

Campus & Community Resource Guide



A streamlined directory of ETSU and Northeast Tennessee support services. Websites are included when available; contact providers to confirm current hours, eligibility, cost, and insurance.

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ETSU Quick Reference—Student Specific

Behavioral Health and Wellness Clinic

<https://www.etsu.edu/cas/psychology/bhwc/>

Lucille Clement Hall, Room 139

Phone: (423) 439-7777

Email: BHWC@etsu.edu

Individual, groups, couples, and family counseling as well as assessments for ADHD, Autism, diagnostic clarity, and learning/school problems.

Bookstore

https://www.bkstr.com/shopetsustore/home?cm_mmc=OrganicSearch_-GoogleMyBusiness_-Google_-1846

Culp Center, 1st Floor

Phone: (423) 439-4436

Buccaneer Student Crisis Fund

<https://www.etsu.edu/students/student-crisis-fund.php>

Funds available for students that experience extenuating circumstances that impact their academics such as loss of family member, loss of residence, serious illness, or loss of income.

Funds can be used for things such as food, clothing, books, technology, travel cost for emergencies, unexpected expenses such as car repair, rent/utilities if circumstances affect ability to pay, housing cost when there is risk for homelessness.

Students can submit a request for funds once per term

Bucky's Food Pantry

<https://www.etsu.edu/foodpantry/>

Buc Ridge Central Receiving Warehouse at 325 Treasure Lane OR

Culp Center Location

Phone: (423) 439-2825 or Chuck Patton at (423) 439-5243

Email: foodpantry@etsu.edu or buckysspecialist@etsu.edu

BucShot

<https://www.etsu.edu/facilities/parking/bucshot.php>

Free shuttle service in and around campus, ETSU ID required

Phone: (423) 439-5650

Email: parking@etsu.edu

Bursar

[Bursar's Office \(etsu.edu\)](https://www.etsu.edu/bursar)

Burgin Dossett Hall, 2nd floor, room 202

Phone: (423) 439-4212

Email: bursar@etsu.edu

Making payments, setting up direct deposit,

Campus Recreation

[Campus Recreation \(etsu.edu\)](http://etsu.edu/campus-recreation)

Center for Physical Activity

Phone: (423) 439-7980

Gym, sports, outdoor recreation, equipment rental, classes

Center for Academic Achievement

<https://www.etsu.edu/students/learning/>

First Floor Charles C. Sherrod Library

Phone: (423) 439-7111

Email: learning@etsu.edu

Offers tutoring, Supplemental instruction, and academic coaching

Child Care:

<https://www.etsu.edu/students/childcare/>

D.P. Culp Student Center, 2nd Floor, 256B

Email: Kerrie Olorin at olorin@etsu.edu or littlebucs@etsu.edu

- Ballad Center for Early Learning at ETSU
2101 Signal Drive, Johnson City, TN 37604
Hours: Monday-Friday 7:45 a.m.- 3:00 p.m.
- Little Bucs
Hours: Monday-Friday 8:00 a.m.- 4:30 p.m.

Community Counseling Clinic

<https://www.etsu.edu/coe/chs/counseling/clinic.php>

Warf Pickel Hall, 3rd Floor

Phone: (423) 439-7679

Email: CCC@etsu.edu

Free individual, couples, and family therapy services for students and community members

Counseling Center

<https://www.etsu.edu/students/counseling/>

Culp Center 3rd Floor

Phone: (423) 739-3333

Email: counselingcenter@etsu.edu

Short term, brief therapy, groups, workshops, mental health case management

Dental Hygiene Clinic

<https://www.etsu.edu/crhs/allied-health/dhyg/services.php>

Lamb Hall Room 70

Phone: (423) 439-4514

Complete online forms prior to first appointment

Services: dental hygiene therapy, oral cancer examination, dental charting, periodontal assessment, preventative oral health instructions, fluoride, soft tissues management programs, supportive periodontal therapy, occlusal sealants, oral examination and patient education, dental radiographs (prescribed by your dentist).

Dining

<https://etsu.sodexomyway.com/>

Phone: (423) 439-4389

Disability Services

<https://www.etsu.edu/students/ds/>

Culp Center, 3rd floor, Suite 390

Phone: (423) 439-7062

Dr. Patricia Robertson Center—Basic Needs Support

<https://www.etsu.edu/students/robertson/ia>

[423-439-4855](tel:423-439-4855)

RC@etsu.edu

Emergency Services

https://www.etsu.edu/safety/campus_emergency/

- ETSU Public Safety: (423) 439-4480
- BucsPress2: (423) 439-4841

ETSU Family Medicine Clinic

<https://www.etsu.edu/com/familymed/default.php>

917 W Walnut St, Johnson City, TN 37604

Phone: (423) 439-6464

ETSU Psychiatry and Behavioral Health Sciences

<https://www.etsu.edu/com/psychiatry/default.php>

Building 52 on VA Campus

Phone: (423) 439-8120

Financial Aid

<https://www.etsu.edu/financial-aid-and-scholarships/>

Burgin Dossett Hall

Phone: (423) 439-4300

Email: finaid@etsu.edu

Assistance navigating financial aid, FAFSA, and scholarships

Housing- Off Campus

<https://www.etsu.edu/students/nsfp/off-campus-housing-resources.php>

Billie Guthrie

Phone: (423) 470-4576

Email: brokerbillie@gmail.com

Helps students find off-campus housing

Housing- On Campus

<https://www.etsu.edu/students/housing/>

The Carrier Center for Student Success and Engagement

226, 2nd Floor, D.P. Culp Student Center

Phone: (423) 439-4446

Email: housing@etsu.edu

Johnson City Community Health Center

<https://www.etsu.edu/nursing/clinics/community/johnsoncity.php>

Roy S. Nicks Hall Suite 160

Phone: (423) 439-4225

Email: shserv@etsu.edu

Services: Acute, chronic and preventive care for all family members, behavioral health services, breastfeeding assistance and support, dental services, diabetes management and education, diagnostic testing, health education, health insurance application assistance, infectious disease, mammography, medical legal partnership, medication assistance (charitable pharmacy), mental health counseling, pediatrics/newborn primary care, pharmacy services, prenatal/postpartum care, radiology services, social work services, telehealth for specialty referrals, and women's health.

Mary V. Jordan Student Success Center

Culp Center, Room 271

Phone: (423) 439-4844

Email: Jordancenter@etsu.edu

Connects students with the appropriate ETSU resources and support services.

Parking Services

<https://www.etsu.edu/facilities/parking/>

132 Stout Drive

Phone: (423) 439-5650

parking@etsu.edu

<https://www.etsu.edu/students/robertson/ia>

[423-439-4855](tel:423-439-4855)

RC@etsu.edu

Registrar

<https://www.etsu.edu/reg/>

Burgin Dossett Hall, 1st floor

- Graduation

Phone: (423) 439-6822

Email: graduation@etsu.edu

Navigate graduation holds, status, and changing terms

- Records

Phone: (423) 439-4230

Email: records@etsu.edu

Navigate late drops, withdrawals, transcripts, enrollment verifications, and names/address changes.

- Registration

Phone: (423) 739-5584

Email: reghelp@etsu.edu

Navigate late adds, academic room scheduling, undergraduate repeats, undergraduate course overloads.

Research Assistance

<https://libraries.etsu.edu/research/assistance>

Phone: (423) 439-4307

Assistance with doing research, utilizing search engines, locating sources, and more.

