

# 2016 DIRECTORY OF SERVICES



## AGING

**Area Agency on Aging and Disability** —develops supportive services for older East Tennesseans and persons with Disabilities. **Aaron Bradley** at 865-691-2551 ext. 4216 or by email [abradley@ethra.org](mailto:abradley@ethra.org)

**Health Promotion** —encourages healthy activities. **Cynthia Rockey** at 865-691-2551 ext. 4342 or by email [crockey@ethra.org](mailto:crockey@ethra.org)

**National Family Caregiver Support** — respite for caregivers along with referral, information and training. **Shaler Gentry** at 865-691-2551 ext. 4260, or by email [sgentry@ethra.org](mailto:sgentry@ethra.org)

**Options for Community Living** — supportive services for independent living. **Shaler Gentry** at 865-691-2551 ext. 4260 or by email [sgentry@ethra.org](mailto:sgentry@ethra.org)

**CHOICES** — long-term services and support. **Lisa Pullem** at 865-691-2551 ext. 4316 or by email [lpullem@ethra.org](mailto:lpullem@ethra.org). For application contact CHOICES at 865-691-2551 ext.315 or toll free 866-836-6678 Option 1

**SHIP** — provides Medicare and Medicaid insurance counseling. **Kim Ward** at 865-691-2551 ext. 4308 or by email [kward@ethra.org](mailto:kward@ethra.org)

**SMP** — educating Medicare recipients on how to prevent healthcare fraud. **Kim Ward** at 865-691-2551 ext. 4308 or by email [kward@ethra.org](mailto:kward@ethra.org)

**Elder Abuse Awareness & Training** — community education on best practices related to preventing scams and other abuses. **John Bender** at 865-691-2551 ext. 4234 or by email [jbender@ethra.org](mailto:jbender@ethra.org)

**Conservatorship for the Elderly** — court appointed guardianship/conservator. **Carol Silvey Wilson** at 865-691-2551 ext. 4218 or by email [csilvey@ethra.org](mailto:csilvey@ethra.org)

**My Support Connection** — connects individuals to affordable private pay services. **Shaler Gentry** at 865-691-2551 ext. 4260 or by email [sgentry@ethra.org](mailto:sgentry@ethra.org)

**Care Transitions** — advocacy and collaborative efforts aimed at enriching care transitions (ie, patient going from hospital to home) for older adults, persons with disabilities and family caregivers. **Dottie Lyvers** at 865-691-2551 ext. 4818 or by email [dlyvers@ethra.org](mailto:dlyvers@ethra.org)

**Information & Assistance** — connects older adults, adults with disabilities, and family caregivers with available services in their communities. 866-836-6678 or 865-251-4897

**Legal Assistance for the Elderly** — education, consultation and legal help. **Lynette Edwards** 865-691-2551 ext. 4212 or by email [ledwards@ethra.org](mailto:ledwards@ethra.org) or **Cindy Troyer** at 865-691-2551 ext. 4223 or by email [ctroyer@ethra.org](mailto:ctroyer@ethra.org)

**Long Term Care Ombudsman** — protects residents of licensed health care facilities. **Cindy Troyer** at 865-691-2551 ext. 4223 or by email [ctroyer@ethra.org](mailto:ctroyer@ethra.org)

**Senior Nutrition** — healthy meals at group sites or in-home delivery. **Janice Johnson** at 865-691-2551 ext. 4210 or by email [jjohnson@ethra.org](mailto:jjohnson@ethra.org)

**Offices on Aging** — connects seniors to services to improve daily living. **Veronica Stephens** at 865-691-2551 ext. 4229 or by email [vstephens@ethra.org](mailto:vstephens@ethra.org)

**Senior Centers** — focal point for activities and information for seniors. **Veronica Stephens** at 865-691-2551 ext. 4229 or by email [vstephens@ethra.org](mailto:vstephens@ethra.org)

