HUD-VASH: The HUD/VASH Program is a long-term case management program. However, HUD-VASH discharges Veterans for the following reasons:

- ❑ Veteran has achieved his/her goals and objectives towards sustained independent living and he/she decides with the Case Manager that they no longer need this level of support.
- ❑ Veteran has been successful in employment and the Veteran's income is too high to maintain eligibility. An Aftercare period of 30 days is provided to the Veteran to support successful transition.
- ❑ Veteran was non-compliant with the treatment plan and/or Public Housing Authority guidelines. An Aftercare period of 30 days is provided to the Veteran to support successful transition.

The Case Manager in HUD-VASH will perform ongoing assessments to help avoid problems and support the success of each Veteran in the program.

Termination of HUD-VASH Voucher: Based on HUD regulations, Veterans who violate any of the following rules can be terminated from the HUD-VASH Program:

- ❑ Commit any serious or repeated violations of the lease.
- ❑ Sublease or sublet the unit.
- ❑ Assign the lease or transfer the unit.
- ❑ Commit fraud, bribery or any other corrupt or criminal act in connection with the program, OR commission of such acts by anyone else living in the unit.
- ❑ Receive Section 8 assistance while receiving any other forms of housing assistance for the same unit.
- ❑ Damage the unit or property and/or permit any guest to damage the property.
- ❑ Failure to provide any information that the PHA or HUD determines is necessary for the administration of the program, for annual recertification, or regularly scheduled reexamination of family composition or income.
- ❑ Failure to allow the PHA to inspect the unit at reasonable times after reasonable notice.
- ❑ Failure to notify the PHA in writing before moving out or terminating the lease.
- ❑ Failure to use the unit for a residence or the only place of residence.
- ❑ Failure to notify the PHA in writing of any changes in family composition such as birth, death, adoption or court awarded custody of a child or if a family member no longer lives in the unit.
- ❑ Failure to request written permission to add a family member as an occupant.
- ❑ Failure to notify the PHA when you will be away for more than 21 days.
- ❑ Failure to pay your part of the rent or pay your utility bills.
- ❑ Failure to maintain the unit according to PHA standards, or adding or changing locks without the permission of the manager or the PHA.

HOME SAFETY GUIDE

Your safety is important to the HCHV Staff. On the next few pages, information is provided that may be useful in addressing safety at home and planning for natural disasters in the community.

Preventing Falls at Home

- Remove throw rugs
- Clean up spills as soon as they happen
- Use firmly attached carpet on slick floors
- Install rails along walls and grab bars in the bathroom for help
- Store items within reach
- Arrange furniture so there is a clear path
- Only use furniture that is easy to get up from
- Use rubber mats in the bathtub to prevent slips
- Take your time. After lying down, remain sitting for a few minutes before standing

Emergencies

In case of a fire or police emergency, **call 911**.

In the case of a medical emergency, immediately **call 911**. If unsure, it is still best to dial 911.

In case of a psychiatric emergency: Call 1-800-273-TALK Veterans dial 1.

Homeless Hot Line 24/7: Call 1-877-424-3838

In the event of an emergency tune to a local radio station. The following information is given in an effort to encourage you to plan for unexpected emergencies. Families with school-age children should be familiar with their school's emergency plan.

1. Home Emergency Supplies

Consider stocking these supplies for emergencies:

- Four day supply of canned food per person
- Non electric can opener
- Four day supply of water per person
- All medications and medi-planner
- Four day supply of medical supplies
- Battery operated radio and extra batteries
- Battery operated flashlight and extra batteries
- Oxygen tanks, if applicable
- A list of emergency telephone numbers

- First Aid kit
- Cash and credit cards
- Prescription eye wear

2. Fire Prevention

Check Out Appliances. Make sure all plugs and cords are in good condition and repair or replace any worn or broken appliances.

Be Kitchen Wise. Be especially careful in lighting matches or using the stove. Wear close-fitting sleeves when cooking. If a pan catches fire, smother it with a lid.

Give Space Heaters Space. Keep space heaters at least three (3) feet from everything – especially you. A slight brush against certain models could cause a clothing fire.

Be Smoker Wary. Always have large, deep ashtrays around for smokers. Do not empty ashes into wastebaskets until they are soaked in water. Check upholstered furniture for dropped cigarettes or matches. Never smoke in bed or while on medication that might cause drowsiness.

3. In Case Of a Fire

Get Out Stay Out. Go as quickly as possible, leaving all possessions behind and never go back in – you may not get back out. Call the fire department from outside.

Crawl Low in Smoke. If you can, crawl low while you exit. Smoke rises and cleaner air is nearer the floor.

Stop Drop and Roll. If your clothes catch fire, drop to the ground and roll. This will smother the fire. If you have physical limitations, someone else may need to smother the fire with a blanket or rug. Fanning the flames with your hands will not help – in fact, your hands may be severely burned.

Cool A Burn. Your best first aid is cool water, which helps prevent further skin damage. Keep running water on burns until the pain stops. Salve or butter only traps in heat. If charred skin or blisters appear, seek medical attention immediately.

Keep Doors Closed. Always sleep with your bedroom door closed, making sure the smoke alarm is audible or that you have an emergency light to alert you. If you hear your detector alarm, smell smoke or suspect fire, feel the door. If hot, try your other exit; if not, slowly open it but be prepared to close if smoke or flames rush in.

If You Are Trapped. Put closed doors between you and smoke. Stuff cracks and cover vents to prevent smoke from entering your space. If there is a phone in the room, call the fire department and let them know you are trapped. Give them your exact location. Keep low, put a wet cloth over your nose and wait at the windows, signaling with a sheet or flashlight. Do not break the windows.

Infection Control Precautions

1. Hand Hygiene

The most important thing anyone can do to keep from getting sick is to wash his or her hands. By frequently washing hands germs that you have picked up from other people, or from contaminated surfaces, or from animals and animal waste are washed away. If hands are not washed frequently germs are picked-up from other sources and then may cause an infection when hands touch the eyes, nose, or mouth. The important thing to remember is that, in addition to colds, some serious diseases -- like hepatitis A, meningitis, and infectious diarrhea -- are easily prevented if people make a habit of washing their hands.

Hand Washing Best Practices:

- Before, during, and after preparing food.
- Before eating
- After using the bathroom.
- Before handling medications
- When hands are dirty
- More frequently when someone in the home is sick

What is the correct way to wash hands?