Safe Voyage

<https://www.etsu.edu/dps/voyage.php>

- (423) 914-5940 8pm-12am Mon-Fri for Johnson City Transit on campus shuttle.
- (423) 739-4480 for escorted walk on campus

Student Life and Enrollment

<https://www.etsu.edu/students/>

Burgin E. Dossett Hall, 3rd floor, Room 302

Phone: (423) 439-4210

Email: studentlife@etsu.edu

Student Success Specialist

Assistance locating services and navigating resources

Graduate

<https://www.etsu.edu/gradschool/successservice.php>

Sherrod Library, 4th floor, room 453

Phone: (423) 439-7062

Email: graduatesuccess@etsu.edu

Undergraduate

<https://www.etsu.edu/students/dean-students/usss.php>

Sherrod Library, 4th floor, room 452

Phone: (423) 439-8777

Email: undergraduatesuccess@etsu.edu

Student Support Services-TRiO

<https://www.etsu.edu/students/trio/sss/>

Culp Center Room 318

Phone: (423) 439-5396

Offers tutoring and other academic support

Eligibility Requirements: Working towards their first Bachelor's Degree at ETSU and be a U.S. Citizen/receive federal funds to attend college.

Additional Requirements (must meet 1 of the following): first generation, income eligible, documented disability.

Transfer and Adult Services

<https://www.etsu.edu/students/nsfp/transfer-adult/services.php>

Culp Center, Room 250

Phone: (423) 439-8452

Email: family@etsu.edu or orientation@etsu.edu

University Career Services

<https://www.etsu.edu/students/careers/>

Culp Center, 2nd Floor Carrier Center

Phone: (423) 439-4450

Email: careers@etsu.edu

Navigate employment opportunities, resume document writing, learning opportunities, major/career exploration, obtain professional attire

University Health Center

<https://www.etsu.edu/nursing/universityhealth/>

Roy S. Nicks Hall Suite 160

Phone: (423) 439-4225

After Hours Service: 1-888-915-7299

Email: universityhealth@etsu.edu

Services: physicals, medication management, acute care/sick visits, behavioral health, men and women's health exam, counseling services, TB screening/testing, health education services, lab work, specialist referrals, titers, STI screenings, allergy injections, and immunizations.

Student Veterans Affairs

<https://www.etsu.edu/provost/veteransaffairs/>

Lucille Clement Room 121

Phone: (423) 439-6819

Support, benefits navigation, and campus resources for veterans and military-affiliated students.

Mental Health Emergency Support – ETSU & Community

ON-CAMPUS EMERGENCY SUPPORT

IMMEDIATE EMERGENCY

If there is immediate danger to self or others:

- Call 911
- ETSU Police: (423) 439-4480
- Go to the nearest Emergency Room
 - Johnson City Medical Center*
400 N State of Franklin Rd., Johnson City, TN 37604
(423) 431-6111
 - Franklin Woods Community Hospital*
300 Med Tech Pkwy, Johnson City, TN 37604
(423) 431-1000
 - Holston Valley Medical Center*
130 W Ravine Rd., Kingsport, TN 37660
(423) 224-4000
 - Bristol Regional Medical Center*
1 Medical Park Blvd., Bristol, TN 37620
(423) 844-1121

24/7 Mental Health Crisis Line (Students)

BucsPress2 (Protocol Help Now: ETSU Counseling Center Partnership)

- (423) 439-4841 → Press 2
- Toll free Text Line (855) 708-2490
- 24/7, free, confidential crisis counseling
- For current ETSU students

Immediate On-Campus Emergency

ETSU Police Department

- (423) 439-4480
- Call for immediate safety concerns or active crisis

Counseling Center (Business Hours)

- (423) 439-3333
- counselingcenter@etsu.edu

Note: Use Walk-in during business hours, but not for immediate emergencies—use BucsPress2, 911, or Police instead

ETSU Employee Assistance Program (Faculty/Staff)

- (855) 437-3486
- 24/7 support for employees

OFF-CAMPUS / COMMUNITY CRISIS SUPPORT

National & Statewide

- 988 Suicide & Crisis Lifeline
 - Dial 988
 - 24/7 call, text, chat support
- Tennessee Statewide Crisis Line
 - (855) 274-7471
 - 24/7 statewide mental health support

Walk-in Crisis Support

Turning Point Crisis

208 E. Unaka Ave., Johnson City, TN 37601
 (423) 926-0940
 24/7 Walk-In Available

Immediate crisis assessment
 Psychiatric evaluation and stabilization
 Primary community walk-in crisis center

Woodridge Hospital

403 State of Franklin Rd., Johnson City, TN 37604
 (423) 439-6900

24/7 Walk-In Crisis Assessment Available

Psychiatric crisis evaluation
Inpatient admission if needed
Higher level of care than outpatient walk-in

Creekside Behavioral Health

448 Clay St., Kingsport, TN 37660
(877) 928-9062

24/7 access coordinated via crisis line

Crisis services and stabilization

National Text-Based Support

Crisis Text Line

- Text HOME to 741741
 - 24/7 text-based crisis counseling
-

SPECIALIZED SUPPORT LINES

Veterans Crisis Line

- (800) 273-8255 → Press 1
- Text: 838255

Trevor Project (LGBTQ+)

- (866) 488-7386
- Text: START to 678678

National Domestic Violence Hotline

- (800) 799-7233

ANAD (Eating Disorder Support Line)

- (888) 375-7767
-

Sexual Assault & Domestic Violence Resources

GET HELP NOW (24/7 / URGENT)

- 911 – Immediate danger
- ETSU Public Safety – (423) 439-4480
- Johnson City Police – (423) 434-6160
- Johnson City Medical Center (SANE Program) – (423) 431-6111
 - Specially trained Sexual Assault Nurse Examiners (evidence collection + care)
- National Sexual Assault Hotline (RAINN) – 1-800-656-HOPE
- 988 Crisis Line – Call or text 988
- Report to Title IX office if after the fact

ETSU CAMPUS RESOURCES

Reporting & Title IX Support

- ETSU Title IX Office
 - Phone: (423) 439-8544
 - Handles:
 - sexual assault
 - harassment
 - stalking
 - Can provide:
 - academic accommodations
 - housing changes
 - no-contact orders
 - tSraining for units on campus upon request
- Online Reporting (ETSU)
 - Submit a report (non-emergency)
 - Follow-up from Dean of Students or Public Safety

Confidential Support (No Reporting Required)

- ETSU Counseling Center
 - (423) 439-3333
 - Confidential emotional support
 - Can accompany you to hospital or police if you want
- BucsPress2 (24/7 crisis counseling)
 - (423) 439-4841 → Press 2

Medical Care (On Campus)

- ETSU University Health Center
 - (423) 439-4225
 - Medical care + guidance

- Can refer to SANE exam if needed

Student Support / Advocacy

- Dean of Students Office
 - (423) 439-4210
 - Helps with:
 - class absences
 - emergency support
 - coordination of services

LOCAL NORTHEAST TENNESSEE (OFF-CAMPUS SUPPORT)

Safe Passage (Johnson City)

- 24/7 Hotline: (423) 926-7233
- Services:
 - crisis counseling
 - emergency shelter
 - legal advocacy
 - safety planning

Hospitals with Sexual Assault Care

- Johnson City Medical Center (SANE program)
- Franklin Woods Community Hospital – (423) 302-1000

Hospitals provide:

- forensic exams (rape kits)
- STI prevention
- emergency contraception
- injury care

Legal Support

- Sexual Assault Legal Clinic
 - (800) 289-9018
 - Free legal advice and advocacy

CONFIDENTIAL HOTLINES & TEXT SUPPORT

- RAINN Online Chat – rainn.org
 - National Sexual Assault Hotline – 800-656-HOPE
 - Crisis Text Line – Text HOME to 741741
 - National Domestic Violence Hotline – (800) 799-7233
-

WHAT TO DO

(From ETSU guidance)

- Get to a safe place
- Call someone you trust
- Avoid showering/changing clothes (if you may want evidence collected)
- Seek medical care ASAP
- You can get evidence collected without deciding to press charges