**Senior Employment** — training for seniors while they seek employment. **Arlita Brisbin** at 865-691-2551 ext. 4347 or by email [abrisbin@ethra.org](mailto:abrisbin@ethra.org)

## CHILD DEVELOPMENT

**Child Care Food for Home Day Cares** — meal planning and monthly food expenses. **Veronica Stephens** at 865-691-2551 ext. 4229 or by email [vstephens@ethra.org](mailto:vstephens@ethra.org)

**Child Care Food for Day Care Centers** —assists with meal planning plus reimbursement for meals. **Veronica Stephens** at 865-691-2551 ext. 4229 or by email [vstephens@ethra.org](mailto:vstephens@ethra.org)

**Summer Food** —provides meals to children during the summer. **Veronica Stephens** at 865-691-2551 ext. 4229 or by email [vstephens@ethra.org](mailto:vstephens@ethra.org)

## FAMILY ASSISTANCE

**Protective Service Homemaker** — prevents suspected abuse, neglect, or potential exploitation. **Karen Laws** at 865-691-2551 ext. 4246 or by email [klaws@ethra.org](mailto:klaws@ethra.org)

**Commodity Distribution** — supplements food budget. **Veronica Stephens** at 865-691-2551 ext. 4229 or by email [vstephens@ethra.org](mailto:vstephens@ethra.org)

**Community Services Block Grant** — improves family self-sufficiency. **Veronica Stephens** at 865-691-2551 ext. 4229 or by email [vstephens@ethra.org](mailto:vstephens@ethra.org)

**Emergency Food and Shelter** — crisis help with rent, mortgage and utilities. **Veronica Stephens** at 865-691-2551 ext. 4229 or by email [vstephens@ethra.org](mailto:vstephens@ethra.org)

**Jane Pettway** — Union County women's assistance. **Veronica Stephens** at 865-691-2551 ext. 4229 or by email [vstephens@ethra.org](mailto:vstephens@ethra.org)

**Ryan White Consortium** — living with HIV/AIDS. **Pat Ford** at 865-691-2551 ext. 4233 or by email [pford@ethra.org](mailto:pford@ethra.org)

**Ryan White Dental** — good oral health to avoid infections. **Pat Ford** at 865-691-2551 ext. 4233 or by email [pford@ethra.org](mailto:pford@ethra.org)

**Housing Opportunities for Persons With Aids** — housing and related assistance. **Pat Ford** at 865-691-2551 ext. 4233 or by email [pford@ethra.org](mailto:pford@ethra.org)

**Regional Community Planning Group** — education on primary and secondary infections. **Pat Ford** at 865-691-2551 ext. 4233 or by email [pford@ethra.org](mailto:pford@ethra.org)

## COURT SERVICES

**Adult Alternative Placement (Community Corrections)** — supervises felony offenders for the courts. **Linda Brooks** at 865-691-2551 ext. 4247 or by email [lbrooks@ethra.org](mailto:lbrooks@ethra.org)

**Community Intervention** — supervises juvenile offenders for the courts. **Sherry Seal** at 865-691-2551 or by email [sseal@ethra.org](mailto:sseal@ethra.org)

**Misdemeanor Probation** — supervises offenders and monitors costs and fines for the court. **Judy Brewer** at 423-587-6511 or by email [jbrewer@ethra.org](mailto:jbrewer@ethra.org)

**Violence Intervention** — training for adults to help stop family violence. **Judy Brewer** at 865-587-6511 or by email [jbrewer@ethra.org](mailto:jbrewer@ethra.org)

## TRANSPORTATION

**Transportation Program** — access to shopping, recreational, services, employment and health care. **Mike Patterson** at 865-691-2551 ext. 4263 or by email [mpatterson@ethra.org](mailto:mpatterson@ethra.org)

**Call Centers** — single calling point to schedule transportation for medical appointments for TENNCARE. **Sharon Fox** at 865-691-2551 ext. 4320 or by email [sfox@ethra.org](mailto:sfox@ethra.org)