1. Wet hands and apply liquid or clean bar soap. Place the bar soap on a rack and allow it to drain.
2. Next rub hands vigorously together and scrub all surfaces.
3. Continue for 10 - 15 seconds or about the length of a little tune. The soap combined with the scrubbing action helps to dislodge and remove germs.
4. Rinse well and dry hands.

To help prevent the spread of germs, cover coughs and sneezes:

- Use a tissue to cover sneezes and coughs.
- Sneeze or cough into a sleeve if there is no tissue.
- Clean hands often.
- When needed, wear a mask to protect yourself and others from germs.

2. Disposal Tips for Insulin Syringes

Help prevent injury, illness, and pollution by following some simple steps when disposing of the sharp objects and contaminated materials used in administering health care in the home.

Place in a hard plastic (bleach or laundry detergent bottles) or metal container with a screw-on or tightly secured lid.

- Needles
- Syringes
- Lancets, and
- Other sharp objects

Syringes should be disposed of as one unit; DO NOT attempt to remove, bend, break or recap the needle.

A coffee can works for this. Be sure to cover the plastic lid with heavy-duty tape when ready for disposal. Do not put sharp objects in any container that will be recycled or returned to a store. Do not use glass or clear plastic containers. Make sure that to keep containers with sharp objects out of the reach of young children.

GENERAL INFORMATION

Patient Rights and Responsibilities

The HCHV Program respects the rights of Veterans. It is the policy of the HCHV Program that Veterans served by our staff be free from abuse, financial or other exploitation, retaliation, humiliation, or neglect. The VA has a set of patient rights and responsibilities that are followed nationwide. These rights and responsibilities are posted in the hospitals and clinics. A sheet with this information is attached at the end of this handbook. If another copy is needed the Case Manager will be happy to provide one.

In addition, as part of the HCHV Program the services you receive are provided under the guidelines of the JHQVAMC Mental Health Service. When Veterans consent to Mental Health, services there are rights that apply to that care. These rights include:

1. You have a right to well planned, professionally provided, and customized care. This means you are entitled to a professional assessment of your treatment needs. This assessment will typically involve an intake interview, medical and psychiatric history, laboratory work and development of a treatment plan.
2. You have the right to participate in the planning of your treatment. Typically, this takes place when you meet with your provider. You have a right to invite family members, or other people who are important to you, to participate in your appointments. In fact, many people have found that the involvement of a supportive person in the treatment process has greatly helped them to achieve a successful outcome.
3. You have a right to care that is considerate and respectful of your personal dignity. You are entitled to the same quality of care regardless of your sex, race, religion, beliefs, age, ethnic background, sexual orientation, or disability. If you are physically, disabled our staff will attempt to accommodate your disability to the extent our resources allow.
4. You have a right to confidentiality. Your medical records are private. They will only be used with the Department of Veterans Affairs (VA) health care system. They will not be released to any person or organization outside of the VA health care system without your written consent. This includes not telling others that you are a patient in our clinic unless you give us permission for us to do so.
5. You have the right to have the benefits, side effects, and risks of any prescribed medications, diagnoses, and proposed treatment fully explained to you.
6. You have the right to refuse treatment to the extent permitted by law. You also have the right to be informed of the consequences of refusing treatment. In the very rare situation in which refusal of treatment can cause grave and immediate harm to yourself or others, the facility may seek appropriate legal alternatives to insure that you receive needed treatment.
7. You have the right to know the identity and professional roles of the staff member who works with you.

8. This facility is a major training center. As such, in addition to VA staff members, a number of professionals in training may be working with you. These professionals in training come from the areas of psychiatry, psychology, social work, nursing, and other disciplines. You have the right to know the identity and role of each professional in training who works with you.

9. This facility is also a research center. In your treatment, you may be invited to participate in a research project. You have the right to refuse to participate in any research project. Your refusal to participate in research will not, change in any way, the quality of the care you receive.

10. You have the right to be free from physical restraint, except in situations in which there is an immediate and serious risk that you will do harm to yourself or others.

11. Certain treatment sessions may be video or audio taped for training purposes. You will not be video or audio taped without written permission to do so.

12. As a patient in the VA health care system, you have other rights. These mainly concern situations where you are admitted to the hospital and an inpatient. They also cover medical procedures that are not done in the outpatient clinic. A list of these rights is available in the "Patient Rights and Responsibilities brochure found throughout the hospital.

13. You have the right to present complaints or grievances if you feel your rights as a patient have been violated. In pursuing a complaint, please follow this procedure:

- First, attempt to work the problem with the staff member involved;
- If the issue is still not resolved, contact the clinic chief to see if it can be settled to your satisfaction;
- An issue that is still unresolved after taking the above steps should go through the hospital's grievance procedure.

14. At any point in the process of presenting a complaint or grievance, you are entitled to assistance by the hospital's patient representative.

15. You are entitled to a written copy of these rights. You are also entitled to a full explanation of these rights in terms that are understandable to you. Please let a staff member know if you have any questions.

If you feel any of these rights have been violated you are encouraged to follow the procedure outlined under Complaints/Grievances. If you feel, your issues need more immediate attention you are encouraged to contact the Homeless Program Coordinator or JHQVAMC Patient Advocate directly.

Release of Information and Access to Health Records

Veterans in this program have the right to privacy. Case Managers may ask Veterans to sign a Release of Information that will allow verbal or written communication with other agencies on behalf of Veterans. It is common for staff to ask for a Release of Information to talk with our partner agencies for the purpose of helping plan care and getting the most benefit from a Veter-

an's time in our program. These releases are voluntary. If there are any questions or concerns, Case Managers will be happy to help.

Veterans have the right to access their medical records. The James H. Quillen VA Medical Center maintains individual medical records on computer. If a copy of the medical record is needed, a written request through the Release of Information Office located at the VA Medical Center must be submitted. Case Managers can assist with this application.

Crisis Help

The staff at the JHQVAMC is dedicated to ensuring the safety of any Veteran thinking about self-harm. Any Veteran thinking about self-harm should go to the nearest Emergency Room to be evaluated by a mental health worker to help determine what follow-up is appropriate or call 911. The VA's Crisis Hotline is available at any time by calling 1-800-273-TALK (Veterans dial 1).