IMPORTANT

- You do NOT have to report to get help
- You can:
 - get medical care
 - talk to a counselor
 - request accommodations without filing charges
- Title IX = school process (not criminal)
- Police report = legal process
You can do one, both, or neither

Community Therapy Providers

ETSU & Surrounding Area

(Self-Pay, Sliding Scale, or Low-Income Insurance Options)

ETSU Behavioral Health & Wellness Clinic

Phone: (423) 439-7777

Website: <https://www.etsu.edu/cas/psychology/bhwc/>

Services:

- Individual therapy
- Psychological assessment
- ADHD, Autism, learning evaluations

Insurance & Cost:

- Does not accept insurance
- Sliding scale / reduced training clinic fees
- Lower-cost option for students and community members

Best For: Affordable therapy and assessment services

ETSU Community Counseling Clinic

Phone: (423) 439-4187 (confirm as needed)

Website: <https://www.etsu.edu/coe/counseling/clinic.php>

Services:

- Individual therapy
- Couples and family counseling
- Child and adolescent counseling
- Group therapy (varies by semester)

Insurance & Cost:

- Does not accept insurance
- Low-cost services provided by graduate counseling trainees
- Sliding scale typically available

Best For: Very affordable counseling with a wide range of services for individuals, couples, and families

Frontier Health

Phone: (877) 928-9062 (24/7 Access Line)

Website: <https://www.frontierhealth.org/>

Services:

- Outpatient therapy
- Medication management
- Crisis services
- Substance use treatment

Insurance & Cost:

- Accepts TennCare (Medicaid)
- Sliding scale available
- Uninsured patients accepted

Best For: Low-income individuals and those needing comprehensive services

The Journey Center

Phone: (423) 283-4113

Website: <https://www.journeycenterjc.com/>

Services:

- Individual therapy
- Couples counseling
- Trauma-informed therapy

Insurance & Cost:

- Primarily self-pay
- Some therapists may offer sliding scale
- Contact directly to confirm insurance participation

Best For: Faith-integrated counseling and private-pay therapy

Ballad Health Outpatient Behavioral Health Services

Phone: (423) 431-6111 (Behavioral Health Services Line)

Website: <https://www.balladhealth.org/medical-services/behavioral-health>

Services:

- Outpatient therapy
- Intensive outpatient programs (IOP)
- Medication management
- Behavioral health treatment

Insurance & Cost:

- Accepts most major insurance plans
- Accepts TennCare
- Financial assistance programs may be available

Best For: Hospital-affiliated outpatient mental health services

LifeStance Therapists & Psychiatrists

Phone: (423) 202-7426

Website: <https://lifestance.com/location/johnson-city-tn-2112-north-roan-street/>

Services:

- Individual therapy
- Psychiatric medication management
- Psychological testing

Insurance & Cost:

- Accepts many major insurance plans
- Accepts Medicare and some Medicaid/TennCare plans
- Self-pay options available
- Insurance coverage varies by plan

Best For: Therapy and psychiatry with insurance billing support

Appalachian Integrated Therapy Services

Phone: (423) 328-8151

Website: <https://www.appalachianintegratedtherapy.com/>

Services:

- Individual therapy
- Trauma therapy
- EMDR

Insurance & Cost:

- Accepts some insurance plans
- Self-pay available
- Contact for sliding scale availability

Best For: Trauma-focused outpatient therapy

Health Connect America

Phone: (877) 731-3600

Website: <https://www.healthconnectamerica.com/>

Services:

- Individual and family therapy
- School-based services
- Behavioral health programs

Insurance & Cost:

- Accepts TennCare
- Accepts many Medicaid plans
- Focus on underserved populations

Best For: Children, adolescents, and families using TennCare

Psychological Assessment Resources

ETSU & Surrounding Area

On or Affiliated with ETSU

ETSU Behavioral Health & Wellness Clinic

Location: ETSU Campus, Johnson City, TN

Phone: (423) 439-7777

Website: <https://www.etsu.edu/cas/psychology/bhwc/>

Services:

- Psychological assessments (ADHD, Autism)
- Learning and school-related evaluations
- Diagnostic clarification
- Personality and intelligence testing

Cost & Insurance:

- Does not accept insurance
- Reduced fees and sliding scale available (training clinic)
- Assessment fees vary by type

Who It's For:

- ETSU students
- Community members
- Services provided by graduate clinicians supervised by faculty

Best For:

- Psychoeducational testing
- Diagnostic clarity
- Standard clinical assessment at reduced cost

ETSU Counseling Center

Location: ETSU Campus, Johnson City, TN

Phone: (423) 439-4841

Website: <https://www.etsu.edu/students/counseling/>

Note:

Provides screening, brief counseling, and mental health support.

Does not provide formal psychological testing, but can offer referrals for assessment services.

Local & Community Providers — Johnson City Area

Angela Prillhart, Ph.D

Phone: (423) 461-8769

Will do testing as young as 18 months

Accepts TennCare

Chasity Chartier PsyD

415 East Unaka Avenue, Johnson City, TN 37601

Phone: (423) 833-1679

Email: drchartier@cognitiveclarity.online

Assessments for young adults

Cherokee Health Systems

<https://www.cherokeehealth.com/>

815 W. 5th St. Morristown, TN 37814

Phone: (423) 586-4032 or 1 (866) 231-4477

Accepts TennCare

Crestpoint Psychiatric Care

<https://www.crestpointpsychiatric.com/>

206 Princeton Rd, Ste 18, Johnson City, TN 37601

Phone: (423) 631-0024 Text: (423) 631-0024

Email: crestpp@protonmail.com

Insurance: Anthem, Cigna, BCBS, Optum/UHC, UMR, Tricare, Aetna, Imagine 360, MedCost

LifeStance Therapists & Psychiatrists

Services:

- Psychological testing and evaluation
- Neuropsychological assessments
- ADHD testing
- Therapy and psychiatry

Insurance:

- Accepts many major plans (Aetna, BCBS, Cigna, Humana, Optum/UHC, Tricare, Medicare, etc.)
- Insurance coverage varies by plan
- Pre-authorization may be required

Best For:

- Formal evaluations with insurance billing support

Roth Neuropsychology & Behavioral Health Associates**Phone:** (423) 952-0500**Website:** <http://roth-neuropsychology.com/>**Services:**

- Neuropsychological evaluations
- Cognitive assessments
- Behavioral health evaluations
- Forensic evaluations

Cost & Insurance:

- Self-pay and insurance billing options
- Rates vary by service — call for details

Psychological Consulting Services, Inc.**Phone:** (423) 794-9267**Services:**

- Psychological assessment and evaluation
- Clinical psychology services

Cost & Insurance:

- Contact office for details
- Many psychologists bill private insurance

Dr. Katherine Barteck**Phone:** (423) 449-9146**Website:** <http://www.drbardeck.com/>**Services:**

- Diagnostic assessment
- Psychological evaluation
- Therapy

Cost & Insurance:

- Contact directly to confirm rates and insurance acceptance

Psi Psychological Services**Phone:** (423) 282-1533**Services:**

- Psychological services and evaluation

Cost & Insurance:

- Call to confirm services and billing options
-

Appalachian Integrated Therapy Services

Services:

- Mental health services
- Contact to confirm availability of formal psychological testing

Cost & Insurance:

- Contact practice for insurance and pricing details
-

Other Nearby Options (Outside Johnson City)

Matone Counseling and Testing

Phone: (828) 333-9320

Website: <https://matonecounseling.com/>

Services:

- Psychological testing
- Counseling services

Insurance:

- In-network with many major insurance plans

Best For:

- Combined testing and therapy under one practice
-

Grandis Joanne M LPA – Psychological Testing & Evaluations

Phone: (828) 350-1751

Services:

- Psychological testing and evaluations

Cost & Insurance:

- Contact directly for pricing and insurance information

SUBSTANCE USE & ADDICTION SERVICES

OUTPATIENT TREATMENT & MEDICATION-ASSISTED TREATMENT (MAT)

- Addiction Recovery Center of East TN
3763 Hwy 11W, Johnson City, TN
(423) 268-3693

-
- Appalachian Recovery Care, PLLC
2726 W State St, Bristol, TN
(423) 758-6744

www.appalachianrecoverycare.com

- Breakthrough Medical
880 Boones Station Rd, Johnson City, TN
(423) 722-3100
www.breakthrough-medical.com
-

- Doctors Assisted Wellness
2406 Susannah St, Johnson City, TN
(423) 928-1393
-

- Dragonfly Medical & Behavioral Health
102 N Broadway St, Johnson City, TN
(423) 588-9978
-

- East Tennessee Recovery (Multiple Locations)
<https://www.easttnrecovery.com/>

Locations:

- Johnson City – (423) 434-6677
 - Bristol – (423) 644-9899
 - Greeneville – (423) 972-4644
-

INTENSIVE OUTPATIENT, RESIDENTIAL & LONG-TERM PROGRAMS

Comprehensive Community Services (CCS)

www.ccstreatment.com

Programs:

- **Adolescent Residential Treatment**
Fall Branch, TN
(423) 349-4070 (24/7)
- **Residential Treatment Center (Adults)**
Kingsport, TN
(423) 349-4070
- **Intensive Outpatient Programs (IOP):**
 - Greeneville – (423) 639-7777
 - Kingsport – (423) 765-1899
 - Johnson City – (423) 928-6581

Gender-Specific Residential Programs

- **Magnolia Ridge (Men)**
Johnson City
(423) 232-4130
 - 28-day inpatient program
- **Willow Ridge (Women)**
Johnson City
(423) 232-4130
 - 28-day inpatient program

MENTAL HEALTH + SUBSTANCE USE (DUAL DIAGNOSIS)

- Frontier Health (Multiple Counties)
www.frontierhealth.org

Services:

- Outpatient therapy
- Medication management
- Crisis services
- Substance use treatment

Locations Include:

- Johnson City (Adventure Program – teens)
- Kingsport
- Bristol

- Greeneville
- Elizabethton
- Rogersville
- Mountain City
- Sneedville
- Erwin

-
- **Watauga Behavioral Health Services**
109 W Watauga Ave, Johnson City, TN
(423) 232-2600
Children & Youth: (423) 232-2700

-
- East Tennessee Counseling
1627 US-11W, Bristol, TN
(423) 274-0100

RECOVERY SUPPORT & PEER SERVICES

- **Johnson City Recovery Center**
513 Unaka Ave, Johnson City, TN
(423) 262-8903
dottie@jcrecoverycenter.org

Services:

- Recovery coaching
- Peer support groups
- Resource navigation
- Grief support (loss due to addiction)

-
- Red Legacy Recovery Support
Elizabethton, TN
(423) 297-1230

-
- Carter County Drug Prevention
Elizabethton, TN
(423) 297-1335
-

SUPPORT GROUPS (FREE & HIGHLY ACCESSIBLE)

- Alcoholics Anonymous (AA) / Al-Anon
www.aatricitiestn.org
(865) 522-9667
-

- Celebrate Recovery
www.celebraterecovery.com
 - Faith-based recovery groups
-

- SMART Recovery
 - <https://smartrecovery.org>
 - Evidence-based recovery groups
-

- In The Rooms (Online)
<https://www.intherooms.com>
 - Free virtual meetings
-

SPECIALTY / ALTERNATIVE TREATMENT

- Revitalist Ketamine Therapy (Johnson City)
329 Wesley St, Johnson City, TN
(423) 430-5492

Services:

- Ketamine therapy (mental health & substance use support)
- Typically 6–8 sessions (~\$200/session)

Primary/General Healthcare Resources ETSU & NE Tennessee

ETSU CAMPUS

ETSU Student Health Services

- ETSU University Health Center
160 Roy Martin Center, Johnson City, TN
(423) 439-4225
<https://www.etsu.edu/nursing/student-health/>

Services:

- Sick visits (cold, flu, infections)
- Women's health
- STI testing
- Immunizations
- Basic labs
- Referrals to specialists

Best For:

Currently enrolled students

Quick, affordable care on campus

ETSU Health (Academic Medical Clinics)

Key Clinics:

- Family Medicine
- Internal Medicine
- Pediatrics
- OB/GYN
- Specialty clinics

Multiple locations (Johnson City area)

(423) 439-7200

Services:

- Full primary care
- Chronic disease management
- Preventive care
- Referrals to specialists

Insurance & Cost:

- Accepts most insurance
- Sliding scale options available

Best For:
Long-term primary care
Students + community

JOHNSON CITY / TRI-CITIES AREA

Community & Low-Cost Clinics

- Johnson City Community Health Center
2151 Century Ln, Johnson City, TN
(423) 926-2500

Services:

- Primary care
- Preventive care
- Chronic disease management

Insurance & Cost:

- Sliding scale
- Accepts uninsured patients

Best For:
Low-income / uninsured

-
- Appalachian Mountain Project Access
Johnson City, TN
(423) 232-6700

Services:

- Connects uninsured patients to:
 - primary care
 - specialists
 - diagnostic services

Best For:
No insurance + need referrals

Hospital-Affiliated Primary Care

- Ballad Health
Multiple locations (JC, Kingsport, Bristol)
(423) 431-6111

Services:

- Primary care clinics
- Urgent care
- Specialty services

Insurance:

- Accepts most plans + TennCare

Best For:

Integrated care system

Easy referrals to specialists

RETAIL & WALK-IN CARE (QUICK VISITS)

- CVS MinuteClinic
- Walgreens Healthcare Clinic

Services:

- Minor illness
- Vaccines
- Basic screenings

Best For:

Fast, same-day care

No appointment

URGENT CARE OPTIONS

- Ballad Health Urgent Care locations
- Local urgent care centers across JC/Kingsport/Bristol

Best For:

Non-emergency but urgent issues

Nights/weekends

LGBTQ+ HEALTHCARE RESOURCES

ETSU & JOHNSON CITY AREA

Primary Care + Gender-Affirming Care

- ETSU Family Medicine – Morgan Buda
917 W Walnut St., Johnson City, TN 37604
(423) 439-6464 (*main clinic line*)

Services:

- Pre-Exposure Prophylaxis (PrEP)
- Hormone Replacement Therapy (HRT)
- LGBTQ+ primary care

-
- ETSU Internal Medicine – Brock Mitchell
325 N State of Franklin Rd, 2nd Floor, Johnson City, TN 37604
(423) 439-7280

Services:

- PrEP
- General internal medicine

-
- ETSU Health Infectious Diseases – Roxanne Underwood
615 N State of Franklin Rd, Johnson City, TN 37604
(423) 439-7280

Services:

- PrEP
- HIV care & prevention

-
- Highland Family Medicine – Leigh Johnson
215 E Watauga Ave #100, Johnson City, TN 37601
(423) 915-5000 (*verify as needed*)

Services:

- Hormone Replacement Therapy (HRT)
- Primary care

TRI-CITIES / REGIONAL OPTIONS

- HMG Primary Care at Sapling Grove – Samuel Brashears
240 Medical Park Blvd #3000, Bristol, TN 37620
(423) 844-6200

Services:

- Hormone Replacement Therapy (HRT)

KNOXVILLE (COMMON REFERRAL AREA – 1–2 HOURS)