**Job Access & Reverse Commute (JARC)** — provides trips to work. **Teresa Hickman** at 865-691-2551 ext. 4280 or by email [thickman@ethra.org](mailto:thickman@ethra.org)

**New Freedoms/Mobility Management** — looks at needs of persons with disabilities beyond those required by the Americans with Disabilities Act. **Brent Gagley** at 865-691-2551 ext. 4299 or by email [bgagley@ethra.org](mailto:bgagley@ethra.org)

## HOUSING & RESTORATION

**Low Income Home Energy** — electric and other heating and cooling services. **Steve Bandy** at 865-691-2551 ext. 4262 or by email [sbandy@ethra.org](mailto:sbandy@ethra.org) or **Lisa Condrey** at 865-691-2551 ext. 4248 or by email [lcondrey@ethra.org](mailto:lcondrey@ethra.org)

**Weatherization** — improves energy efficiency to lower heating and cooling costs. **Steve Bandy** at 865-691-2551 ext. 4262 or by email [sbandy@ethra.org](mailto:sbandy@ethra.org) or **Lisa Condrey** at 865-691-2551 ext. 4248 or by email [lcondrey@ethra.org](mailto:lcondrey@ethra.org)

**Minor Home Modification** — helps physically challenged remain in their home. **Steve Bandy** at 865-691-2551 ext. 4262 or by email [sbandy@ethra.org](mailto:sbandy@ethra.org) or **Lisa Condrey** at 865-691-2551 ext. 4248 or by email [lcondrey@ethra.org](mailto:lcondrey@ethra.org)

**HOME — HOUSE Rehabilitation** — repayable loans to repair or replace homes. **Steve Bandy** at 865-691-2551 ext. 4262 or by email [sbandy@ethra.org](mailto:sbandy@ethra.org) or **Lisa Condrey** at 865-691-2551 ext. 4248 or by email [lcondrey@ethra.org](mailto:lcondrey@ethra.org)

**Housing Choice Vouchers** — rental assistance. **Steve Bandy** at 865-691-2551 ext. 4262 or by email [sbandy@ethra.org](mailto:sbandy@ethra.org) or **Lisa Condrey** at 865-691-2551 ext. 4248 or by email [lcondrey@ethra.org](mailto:lcondrey@ethra.org)

**Family Self-Sufficiency and Homeownership** — families receiving rental assistance establish financial responsibility through education, job training, employment, and eventually home ownership. **Steve Bandy** at 865-691-2551 ext. 4262 or by email [sbandy@ethra.org](mailto:sbandy@ethra.org) or **Lisa Condrey** at 865-691-2551 ext. 4248 or by email [lcondrey@ethra.org](mailto:lcondrey@ethra.org)

**Housing Trust Fund** — home ownership. **Steve Bandy** at 865-691-2551 ext. 4262 or by email [sbandy@ethra.org](mailto:sbandy@ethra.org) or **Lisa Condrey** at 865-691-2551 ext. 4248 or by email [lcondrey@ethra.org](mailto:lcondrey@ethra.org)

## WORKFORCE INVESTMENT

**Workforce** — operates Tennessee Career Centers to improve the quality of the region's workforce. **Chris Tiller** (Interim Director) at 865-813-0281 or by e-mail [ctiller@ethra.org](mailto:ctiller@ethra.org)

**Senior Training** — training for seniors (age 55+) as they seek employment. **Gary Johnson** at 865-813-0281 or by e-mail [gjohnson@ethra.org](mailto:gjohnson@ethra.org)

**Career Readiness Certificate** — assessment and testing. **Chris Tiller** (Interim Director) at 865-813-0281 or by e-mail [ctiller@ethra.org](mailto:ctiller@ethra.org)

**Adult Basic Education** — classroom help for GED. **Chris Tiller** (Interim Director) at 865-813-0281 or by e-mail [ctiller@ethra.org](mailto:ctiller@ethra.org)