Accessibility

The HCHV Program will make all reasonable accommodations for maximum access by Veterans. Anyone experiencing barriers to access should know it is our policy to remove them. Barriers can be in many forms, from steps and stairs to staff attitudes, from language differences to hearing problems. The JHQVAMC has a language bank that consists of staff that can assist with translating in several languages. Case Managers can assist in locating these individuals. VA staff work to ensure all eligible Veterans have access to medical services. The JHQVAMC has an excellent Occupational and Physical Therapy staff that can assist Veterans in evaluating any physical limitations and recommending adaptive equipment. The JHQVAMC also has an Audiology Department to address hearing issues and a VIST Coordinator to evaluate visual impairments and make recommendations for equipment to overcome barriers for Veterans. Case Managers will work with medical providers to ensure Veterans requiring these services receive them.

Family Members

If you choose, we are willing to involve your family members in your care. If you would like us to involve your family, you will need to sign a release that allows us to share information with them. As appropriate, family members are encouraged to participate in educational programs offered by the JHQVAMC. Questions of eligibility for VA care are pertinent and should be discussed with the Case Manager.

Weapons

No weapons may be brought onto Federal property, including the HCHV staff offices, government cars, or any of the GPD/HCHV transitional housing sites in the community. Veterans may not have weapons on their person when meeting with HCHV staff.

Advance Directives

As a part of your healthcare with the VA, you may be asked if you want to complete an Advance Directive. An Advance Directive has two parts there is a Living Will where you tell your medical providers what you want to happen in the event you have a terminal illness. The second part

of the directive is called a Durable Medical Power of Attorney. This allows you to appoint someone to make medical decisions for you if you are unable to do that. Your Case Manager can help you complete an Advance Directive and have it placed in your electronic medical record at your request. Your Case Manager will also explain this process further if you ask them.

Feedback

Each Veteran's opinion is very important. We need the help of every Veteran to make their experience and the experience of future Veterans better. While in the HCHV Program Veterans may be asked to fill out questionnaires and/or needs assessments. Veterans may be asked to participate in focus groups to discuss their experiences in the HCHV Program We also ask Veterans to let us know their forwarding address and phone number when they leave our program so we may follow-up with them to see how they are doing. Our goal is to serve Veterans and we hope they will feel free to tell us the things we have done well and help us to improve where we fall short.

Complaints/Grievances

Our goal is to provide the highest quality of service. We hope that veterans will be happy with the help provided from the HCHV Program. However, if they are not happy with their care, do not understand the information provided, or feel that their rights are not being honored; they are encouraged to ask for more help.

Veterans Grievance/Complaint Process: Should a Veteran have a concern or a complaint, these steps should be followed in order:

STEP 1: Case Manager. If the Case Manager cannot resolve the problem or if a Veteran disagrees with the decision they may proceed.

STEP 2: HCHV Coordinator, 423.979-2871. The time period for responding to grievances is seven working days from the date received. If a Veteran is dissatisfied with this response, they may proceed.

STEP 3: Service Partner, (423) 979-2890. If the Veteran is not satisfied with the outcome, they may proceed.

STEP 4: MH Service Social Work Supervisor 423.979-2871. If they are not satisfied with the outcome, they may proceed.

STEP 5: Mental Health Service Chief, (423) 979-2272. If the Veteran is not satisfied with the outcome, they may proceed.

STEP 6: The JHQVAMC has a Patient Advocate who can be reached at (423) 926-1171 ext. 3596 or 2495 who can address your concerns.

Fair and prompt consideration will be given to the adjustment of misunderstandings and grievances.

Emergency Procedures

In case of a Fire or Police Emergency, **call 911**.

In the case of a Medical Emergency, immediately **call 911**. If unsure, it is still best to dial 911.

In case of a Psychiatric Emergency: Call 1-800-273-TALK Veterans dial 1.

Homeless Hot Line 27/7: Call 1-877-424-3838

My HCHV Social Worker is _____

He/she can be reached at _____

HCHV Office Locations

James H. Quillen VAMC (621)

PO Box 4000-11M-SW

Mountain Home, TN

(423) 979-2871

Hours: 7:45 AM- 4:30 PM (Monday-Friday)

**William C. Tallent Outpatient Clinic
(KOPC)**

8033 Ray Mears Blvd.

Knoxville, TN 37919

(865) 670-2369

Hours: 7:45 AM- 4:30 PM (Monday-Friday)

Please direct any questions you have about the HCHV Programs to your HCHV Case Manager or the HCHV Program Coordinator.

VA TELEPHONE NUMBERS

LOCAL AND OUTSIDE AREA COUNTIES

423-926-1171 Ext. 3472

VA TOLL FREE

1-877-573-3529 Ext. 3472

PRIMARY CARE 8AM – 4PM

423-979-3472

**AFTER HOURS CALL THE
NURSE ADVICE LINE**

1-877-291-5311

**PATIENT ADVOCATES FOR COMPLAINTS OR COMPLIMENTS
EXTENSION 2495 or 3596**

PHARMACY REFILLS

423-979-3434

ENROLLMENT OFFICE

1-888-736-2825

EMERGENCY MENTAL HEALTH RESOURCES

Mountain Home VA Medical Center 24/7

Mental Health Access: 1-877-573-3529 Ext. 3472

Veterans Affairs Nationwide Suicide Hotline: 1-800-273-8255

911 Local Police/Fire

You may also go to the nearest hospital emergency room for emergency assistance.

SOBRIETY MAINTENANCE SUPPORT

REMEMBER TO USE YOUR LOCAL AA/NA SPONSOR!

Tri- City Resources:

Alcoholics Anonymous 24 Hour Hotlines

- Kingsport/Bristol: (423)968-2020
- Johnson City/Erwin/Greeneville: (423)928-0871
- Knoxville: (865)522-9667

Narcotic Anonymous 24 Hour Hotlines

Mountain Area Narcotics Anonymous: (866)360-4929
Greater Smokey Mountain Area NA: (866)617-1710
Statewide Narcotics Anonymous: (888)256-5411

Internet Sobriety Resources

- **AA General Service Office (National Office)** <http://www.aa.org>
- AA Grapevine <http://www.aagrapevine.org>
- Area 64 <http://area64assembly.org>
- **East Tennessee Intergroup-Knoxville** <http://www.etiaa.org>
- Hand of AA (contacted personally) <http://www.icypaatennessee.org/hoaa>
- Knoxville Area Al-Anon/Alateen (with meetings) <http://www.knox-al-anon.org>
- TN Conference of Young People in A.A. <http://www.tcypaa.com/>
- **Tri-Cities Web Site** <http://www.aatricitiestn.org>

Mountain Home VA Out-Patient Support Group

Motivational Enhancement Therapy Group

Contact: Substance Use Disorders Program (423)926-1171, ext. 7150

Motivational Enhancement Therapy (MET) is a weekly group for Veterans who are abusing alcohol or other drugs or who have recently relapsed back to substances. The goal for MET is defined by the client. The responsibility and capability for change lies with the Veteran. MET seeks to support your motivation for change by respecting your freedom of choice and desire to be free of alcohol and drugs.