- Planned Parenthood
710 N Cherry St, Knoxville, TN 37914
- Services:
- Hormone Replacement Therapy (HRT)
 - PrEP
 - STI testing
 - Reproductive care

-
- River Valley Health
2018 Western Ave, Knoxville, TN 37921
Services:
 - HRT
 - PrEP
 - LGBTQ+ affirming primary care
-

- University Family Physicians (UT Medical Center)
1924 Alcoa Hwy, Knoxville, TN 37920
(865) 305-9350
Services:
 - Hormone Replacement Therapy (HRT)
 - Primary care
-

- Farragut Family Practice – Summit – Mark A. Peacock
11130 Kingston Pike, Suites 7 & 8, Knoxville, TN 37934
(865) 671-6771
Services:
 - Hormone Replacement Therapy (HRT)
-

NASHVILLE (SPECIALTY / HIGH-ACCESS CARE)

- Chosen Family Medicine
225 S 11th St., Suite #101B, Nashville, TN 37206
Services:
 - HRT
 - PrEP
 - LGBTQ+ primary care
 - Gender-affirming care
-

- Planned Parenthood
412 Dr DB Todd Jr Blvd, Nashville, TN 37203
Services:
 - HRT
 - PrEP
 - STI testing
-

- Vanderbilt Primary Care Melrose – Hayden Shafer
2608 8th Ave S, Suite 102B, Nashville, TN 37204
(615) 936-1212
Services:
 - HRT

- PrEP
- Comprehensive LGBTQ+ care

CHATTANOOGA (SPECIALTY CARE)

- CEMPA Community Care
1000 E 3rd St, Chattanooga, TN 37403
Services:
 - HRT
 - PrEP
 - HIV care
 - LGBTQ+ primary care
-
- Erlanger Primary Care – NorthShore – Allan Akin
1200 Pineville Rd, Chattanooga, TN 37405
(423) 778-8000
Services:
 - HRT
 - PrEP

ETSU Basic Needs Resources

FOOD & NUTRITION SUPPORT

Bucky's Food Pantry

Website: <https://www.etsu.edu/foodpantry/>

325 Treasure Lane, Johnson City, TN 37614

(423) 439-2825

foodpantry@etsu.edu

Key Contacts:

- Charles Patton – Chair
 - (423) 439-5243
- Amy Deel – Pantry Specialist (Culp Center location)
 - buckyspecialist@etsu.edu
 - Will also help fill out paperwork pertaining to insurance and benefits that may assist students who qualify financially

Locations:

- Buc Ridge (main site)
- D.P. Culp Student Center
- Kingsport Campus

Food boxes, hygiene items, some clothing
Available to students, faculty, staff, alumni

Meal Swipe / Emergency Food Support

- deanofstudents@etsu.edu
- Meal donation & emergency food assistance available through Dean of Students

EMERGENCY FINANCIAL ASSISTANCE

Dean of Students Office (CARE / Crisis Support)

- (423) 439-8777
- doscare@etsu.edu

Services:

- Buccaneer Student Crisis Fund
- Emergency financial support
- Basic needs coordination

Graduate Student Success

- (423) 439-7076
- gradsuccess@etsu.edu

HOUSING & BASIC NEEDS SUPPORT

Dean of Students / CARE Team

- doscare@etsu.edu
- (423) 439-8777

Housing insecurity support

Emergency referrals

Case management

Off-Campus & Community Referrals (via ETSU)

- Coordinated through:
 - Counseling Center
 - Bucky's Food Pantry staff
 - Dean of Students

Includes housing, utilities, transportation, and financial resources

TRANSPORTATION

Johnson City Transit (Free with ETSU ID)

- Free fixed-route bus access for students & staff

CLOTHING & PROFESSIONAL SUPPORT

Bucky's Closet (via Food Pantry + Career Services)

- Located in D.P. Culp Center
- Professional clothing for interviews and internships

ACADEMIC & BASIC NEEDS ADVOCACY

Undergraduate Student Success Specialists

- (423) 439-8777
- doscare@etsu.edu

Academic impact from life stressors

Basic needs navigation

EMPLOYEE SUPPORT

Emergency Employee Assistance Fund

- Contact via:
 - deanofstudents@etsu.edu

Financial & Utility Assistance

- United Way 211 – Dial 211 or visit 211tn.org for real-time assistance referrals
- LIHEAP (via UETHDA) – Utility and energy bill assistance

Regional Assistance

- American Red Cross – Kingsport – (423) 378-8700
- UETHDA – Utility, rent, and energy assistance across counties
- TN Department of Human Services – SNAP, TANF, emergency support

Utility Provider Assistance

- BrightRidge – Project HELP & payment plans – (423) 245-6971
- Appalachian Electric Cooperative – Operation Round Up – (423) 639-3191
- Appalachian Power (AEP) – Neighbor to Neighbor – (800) 956-4237

Community Support

- Good Samaritan Ministries – Johnson City – (423) 928-0288
- Kingsport Community Ministry Center – (423) 378-3722
- Of One Accord – Rogersville – (423) 921-8044
- Greene County Community Ministry – (423) 638-1667

Community Chest Programs

- Baileyton, Blountville, Church Hill, Fall Branch, Mt. Carmel, Piney Flats (local assistance)

Church-Based Assistance

- Bluff City UMC – (423) 538-8635
- Colonial Heights Baptist Church – (423) 239-5123
- First Presbyterian Greeneville – Wed mornings
- Towering Oaks Baptist Church – Thurs mornings

Additional Support

- Salvation Army – Bristol, Johnson City, Kingsport
- Catholic Charities – (865) 524-9896
- Johnson City Neighborhood Services – (423) 434-6000

ETSU Student Resource

- Bucs Help Bucs – Emergency financial assistance for ETSU students

Food Resource Guide

General

- Second Harvest Food Bank of Northeast TN – (423) 279-0430 – Mobile pantries & locator
- United Way 211 – Dial 211 – Real-time food referrals
- ETSU Bucs Pantry – On-campus food access for students
- Blessing Boxes – 24/7 no-barrier access across region

CARTER COUNTY

- Loaves & Fishes Outreach – (423) 543-4901
- TLC Community Center – (423) 543-4673
- Hale Community Ministries – (423) 547-2560
- Assistance & Resource Ministries – (423) 542-0919
- Meals on Wheels – (423) 543-4362

GREENE COUNTY

- Greeneville Community Ministry – (423) 638-1667
- Appalachian Helping Hands – (423) 788-0050
- Greystone Food Pantry – (423) 329-2288
- Rural Resources – (423) 636-8171
- Second Harvest Mobile Sites – rotating locations

SULLIVAN COUNTY

- Hunger First Tri-Cities – (423) 967-3766
- Shades of Grace – (423) 765-2440
- Hope Helps – (423) 297-4675
- Salvation Army – (423) 246-6671
- Kingsport Community Church – (423) 246-2212

WASHINGTON COUNTY

- Good Samaritan Ministries – (423) 928-0288
- Community Help Center – (423) 788-0050
- Haven of Mercy – (423) 929-0616
- First UMC Johnson City – (423) 928-9222

Furniture & Home Goods Resources

General

- Habitat for Humanity ReStores (All Locations)
Low-cost furniture, appliances, and home goods
 - Johnson City: (423) 378-4760
 - Kingsport: (423) 378-4760
 - Greeneville: (423) 638-3838
- Salvation Army (Assistance + Thrift)
May offer vouchers in addition to low-cost items
 - Kingsport: (423) 246-6671
 - Johnson City: (423) 926-0089
 - Bristol: (423) 764-2777
- Family Promise Thrift Store (Johnson City)
(423) 483-9479
- Goodwill (Multiple Locations Regionwide)
Low-cost household goods and furniture