National Sobriety Support Hotlines

Alcoholics Anonymous (800)637-6237

Narcotics Anonymous (818)773-9999

Cocaine Anonymous (310)559-5833

National Recovery Organizations

Al-Anon (800)344-2666

Alcohol & Drug Health Line (800)821-4357

Gamblers Anonymous (213)386-6376

Rational Recovery (530)621-4374

Smart Recovery (440)951-5357

Sexaholics Anonymous (615)331-6230

Recovery Housing

Oxford House Info: www.oxfordhouse.org (423) 430-0119

Oxford House Blue Springs (Men) 1104 King Springs Road Johnson City

Oxford House Johnson City (Men) 221 E. Unaka Avenue Johnson City

Oxford House Holston (Women) 700 E. Holston Johnson City

Oxford House Unaka (Women) 604 E. Unaka Avenue Johnson City

Tri-Cities Community Resources

CLOTHING* *CLOTHING* *CLOTHING* *CLOTHING* *CLOTHING

Salvation Army (Clothing Vouchers M-F 9-12)	208 Ashe Street Johnson City	423-926-8901
Shepherd's Storehouse (Saturday 8:30-12:00)	2615 South Roan Street JC, TN	423-926-0978
Clothing Closet at Loaves and Fishes (2 nd & 4 th Sat. 4 pm)	246 W. Main St. Johnson City (W. Main Christian)	
Good Samaritan (by appointment)	100 North Roan Street Johnson City	423-928-0288
God's Corner	800 E. Lakeview Drive Johnson City	423-929-1915
Faithfully Business (work clothes)	3104 Hanover Road Johnson City	423-283-7557

DAY CENTERS* *DAY CENTERS* *DAY CENTERS* *DAY CENTERS* *DAY CENTERS

Adult Day Services	603 Bert St. Box 3 Johnson City	423-928-8855
Downtown Day Center (M-F 8:15-4)	202 W. Fairview Johnson City	423-434-0894
Friendship House (Peer Support Center) (T/TR/SAT 8:30-4)	301 W. Watauga Johnson City	423-232-4264
Hope Haven Day Center (laundry/shower available)	670 Dale St. Kingsport	423-246-6012
The River (Women Only) (M-F from 8 am to 3 pm)	125 W. Main Street Johnson City	423-926-8111

DOMESTIC VIOLENCE & ABUSE* *DOMESTIC VIOLENCE & ABUSE* *DOMESTIC VIOLENCE & ABUSE

Child Abuse (Reporting)	1-877-542-2873
Child Abuse Parent Hotline	1-800-356-6767
Children's Advocacy Center	423- 926-6528
Domestic Violence Survivor Support Group	423-282-8920
National Domestic Violence Hotline	1-800-799-7233
TN Coalition against Domestic & Sexual Violence	1-800-289-9018

EDUCATION AND CHILDCARE* *EDUCATION AND CHILDCARE* *EDUCATION AND CHILDCARE

Child Care Info Line	423-378-3369
East Tennessee State University (ETSU) Veterans Affairs Office Johnson City	423-439-6819
GED Classes	423-434-4900
Carver Head Start	500 Washington Street Johnson City 423-929-9883
Central Head Start (Preschool)	252 Taylortown Road Johnson City 423-547-8335
Children First Child Development Center	837 Pardee Street Johnson City 423-926-7716
J.C. School System Homeless Coordinators	Bonnie White and Tepancha Church 423-434-5226
Northeast State Community College Career Development Services Center Kingsport	423-354-5617
Veterans Upward Bound (East Tennessee State University) Johnson City	423-439-2282

EMERGENCY SERVICES* *EMERGENCY SERVICES* *EMERGENCY SERVICES

Dial 911 for Emergency Assistance

Bristol Police Department	801 Anderson Street Bristol	423-989-5600
Bristol Fire Department	801 Anderson Street	423-989-5500

Elizabethton Police Department	525 E F Street Elizabethton	423-542-4141
Elizabethton Fire Department	121 S. Sycamore Street	423-542-5421
Johnson City Police Department	601 E. Main Street Johnson City	423-434-6160
Johnson City Fire Department	505 E. Main Street	423-975-2840
Jonesborough Police	123 Boone Street Jonesborough	423-753-1053
Jonesborough Fire Department	123 Boone Street	423-753-1053
Kingsport Police Department	200 Shelby Street Kingsport	423-229-9435
Kingsport Police Department	130 Island Street	423-229-9444

***This is not a complete listing of all Emergency Services in the geographic area. If you live outside these towns/cities we recommend you become familiar with the available Emergency Services in your location.**

FOOD* *FOOD* *FOOD* *FOOD* *FOOD* *FOOD* *FOOD* *FOOD

EBT HOTLINE		1-888-997-9444
Food Stamp Office/Dept. of Human Services	103 East Walnut St JC, TN	423-929-0171
WIC (for mothers and young children)		1-800-342-5942
Angel Food Hotline	219 University Parkway Johnson City	423-282-3402
Beria Freewill Baptist (Food pantry distribution service)	2415 Sinking Creek Johnson City	423-928-5376
God's Morning Breakfast	322 W. Watauga Ave. (Praise and Truth Church- Sundays at 8:30 am)	
Good Samaritan (One-time only bag of food)	100 North Roan Street Johnson City	423-928-0288
Haven of Mercy (Dinner every day 5 p.m.)	123 W. Millard Street Johnson City	423-929-0616
Loaves & Fishes (Sat. 4:30 pm)	246 W. Main Street- W. Main Christian Church	423-929-0905
Melting Pot (Lunch M-F 11:30am Breakfast Sat. 8:15)	201 E. Market St.-Munsey Church	423-461-8070
Neighborhood Service Center (Food Commodities- Washington County Residents- Bring ID, Proof of Income, SS# and Birthdates of all residing in home)	300 E. Main St., Suite 3 Johnson City	423-928-7327
Salvation Army (Meals served 11:30 am & 4:30pm)	208 Ashe Street Johnson City	423-926-8901
Second Harvest Food Bank:		423-477-4053
Seniors Meals on Wheels Area Agency on Aging	3211 N. Roan St. Johnson City	423-928-3258 or 722-5203
SHARE (Kingsport Food Program)		423-247-5149
South Side Baptist Church (Food pantry distribution service)	1928 Wheeler Street Johnson City	423-926-5742
Summer Food Program (assists children who receive free or reduced lunch)	Good Samaritan	423-928-0288
Thanksgiving and Christmas Food Boxes:	Contact Good Samaritan	423-928-0288
The Master's Table (Bible Study & Meal Sundays @ 7pm)	246 W. Main St. Johnson City	