NO-COST / RAPID ACCESS OPTIONS

- Buy Nothing / Free Groups (Facebook)
Search locally:
 - “Buy Nothing Johnson City”
 - “Kingsport Free Stuff”
 - “Tri-Cities Mutual Aid”
Often fastest way to get beds, couches, kitchen items
- Local Mutual Aid / Free Stores (Pop-up or Community-Based)
Furniture, mattresses, and essentials
Typically referral or community-post driven

DIRECT ASSISTANCE & MINISTRY-BASED SUPPORT

- God’s Corner (Johnson City)
800 E Lakeview Dr.
(423) 929-1915

- Good Samaritans – Heaven Sent Family Outlet (Johnson City)
(423) 928-1116
- Manna House (Johnson City)
(423) 722-3233
- Recycled Hearts Ministries (Greeneville)
(423) 721-5931
- Shepherd's Center / Of One Accord (Rogersville)
(423) 272-4626
- Adventist Community Services (Greeneville)
(423) 639-7127

THRIFT STORES WITH CONSISTENT INVENTORY

- Haven of Mercy Thrift Stores (Johnson City)
(423) 328-0052 / (423) 929-1474
- Haven of Rest Thrift Store (Bristol)
(423) 968-2157
- Locust Springs Thrift Store (Greeneville)
(423) 525-3318
- Opportunity House Thrift Store (Greeneville)
(423) 638-3483
- U-Turn for Christ Thrift Store (Greeneville)
(423) 639-3720

CRISIS / TRANSITIONAL SUPPORT (Often Includes Furniture Help)

These are important when someone is relocating or in crisis:

- Domestic Violence Programs (Regional)
 - Safe housing + household setup support
 - Includes furniture and essentials when relocating
- Family Justice Center (Johnson City)
Wraparound support and referrals
- Abuse Alternatives (Regional)
Crisis services and housing support

SPECIALIZED / PROGRAM-BASED SUPPORT

- Head Start / Early Head Start Programs (Regional)
May assist families with basic household needs through referrals
- Upper East TN Human Development Agency (UETHDA)
(423) 246-6180
Case-managed assistance, sometimes includes home setup support
- Frontier Health (for qualifying clients)
Transitional housing may include furnishings

DISASTER-RELATED ASSISTANCE

- American Red Cross (Northeast TN)
(423) 378-8700
May provide:
 - Beds
 - Basic household goods
 - Emergency replacement items after fire/flood

COMMUNITY CLOTHING / HOUSEHOLD CROSSOVER

- Community Clothes Closet (Church Hill)
(423) 357-7004
Occasionally offers small household items

Housing Services – Unhoused (Northeast Tennessee)

Coordinated Entry & System Access

- Appalachian Regional Coalition on Homelessness (ARCH)
 - Primary Coordinated Entry access for housing assessments and prioritization
 - <https://archcoc.org/>
 - 2700 S Roan St. Suite 300, Johnson City, TN 37601
 - Phone: (423) 928-2724
- Tennessee Housing Development Agency (THDA)
 - Rental assistance, eviction prevention, housing resources
 - <https://thda.org>

Emergency & Transitional Shelter

Johnson City / Washington County

- Haven of Rest Rescue Mission
 - <http://www.havenofmercy.net/>
 - 123 W Willard St., Johnson City, TN 37604
 - Phone: (423) 929-0616
- Manna House
 - <https://fairviewhousing.org/programs/the-manna-house/>
 - 116 W Walnut St., Johnson City, TN
 - Phone: (423) 434-9310
- Jeremiah School
 - Transitional housing + life skills
 - <https://jeremiahschool.com>
 - Phone: (423) 926-4032

Kingsport / Sullivan County

- Hope Haven Ministries
 - <https://hopehavenkpt.com/>
 - 670 Dale St., Kingsport, TN 37660
 - Phone: (423) 246-6012
- Family Promise of Kingsport
 - <https://www.familypromisekingsport.org/>
 - 601 Holston St., Kingsport, TN 37660
 - Phone: (423) 246-6500
 - Apply: <https://www.familypromisekingsport.org/become-our-guest>

Bristol

- Family Promise of Bristol
 - <https://www.familypromiseofbristol.org/>
 - 674 Island Rd., Bristol, TN 37620
 - Phone: (423) 764-3336
 - Apply: <https://www.familypromiseofbristol.org/how-to-apply>
 - Haven Home
 - 624 Anderson St., Bristol, TN 37620
 - Phone: (423) 968-2011
-

Greeneville / Rural

- Opportunity House Homeless Shelter
 - 205 N Irish St., Greeneville, TN 37745
 - Phone: (423) 638-4099
-

Family-Focused Shelter & Support

- Family Promise of Johnson City
 - <https://familypromisejc.com/>
 - 215 W Watauga Ave. Suite 4, Johnson City, TN 37604
 - Phone: (423) 929-9967
 - Interfaith Hospitality Network
 - 601 Holston St., Kingsport, TN
 - Phone: (423) 246-6500
-

Day Services & Basic Needs

- Johnson City Downtown Day Center
 - <https://www.etsuhealth.org/locations/downtown-day-center.php>
 - 202 W Fairview Ave., Johnson City, TN 37601
 - Phone: (423) 439-7371
 - Email: shserv@etsu.edu
 - The River
 - Women only; no overnight stays
 - <https://theriverministryforwomen.com/>
 - 125 W Main St., Johnson City, TN 37604
 - Phone: (423) 926-8111
-

Domestic Violence Shelters (Confidential Locations)

- Safe Passage
 - 24/7 Hotline: (423) 926-7233
- Abuse Alternatives
 - Hotline: (423) 764-2287

Prevention, Housing Assistance & Case Management

- Upper East Tennessee Human Development Agency (UETHDA)
 - Rent/utility assistance, case management

Locations:

- Bristol: 522 Alabama St. | (423) 968-3921
- Carter County: (423) 542-5121
- Greene County: (423) 639-3681
- Hancock County: (423) 733-2522
- Hawkins County: (423) 272-2830
- Johnson County: (423) 727-6633
- Kingsport: (423) 247-5149
- Unicoi County: (423) 743-4103
- Washington County: (423) 753-3097
- Douglas Cherokee Economic Authority
 - Rent/utility assistance, housing stabilization
 - <https://dceo.org>
- Good Samaritan Ministries
 - <https://goodsamjc.org/>
 - 100 N Roan St., Johnson City, TN 37601
 - Phone: (423) 928-0288
- Bristol Faith in Action
 - <https://bristolfaithinaction.org>

Housing Authorities

- Johnson City Housing Authority
 - <https://www.ichousing.org/>
 - Phone: (423) 232-4784
- Greeneville Housing Authority
 - Public housing + vouchers

Salvation Army (Emergency Assistance & Shelter)

- Salvation Army Bristol
 - 137 MLK Jr Blvd., Bristol, TN 37620
 - Phone: (423) 764-6156
- Salvation Army Johnson City
 - 204 W Walnut St., Johnson City, TN 37604
 - Phone: (423) 926-2101
- Salvation Army Kingsport
 - 505 Dale St., Kingsport, TN 37660
 - Phone: (423) 246-6671

Behavioral Health & Crisis Support (Housing-Related)

- Frontier Health
 - Crisis services, case management, housing support
 - 24/7 Crisis Line: (877) 928-9062

Housing Services – Low Income (Northeast Tennessee)

Housing Authorities (Public Housing & Section 8)

(Primary entry point for vouchers and long-term subsidized housing)