HEALTH* *HEALTH* *HEALTH* *HEALTH* *HEALTH* *HEALTH* *HEALTH

Emergencies		911
Crisis Response Services (24 Hour Service)		423-928-9062 or 1-800-332-7281
Ask a Nurse		1-800-888-5551
Cover Tennessee Health Options Hotline		1-888-486-9355
Franklin Woods Community Hospital	300 Med Tech Parkway Johnson City	423-302-1000
Holston Valley Medical Center	130 W. Ravine Road Kingsport	423-224-4000
Johnson City Community Health Center	2151 Century Lane Johnson City	423-926-2500
Johnson City Medical Center	400 N. State of Franklin Road Johnson City	423-431-6111
Sycamore Shoals Hospital	1501 W. Elk Avenue Elizabethton	423-542-1300
Woodriddle Hospital	N. State of Franklin Road Johnson City	423-928-7111

Frontier Health	109 W. Watauga Ave. JC, TN	423-467-3600
Watauga Mental Health Center	109 W. Watauga Ave. JC, TN	423-232-2600
Washington County Health Department	219 Princeton Road Johnson City	423-975-2200
Keystone Dental Clinic	603 Bert Street Johnson City	423-232-7919
Lion's Club (Eye Glasses)	817 Country Club Ct. Johnson City	423-283-5815
Agape Women's Services	817 West Walnut Suite 5-A Johnson City	423-928-2273
Hope House (Help for pregnant women in crisis)	614 Cedar Court Kingsport, TN	423-239-7994
Dispensary of Hope (Prescription Assistance)	401 A Elm Street Johnson City	423-431-1570
Partnership for Prescriptions		1-888-477-2669

HOUSING RESOURCES* *HOUSING RESOURCES* * HOUSING RESOURCES* *HOUSING RESOURCES

ARCH (Appalachian Regional Coalition on Homelessness)	321 W. Walnut St Johnson City	423-754-8387
Elizabethton Housing Authority	910 Pine Ridge Circle	423-543-3571
Johnson City Housing Authority	901Pardee Street	423-232-4784
Habitat for Humanity	100 Greenwood Ln, Kingsport	423-239-7689
Shelter Care Plus	Kingsport Housing Authority	423-392-2545
John Sevier Center (Elderly & Disabled only)	141 E. Market St. Johnson City	423-926-3161
Watauga Square Apartments (Elderly & Disabled)	503 W. Watauga Ave. Johnson City	423-929-2752
Eastern 8 Development Corporation	214 E. Watauga Johnson City	423-232-2042
People, Inc. of Virginia	1173 W. Main Street Abingdon, VA	877-754-8387
Tennessee Valley Coalition to End Homelessness (TVCEH)	531 Callahan Drive Knoxville	888-556-0791
Volunteers of America	119 N. Daisy Street Morristown	423-289-1679
Individual Development Program (Matches funds saved toward a home purchase)		423-928-7327

PET ASSISTANCE* *PET ASSISTANCE* *PET ASSISTANCE* *PET ASSISTANCE

Pets and Paws at Good Samaritan	100 North Roan St. Johnson City	423-928-0288
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SHELTERS* *SHELTERS* *SHELTERS* *SHELTERS* *SHELTERS* *SHELTERS

Chips, Inc.	Erwin, TN	423-743-0022
Haven of Mercy (Men's Shelter)	123 W. Millard Johnson City	423-929-0616
Haven of Rest	624 Anderson Street Bristol	423-968-2011
Hope Haven	670 Dale Street Kingsport	423-246-7843
Hope House (pregnant women in crisis)	614 Cedar Court Kingsport	423-239-7994
Interfaith Hospitality Network (Families Only)	210 W. Fairview Ave. Johnson City	423-202-7805
Mountain Home V.A. Homeless Programs	Bldg. 8 Room 148 Dogwood Avenue	423-979-2871
Opportunity House	203 N. Irish St., Greeneville	423-638-4099
Safe Passage (Domestic Violence Only)	Johnson City	423-926-7233
Salvation Army Johnson City (Men and Women)	200 Ashe Street	423-926-8901 or 423-926-2101
Salvation Army Bristol	137 Edgemont Avenue	423-764-6156
Salvation Army Kingsport	505 Dale Street	423-246-6671
Shepherd's Inn (Women Only/Domestic Violence)	Elizabethton	423-542-0180
The River (Women Only)	125 West Main Street Johnson City	423-926-8111

TRANSPORTATION	*TRANSPORTATION*	*TRANSPORTATION*	*TRANSPORTATION*
Emergistaff			1-800-631-9111
Greyhound Bus Station	137 W. Market Street Johnson City		423-926-6181
Johnson City 'Public' Transit System (JCT)	137 W. Market Street Johnson City		423-929-7119
NETTRANS			423-461-8233
TN Care Transportation		423-952-6006 or 1-800-775-8726	
People and Places (medical transport):			423-737-7298

ADDITIONAL SERVICES* *ADDITIONAL SERVICES* *ADDITIONAL SERVICES* *ADDITIONAL SERVICES

ARC (Association of Retarded Citizens)	2700 South Roan Street Johnson City		423-928-9362
Boys to Men/Girlfriends			423-610-1242
Catholic Charities			423-328-0070
Coalition for Kids	2308 Watauga Road Johnson City		423-434-2031
Community Help Center (Sulphur Springs, Harmony, Bowmantown Only)	1591 Hwy 81 N		423-788-0050
Contact (24-hour crisis telephone line)			2-1-1
Disaster Relief: American Red Cross			423-727-0058
Families Support Services	2203 McKinley Road Johnson City		423-461-8202
Free Legal Advice	1 st Saturday of the month at Good Samaritan		423-928-0288
General Sessions Court			423-753-1737
Legal Aid	311 W. Walnut Street Johnson City		423-928-8311
LIHEAP (Low Income Home Energy Assistance Program) Neighborhood Service Ctr.			423-928-7327
National Mental Health Association			1-800-959-6642
Northeast Community Services Agency			423-952-6000
Northeast TN Career Center		423-547-7511 or 610-0134	
Runaway Hotline			1-800-621-4000
Senior Citizens Center	607 E. Myrtle Avenue Johnson City		423-434-6237
Social Security Office			1-866 964-5059
TN Dept. of Human Services (food stamps, families first-child care, jobs)			1-866-311-4287
United Way of Washington County TN			423- 282-5682
Washington County Department of Human Services (DHS)			423-929-0171

Veteran Rates at Local Motels/ Hotels

Rates are not valid during special events in local area.