- Bristol Housing Authority
 - <https://www.bristolhousing.org/> (updated)
 - 200 Blountville Hwy, Bristol, TN 37620
 - Phone: (423) 968-1049
- Johnson City Housing Authority
 - <https://www.jchousing.org/>
 - 901 Pardee St., Johnson City, TN 37601
 - Phone: (423) 232-4784
 - Email: help@jchousing.org
- Kingsport Housing and Redevelopment Authority
 - <https://www.kingsporthousing.org/>
 - 906 E Sevier Ave., Kingsport, TN 37660
 - Phone: (423) 245-0135
 - Email: info@kingsporthousing.org
- Elizabethton Housing and Development Agency
 - <https://www.ehda.org/> (updated)
 - 910 Pine Ridge Circle, Elizabethton, TN 37643
 - Phone: (423) 543-3571
- Greeneville Housing Authority
 - <https://www.greenevillehousingauthority.com/> (updated)
 - 100 Cox Circle, Greeneville, TN 37643
 - Phone: (423) 638-3111
- Rogersville Housing Authority
 - 902 Locust St., Rogersville, TN 37857
 - Phone: (423) 272-8540
 - Email: receptionist@rogersvillehousing.net
- Erwin Housing Authority
 - <https://erwinhousing.org/>
 - 750 Carolina Ave., Erwin, TN 37650
 - Phone: (423) 743-5231 (*corrected*)

Section 8 & Voucher Administration

- Kingsport Section 8 Office
 - 671 Dale St., Kingsport, TN
 - Phone: (423) 378-3050
- Tennessee Housing Development Agency (THDA)
 - <https://thda.org>
 - Rental assistance, vouchers, waiting lists, development funding
 - Phone: (844) 500-1112

Affordable Apartment Communities (Income-Based / Subsidized)

Kingsport Area

- Holston Terrace (Elderly/Disabled)
 - 1921 Bowater Dr., Kingsport, TN
 - Phone: (423) 245-0135
- Kiwanis Towers
 - <https://www.nationalchurchresidences.org/communities/kiwanis-towers/>
 - 2701 E Center St., Kingsport, TN
 - Phone: (423) 245-4302
- Maple Oaks Apartments
 - <https://mapleoaksapts.com/>
 - 818 Oak St., Kingsport, TN
 - Phone: (423) 245-9166
- Kingsport Manor
 - 1920 Bowater Dr., Kingsport, TN
 - Phone: (423) 245-6571
- Kingsport West
 - 212 Lewis Ln., Kingsport, TN
 - Phone: (423) 246-3821
- Model City Apartments
 - 1000 Stonegate Rd., Kingsport, TN
 - Phone: (423) 246-6401
- Miller Village
 - <https://www.lhphousing.org/> (updated)
 - 3840 Eastline Dr., Kingsport, TN
 - Phone: (423) 246-9541

Hawkins County / Rogersville / Church Hill

- Burton Plaza Apartments
 - <https://aamci.com/>
 - 122 Burton Rd., Rogersville, TN
 - Phone: (423) 272-4804
- Hickory Hills Apartments
 - 370 Silver Lake Rd., Church Hill, TN
 - Phone: (423) 357-5121
- Jaycee Apartments
 - 110 Pridemore Rd., Church Hill, TN
 - Phone: (423) 357-4499

Nonprofit Housing Development & Ownership Programs

(Long-term pathway to stable housing)

- Eastern Eight Community Development Corporation
 - <https://www.e8cdc.org/>
 - 214 E Watauga Ave., Johnson City, TN

- Phone: (423) 232-5097
- Email: eastern8cdc@e8cdc.org
- First Tennessee Development District
- <https://www.ftdd.org/>
- 3211 N Roan St., Johnson City, TN
- Phone: (423) 928-0224

Habitat for Humanity (Homeownership – Income Qualified)

- Habitat for Humanity of Greene County
- <https://www.gchfh.com/>
- Phone: (423) 638-1338
- Holston Habitat for Humanity
- <https://www.holstonhabitat.org/>
- 100 Greenwood Ln., Kingsport, TN
- Phone: (423) 239-7689
- Email: info@holstonhabitat.org
- Habitat for Humanity of Hawkins County
- Phone: (423) 272-1830
- Habitat for Humanity of Unicoi County
- <https://www.habitat.org/tn/erwin/hfh-unicoi-county>
- Phone: (423) 330-6357

Regional Assistance & Housing Support

- Upper East Tennessee Human Development Agency (UETHDA)
- <https://www.uethda.org/>
- Rent/utility assistance, housing stabilization
- Douglas Cherokee Economic Authority
- <https://dceo.org>
- Rent assistance + housing programs

Fair Housing & Legal Protections

- HUD Fair Housing Hotline
- Phone: (800) 669-9777

HOME REPAIRS & HOUSING REHABILITATION

Major Repair & Rehabilitation Programs

- Tennessee Housing Development Agency (THDA) – Emergency Repair Program
 - <https://thda.org/help-for-homeowners/need-home-repairs/erp>
 - Phone: (844) 500-1112
 - Major system repairs (roof, HVAC, electrical, accessibility)
- USDA Rural Development
 - <https://www.rd.usda.gov>
 - 220 N College St., Greeneville, TN 37745
 - Phone: (423) 639-4711
 - Section 504 Home Repair Loans/Grants (very important for rural clients)

Nonprofit Home Repair & Volunteer-Based Programs

- Appalachian Service Project
 - <https://www.asphome.org>
 - Phone: (423) 854-8800
 - Email: president@asphome.org
 - Major structural repairs (roofing, flooring, accessibility)
- Holston Habitat for Humanity
 - <https://www.holstonhabitat.org>
 - Phone: (423) 239-7689
 - Email: info@holstonhabitat.org
 - Critical repairs + aging-in-place modifications

Weatherization & Energy Efficiency

- Upper East Tennessee Human Development Agency (UETHDA)
 - <https://www.uethda.org>
 - Weatherization Program
 - 301 Louis St., Kingsport, TN 37662
 - Phone: (423) 246-6180
- Douglas Cherokee Economic Authority
 - <https://dceo.org>
 - Energy assistance + weatherization (some counties)

Accessibility Modifications (Ramps, Mobility, Aging in Place)

- First Tennessee Area Agency on Aging and Disability
 - <https://www.ftaaad.org/>
 - Phone: (866) 836-6678 (*updated regional line*)
 - Home modifications, caregiver support, aging-in-place services

- First Tennessee Development District
 - <https://www.ftdd.org/>
 - 3211 N Roan St., Johnson City, TN
 - Phone: (423) 928-0224 (*corrected*)
 - Ramp programs, home accessibility
- First Broad Street United Methodist Church (Kingsport)
 - <https://www.fbsumc.org/>
 - 100 E Church Cir., Kingsport, TN
 - Phone: (423) 224-1531
 - Ramp construction assistance (community-based)
- 101 Mobility of East Tennessee
 - <https://www.101mobility.com/knoxville/>
 - Phone: (865) 896-9425
 - Stairlifts, ramps (typically paid, but useful referral)

Additional Repair & Assistance

- Rebuilding Together
 - <https://rebuildingtogether.org>
 - Occasionally serves TN (varies by year/projects)
- United Way of East TN Highlands
 - <https://www.unitedwayetnh.org>
 - Can connect to local repair assistance programs

IN-HOME CARE & HOME HEALTH SERVICES

Hospital-Affiliated / Medical Home Health

- Ballad Health HomeCare
 - <https://www.balladhealth.org>
 - Phone: (800) 327-5547
- Amedisys Home Health and Hospice
 - <https://www.amedisys.com>

Locations:

- Elizabethton: (423) 547-2310
- Greeneville: (423) 638-7389
- Kingsport: (423) 392-5188
- Johnson City: (423) 952-2340

Non-Medical In-Home Care (ADLs, Support, Companionship)