Rates are Subject to change at any time.

Rates do not include taxes.

The veteran will need to present VA/military I. D. for discount and request VA rate when making reservation.

Motel/Hotel	Phone Number	Average Week-day Rates
<i>American Classic Suites (full efficiency)</i> 121 Lynn Drive Johnson City	423-926-6200	\$63.00 \$59.00
<i>AmericInn</i> 376 E Jackson Blvd. Jonesborough	423-753-3100	\$70.00 \$55.00
<i>Best Western</i> 2406 N Roan St. Johnson City	423-282-2161	\$60.00
<i>Carnegie Hotel & Spa</i> 1246 W State of Franklin Rd. Johnson City	423-979-6400	\$70.00
<i>Comfort Inn of Johnson City</i> 1900 S Roan St. Johnson City	423-928-9600	\$65.00
<i>Comfort Suites of Johnson City</i> 3118 Browns Mill Rd. Johnson City	423-610-0010	\$70.00
<i>Days Inn of Johnson City</i> 2312 Browns Mill Rd. Johnson City	423-282-2211	\$53.10
<i>Double Tree of Johnson City</i> 211 Mockingbird Lane Johnson City	423-929-2000	\$70.00
<i>Econo Lodge of Johnson City</i> 2316 Browns Mill Rd. Johnson City	423-282-3737	\$45.00
<i>Hampton Inn</i> 508 State of Franklin Rd. Johnson City	423-929-8000	\$79.00

<i>Holiday Inn</i>	101 W Spring Brook Drive Johnson City	423-282-4611	\$65.00
<i>Jameson Inn</i>	119 Pinnacle Drive Gray	423-282-0488	\$62.99
<i>Ramada Ltd.</i>	2606 N Roan St. Johnson City	423-282-4011	\$51.00
<i>Quality Inn & Suites of Johnson City</i>	207 East Mountcastle Johnson City	423-282-3335	\$52.99
<i>Sleep Inn and Suites</i>	2020 Franklin Terrace Johnson City	423-915-0081	\$62.99
<i>Super 8 Motel</i>	108 Wesley St. Johnson City	423-282-8818	\$49.99
<i>Value Place</i>	Interstate 26 & Boones Creek Rd Johnson City (Weekly Rental Only-No Nightly Rates Available)	423-283-0365 1-800-VALUEPLACE	\$189.00
<i>Meadow View Conference Ctr & Resort</i>	1901 Meadowview Parkway Kingsport	423-578-6600	\$70.00/\$100.00
<i>Red Roof Inn</i>	210 Broyles Dr. Johnson City	423-282-3040	\$49.00/\$64.00

Knoxville Community Resources

CLOTHING	*CLOTHING*	*CLOTHING*	*CLOTHING*	*CLOTHING*
Knoxville Area Rescue Ministries		2908 Knoxville Center Dr. Knoxville		865-521-0770
Angelic Ministries		1218 N. Central Ave Knoxville		865-523-8884
Ladies of Charity		120 W. Baxter Knoxville		865-247-5790
Lost Sheep Ministry		1444 Breda Dr. Knoxville		865-688-9636
Community Chest of Knox County		2107 W. Emory Rd Knoxville		865-938-3517
Baptist Center at Western Heights		1230 W Scott Ave Knoxville		865-525-9068

DAY CENTERS	*DAY CENTERS*	*DAY CENTERS*	*DAY CENTERS*	*DAY CENTERS*
CAC Homeward Bound		2247 Western Ave Knoxville		865-546-3500
Volunteer Ministry Center		306 W Jackson Knoxville		865-524-3926
The Bush Family Refuge		511 N. Broadway Knoxville		865-673-0235
Joy Baker Center		409 N. Broadway Knoxville		865-525-9401

DOMESTIC VIOLENCE & ABUSE	*DOMESTIC VIOLENCE & ABUSE*	*DOMESTIC VIOLENCE & ABUSE*
Child Abuse (Reporting)		1-877-542-2873
Child Abuse Parent Hotline		1-800-356-6767
National Domestic Violence Hotline		1-800-799-7233
TN Coalition against Domestic & Sexual Violence		1-800-289-9018

EDUCATION AND CHILDCARE	*EDUCATION AND CHILDCARE*	*EDUCATION AND CHILDCARE*
Knox County Schools Homeless Liaison		865-594-3648
GED Classes	101 E 5th Ave Knoxville	865-594-5060
Tennessee Career Center	2700 Middlebrook Pike Knoxville	865-594-5500
Knoxville Head Start	2400 Piedmont St Knoxville	865-974-5845

EMERGENCY SERVICES	*EMERGENCY SERVICES*	*EMERGENCY SERVICES*
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Dial 911 for Emergency Assistance

Knoxville Police Department	800 Howard Baker Jr. Ave Knoxville	865-215-7450
Knox County Sheriff's Office	400 Main Street Knoxville	865-215-2444
Knoxville Fire Department	400 Main Street	865-215-2283

*This is not a complete listing of all Emergency Services in the geographic area. If you live outside these towns/cities we recommend you become familiar with the available Emergency Services in your location.

FOOD	*FOOD*	*FOOD*	*FOOD*	*FOOD*	*FOOD*	*FOOD*	*FOOD*
EBT HOTLINE							1-888-997-9444
Food Stamp Office/Dept. of Human Services		2700 Middlebrook Pike, Suite 100 Knoxville					865-594-6151
WIC (for mothers and young children)							1-800-342-5942
Mobile Meals		2247 Western Ave Knoxville					865-524-2786
Church Street UMC (Soup Kitchen)		900 Henley St Knoxville					865-524-3048
FISH		600 S. Chestnut St Knoxville					865-522-3474
FISH Team Delivery							865-523-7900
Food Pantries:							
Administration and Far West Hospitality							865-588-9200
Arlington Baptist Church							865-522-5189

Arrowhead Church of God of Prophecy	865-573-2000
Bethany Baptist Church	865-522-1004
Bearden UMC	865-588-6562
Beaver Dam Baptist Church	865-922-2322
Beaver Ridge UMC	865-690-1060
Black Oak Heights Baptist Church	865-689-5397
Boys and Girls Clubs of Greater Knoxville Area	865-524-1214
Broadway Baptists Church	865-524-2575
Callahan Road Baptist Church	865-938-3410
Calvary Baptist Church	865-523-9419
Central UMC	865-524-1659
Children of God Ministries	865-544-1730
Church of the Ascension	865-588-0589
Church of the Good Samaritan	865-693-9591
Church of the Good Shepherd	865-687-9420
Church of the Savior	865-584-7531
Church Street UMC	865-524-3048
Cokesbury UMC	865-693-0353
Cornerstone Church of God	865-966-2300
Corryton Hospitality Pantry	865-687-8438
Cumberland Baptist Church	865-584-9129
Dante Church of God	865-689-4829
Dutch Valley Church of God	865-688-8711
East Knoxville Hospitality Pantry	865-522-3474
Eastminister Presbyterian Church	865-522-2244
Emerald Ave UMC	865-523-7150
Faith Promise Church	865-251-2590
Farragut Christian Church	865-966-5224
Farragut Church of Christ	865-966-5025
First Baptist Church	865-546-9661
First Baptist Church of Powell	865-947-9074
First Christian Church	865-522-0545
First Comforter Church	865-688-8390
First Presbyterian Church	865-546-2531
Food in the Fort	865-524-4552
Fountain City Ministry Center	865-688-5000
Good Samaritan Center	865-524-7842
Greater Warner Tabernacle AME Zion Church	865-524-8040
Halls Welfare Ministry	865-922-8412
Hardin Valley Community Free Will Baptist Church	865-670-4188
Harvest Food Pantry	865-637-1295
Hosanna Food Pantry	865-689-7001
Immaculate Conception	865-522-1508
Immanuel Baptist Church	865-577-6396
Joyce Avenue Wesleyan Methodist Church	865-524-3937
Knox Area Rescue Ministries	865-546-6363
Ladies of Charity	865-522-6341
Laurel Church of Christ	865-524-1122
Lincoln Park Baptist Church	865-687-5451
Lonsdale UMC	865-522-7257
Lost Sheep Ministries	865-688-9636

Love Kitchen & Pantry	865-971-4417
Macedonia UMC	865-523-6618
Messiah Lutheran Church	865-588-9753
Middlebrook Pike UMC	865-690-8641
Montgomery Village Baptist Center	865-577-6244
Montgomery Village Ministry, Inc.	865-577-5555
New Life UMC	865-546-5153
New Mount Calvary Missionary Baptist Church	865-525-4739
North Knoxville Community Chest	865-938-3517
Park West Church of God	865-693-0144
Peace Lutheran Church	865-690-9201
Positively Living	865-525-1540
Powell UMC	865-938-2741
Roseberry Baptist Church	865-971-5836
Sacred Heart Cathedral	865-588-0249
Salvation Army	865-525-9401
Second Presbyterian Church	865-523-2189
Second UMC	865-524-1689
Senior Nutrition Program	865-524-2786
Sequoyah Hills Presbyterian Church	865-522-9804
South Knoxville Baptist Church	865-573-1973
South Knoxville Church of God	865-573-4141
South Knoxville Hospitality Pantry	865-675-0450
St. Elizabeth's Episcopal Church	865-523-5687
St. James Episcopal Church	865-523-5687
St. John's Episcopal Cathedral	865-525-7347
St. Joseph's House of Prayer	865-546-4877
St. Thomas Episcopal Church	865-688-2741
Strawberry Plains UMC	865-933-8583
Trinity UMC	865-588-5763
Volunteer Ministry Center Day Shelter	865-524-3926
Washington Pike UMC	865-523-0603
West End Church of Christ	865-693-0801
West Hills Baptist Church	865-693-9272
West Lonsdale Baptist Church	865-523-5975
Western Heights Baptist Center	865-525-9068
Westminster Presbyterian Church	865-584-3957
Woodlawn Christian Church	865-573-6721

HEALTH	*HEALTH*	*HEALTH*	*HEALTH*	*HEALTH*	*HEALTH*	*HEALTH*
Emergencies						911
Crisis Response Services (24 Hour Service)						1-800-332-7281
Ask a Nurse						1-800-888-5551
Cover Tennessee Health Options Hotline						1-888-486-9355
Partnership for Prescriptions						1-888-477-2669
Cherokee Health			2018 Western Ave Knoxville			865-544-0406
Knox Homeless Health Center			511 N. Broadway St Knoxville			865-524-3926
Knox County Health Dept.			140 Dameron Ave Knoxville			865-215-5000
Center City Health Center			2018 Western Ave Knoxville			865-544-0406
West Knox Health Center			10263 Kingston Pike Knoxville			865-670-9231
University of Tennessee Medical Center			1924 Alcoa Hwy Knoxville			865-305-9000

William C. Tallent VA Outpatient Clinic	8003 Ray Mears Blvd Knoxville	865-545-4592
Methodist Medical Center of Oak Ridge	990 Oak Ridge Turnpike Knoxville	865-835-1000
Blount Memorial Hospital	907 E Lamar Alexander Blvd Maryville	865-983-7211
Fort Sanders Regional Medical Center	1901 Clinch Ave Knoxville	865-541-1111
Parkwest Medical Center	9352 Park West Blvd Knoxville	865-373-1000
Fort Loudon Medical Center	550 Fort Loudon Med Center Dr. Lenior City	865-271-6000
Turkey Creek Medical Center	10820 Parkside Dr. Knoxville	865-218-7011
Physicians Regional Medical Center	900 E Oak Hill Ave Knoxville	865-545-8000

***HOUSING RESOURCES* *HOUSING RESOURCES* * HOUSING RESOURCES* *HOUSING RESOURCES ***

Knoxville's Community Development Corporation	901 N. Broadway Knoxville	865-403-1100
Tennessee Valley Coalition to End Homelessness (TVCEH)	531 Callahan Drive Knoxville	888-556-0791
East Tennessee Human Resources Agency (ETHRA)	9111 Cross Park Dr. Ste. D-100 Knoxville	865-691-2551
Volunteers of America	511 N. Broadway Knoxville	865-524-3926
STEPS House, Inc	722 Boggs Ave Knoxville	865-525-9566

PET ASSISTANCE* *PET ASSISTANCE* *PET ASSISTANCE* *PET ASSISTANCE

Young-Williams Animal Center	3201 Division Street Knoxville	865-215-6599
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SHELTERS* *SHELTERS* *SHELTERS* *SHELTERS* *SHELTERS* *SHELTERS

YWCA	420 West Clinch Ave Knoxville	865-523-6126
Family Promise of Knoxville	P.O Box 10184 Knoxville	865-584-2822
Samaritan Place (55+)	3009 Lake Brook Blvd Knoxville	865-684-1893
Knoxville Area Rescue Ministries	418 N Broadway Knoxville	865-673-6540
Salvation Army	409 N Broadway Knoxville	865-525-9401
Serenity Shelter	P.O Box 37927 Knoxville	865-971-4673
Family Crisis Center	901 E Summit Hill Dr. Knoxville	865-637-8000

TRANSPORTATION* *TRANSPORTATION* *TRANSPORTATION* *TRANSPORTATION

ETHRA		1-800-232-1565
Greyhound Bus		1-800-231-2222
Knoxville Area Transit		865-637-3000
DAV Van		865-694-7101
Community Action Committee Transportation		865-524-0319

ADDITIONAL SERVICES* *ADDITIONAL SERVICES* *ADDITIONAL SERVICES* *ADDITIONAL SERVICES

National Mental Health Association		1-800-959-6642
Runaway Hotline		1-800-621-4000
TN Dept. of Human Services (food stamps, families first-child care, jobs)		1-866-311-4287
Delinquent Veteran Borrowers		1-888-995-4673
Medicare Verification		1-866-964-5059
Legal Aid of East TN	502 S Gay St Knoxville	865-637-0484
Low Income Home Energy Assistance Program	1451 Dowell Springs Rd Suite 101 Knoxville	865-374-7272
Knoxville Utilities Board	P.O. Box 59017	865-524-2911
American Red Cross	6921 Middlebrook Pike Knoxville	865-584-2999
Contact Care Line Crisis Help Line		865-584-4424
A Place for Mom Eldercare Advisor		865-225-9792
CAC Senior Citizens Information and Referral Service		865-546-6262
VA Caregiver Support Line		855-260-3274
Vet Center	2817 Magnolia Ave Knoxville	865-633-0000
Boys and Girls Clubs of Greater Knoxville	220 Carrick St Knoxville	865-524-1214

Veteran Rates at Local Motels/ Hotels

Rates are not valid during special events in local area.

Rates are Subject to change at any time.

Rates do not include taxes.

The veteran will need to present VA/military I. D. for discount and request VA rate when making reservation.

Magnuson Hotel – West Hills
877-747-8713 \$63
7621 Kingston Pike

Extended Stay America -West Hills
800-804-3724 \$54
1700 Winston Road

Ramada Inn – West Hills
865-690-0034 \$67
7737 Kingston Pike

Super 8 - Bearden
865-584-8511 \$45
6200 Papermill Road

Holiday Inn – Cedar Bluff
865-693-1011 \$84
304 Cedar Bluff Road

Signature Suites – Cedar Bluff
800-804-3724 \$50
214 Langley Place

Holiday Inn – Downtown
865-522-2800 \$84
525 Henley Street

MOUNTAIN HOME HISTORY and COMMUNITY INFORMATION

Our nation has always provided special consideration for veterans who served their country in times of war. The establishment of a national asylum for disabled volunteer American soldiers authorized by congress in 1866 is one example. Mountain Home was the last of nine authorized homes constructed, all of which are still in operation. Known as the Mountain Branch it opened in Johnson City, Tennessee in 1903, following a special act of congress on January 28, 1901. When made a field station of the Veterans Administration in 1903, Mountain Home had 605 hospital beds and 2,000 domiciliary beds. The Center presently operates 80 hospital beds, 150 domiciliary beds, and a 120-bed community living center. The Domiciliary, which peaked at 2,200 beds, has steadily reduced in number largely due to lack of demand, renovations and a change in mission from primarily providing shelter and care to one of medical treatment and rehabilitation.

The James H. Quillen Veterans Affairs Medical Center is composed of 70 buildings on 249 acres of land within Johnson City, Tennessee. The Medical Center has its own post office –Mountain Home 37684. Johnson City has a population of 50,000 inhabitants. It is located in Washington County, which has a population of 92,000 and is 22 miles southwest of the Virginia State line and 36 miles north of the North Carolina State line. The population within a 50-mile radius is 1,504,000. The Standard Metropolitan Statistical Area (SMSA) national ranking is 94th with a population of 443,100. Kingsport Tennessee; Johnson City, Tennessee; and Bristol, Tennessee/Virginia form a triangle, each being about 25 miles apart. The area is identified as the Tri-Cities and the Tri-City Regional Airport is located approximately in the center of this triangle. The climate is considered moderate, with a mean annual temperature of 56.3 degrees. The average rainfall is 41 inches. Temperatures vary from sub-zero to the high 90s, but the elevation of more than 1,700 feet and the relative humidity contribute to the pleasant climate. There is some snowfall each winter, but snow rarely remains on the ground for more than one week. There are six U.S. Highways through Johnson City: 11-E, 11-W, 19-W, 23, 321, and 411. Interstate 81 bypasses Johnson City by approximately 10 miles and is connected via Interstate I-26. Johnson City is considered the gateway to the Tennessee Valley. The Greyhound Bus System provides service to Johnson City. There are local bus systems to provide regular service to the Tri-City Regional Airport located 16 miles from the James H. Quillen Veterans Affairs Medical Center.

East Tennessee State University is located adjacent to the James H. Quillen VA Medical Center. The University developed the James H. Quillen College of Medicine, which is affiliated with the James H. Quillen VA Medical Center and located on the VA grounds. Milligan College and Emmanuel School of Religion are also nearby. Approximately 100 churches, predominately Protestant, but with Roman Catholic and Jewish faith representation, are located in the Johnson City area. There are several Vocational-Technical Schools of outstanding quality located in the Tri-City area.

Four Tennessee Valley Authority (TVA) Lakes are within 20 miles of Johnson City, the nearest one being within five miles. These lakes provide fishing, boating, and other water sports. The surrounding terrain is mountainous with beautiful scenery during each of the four seasons, and with a variety of outdoor challenges for sports enthusiasts.