- Addus HomeCare
 - <https://www.addus.com>
 - Phone: (423) 764-5000

- All Ways Caring HomeCare
 - <https://www.allwayscaring.com>
 - Phone: (423) 301-2094
- Comfort Keepers
 - <https://www.comfortkeepers.com>
 - Phone: (423) 246-0100
- Home Instead
 - <https://www.homeinstead.com>
- Visiting Angels
 - <https://www.visitingangels.com>
 - Phone: (423) 207-0241

State & Aging Services

- First Tennessee Human Resource Agency (FTHRA)
 - <https://www.fthra.org>
 - Phone: (423) 461-8200
 - Homemaker services, transportation, senior support
- First Tennessee Area Agency on Aging and Disability
 - (listed above—key hub for ALL aging/home care referrals)

Additional Home Care Providers

- BrightStar Care – (423) 989-7827
- Care Central – (423) 288-7968
- Center on Aging & Health – (423) 743-7669
- Help at Home – Greeneville (423) 787-7820 | JC (423) 232-6745
- Home Helpers – (423) 930-8081
- Independent Living Solutions – (423) 952-2210
- Interim Healthcare – (423) 272-5900
- Legacy Home Care – (423) 631-0075
- Loving In-Home Care – (423) 378-8272
- Maxim Healthcare – JC (423) 202-9957 | Greeneville (423) 696-8331
- Medi Home Care – (423) 928-8888 / Sneedville (423) 733-4783
- ProCare Home Health – (423) 638-1994
- Providence Companion Care – (423) 220-1266
- Sentinel Homecare – (423) 900-8499
- Silver Angels – Elizabethton (423) 543-1250 | Greeneville (423) 609-7133

Insurance & Coverage Resources – Northeast Tennessee (Updated & Expanded)

Primary Enrollment & Coverage Assistance

- Get Covered Tennessee
 - <https://getcoveredtenn.org>
 - Free, local help enrolling in ACA/Marketplace plans
 - Navigators available in Northeast TN
- HealthCare.gov
 - <https://www.healthcare.gov>
 - Federal marketplace for private insurance plans
 - Phone: (800) 562-3022

TennCare (Medicaid) – Core Contacts

- TennCare
 - <https://www.tn.gov/tenncare>
 - Main Line: (800) 342-3145
- TennCare Connect (Apply / Manage Benefits)
 - <https://tenncareconnect.tn.gov>
 - Phone: (855) 259-0701 (*updated primary line*)
- TennCare Advocacy Program
 - <https://www.tnjustice.org>
 - Phone: (800) 758-1638
- TennCare Appeals Unit (Division of Appeals & Hearings)
 - Phone: (866) 787-8209
- TennCare Spanish Language Line
 - Phone: (855) 259-0701 (*Spanish support through TennCare Connect*)

Medicare Assistance

- State Health Insurance Assistance Program (TN SHIP)
 - <https://www.tnmedicarehelp.com>
 - Phone: (877) 801-0044
 - Free, unbiased Medicare counseling
- Medicare
 - <https://www.medicare.gov>
 - Phone: (800) 633-4227 (*updated official line*)

Local / Regional Access to Care (Uninsured & Underinsured)

- Appalachian Mountain Project Access

- <https://www.projectaccesseasttn.org>
- 926 W Oakland Ave., Johnson City, TN
- Phone: (423) 232-6700
- Email: staff@projectaccesseasttn.org
- Coordinates free/low-cost specialty care
- ETSU Health
- <https://www.etsuhealth.org>
- Sliding-scale primary care + specialty clinics
- Community Health Centers of America
- <https://findahealthcenter.hrsa.gov>
- Helps locate low-cost clinics regardless of insurance

Prescription Assistance

- Partnership for Prescription Assistance
- <https://www.pparx.org>
- Phone: (888) 477-2669
- NeedyMeds
- <https://www.needymeds.org>
- Free database of medication assistance programs
- RxAssist
- <https://www.rxassist.org>

Legal & Advocacy Support (Insurance Issues)

- Tennessee Justice Center
- <https://www.tnjustice.org>
- Advocacy for TennCare, Medicare, and uninsured populations

Aging & Disability Insurance Navigation

- First Tennessee Area Agency on Aging and Disability
- <https://www.ftaaad.org>
- Phone: (866) 836-6678
- Medicare, long-term care, disability-related coverage navigation

Other Relevant State Resource

- Tennessee Consolidated Retirement System
- <https://treasury.tn.gov>
- Phone: (800) 770-8277
- Email: tcrs.customersupport@tn.gov

Legal Aid & Advocacy Resources – Northeast Tennessee (Updated & Expanded)

General Civil Legal Aid

- Legal Aid of East Tennessee (LAET)
 - <https://www.laet.org/>
 - 311 W Walnut St., Johnson City, TN 37604
 - Phone: (423) 928-8311
 - Serves: housing, domestic violence, consumer law, benefits, family law
 - Primary free legal aid provider for NE TN

Legal Information & Self-Help Resources

- Tennessee Alliance for Legal Services
 - <https://www.tals.org/>
 - Phone: (888) 395-9297
 - Email: help@tals.org (*updated*)
 - Hosts Help4TN.org (self-help legal resources, chat help)
- Help4TN
 - <https://www.help4tn.org/>
 - Free legal info, forms, and live chat

Public Benefits, Healthcare, & Advocacy

- Tennessee Justice Center
 - <https://www.tnjustice.org/>
 - Phone: (615) 255-0331
 - Email: info@tnjustice.org (*corrected*)
 - Focus: TennCare, SNAP, disability, insurance issues

Disability Rights

- Disability Rights Tennessee
 - <https://www.disabilityrightstn.org/>
 - 9050 Executive Park Dr., Knoxville, TN
 - Phone: (800) 342-1660 (*updated statewide intake line*)
 - Email: gethelp@disabilityrightstn.org
 - Protection & advocacy for individuals with disabilities

Family Law / Child Support Offices (State of TN DHS)

(Cleaned + standardized; removed outdated district naming inconsistencies)

- Tennessee Department of Human Services Child Support Services

Carter, Unicoi, Washington Counties

- 1500 W Elk Ave. Suite 206, Elizabethton, TN 37643
- Phone: (423) 547-5871

Johnson County

- 301 W Main St., Mountain City, TN 37683
- Phone: (423) 727-3961

Sullivan County

- 149 Blountville Bypass #A, Blountville, TN 37617
- Phone: (423) 279-3295

Greene, Hancock, Hawkins Counties

- 124 Austin St. Suite 2, Greeneville, TN 37745
- Phone: (423) 787-1458

◇ *Note: State emails for individual judicial districts are no longer consistently used publicly—best access is via phone or:*

- <https://www.tn.gov/humanservices>

Bar Associations & Lawyer Referral

- Tennessee Bar Association
 - <https://www.tba.org/>
 - Lawyer referral services + legal resources
- Northeast Tennessee Lawyers Association
 - <https://www.netnbar.org/>
 - Local attorney referrals (more relevant than Knoxville-based org)
- *(Removed: East TN Bar Association – Knoxville-based, less relevant for your region)*

Domestic Violence & Victim Legal Support

- Safe Passage
 - 24/7 Hotline: (423) 926-7233
 - Legal advocacy, orders of protection, court accompaniment
- Abuse Alternatives
 - Hotline: (423) 764-2287

Additional Legal Support Resources

- Tennessee Senior Law Alliance
 - <https://www.tals.org/help/seniors>
 - Legal assistance for adults 60+
- National Consumer Law Center
 - <https://www.nclc.org>
 - Helpful for debt/consumer protection referrals

Childcare Services – ETSU & Northeast Tennessee

ETSU CHILDCARE RESOURCES

Little Buccaneers Childcare Program

- <https://www.etsu.edu/students/childcare/>
- D.P. Culp Student Center (Carrier Center), ETSU Campus
- (423) 439-5773
- littlebucs@etsu.edu

Helps students **find childcare + secure funding/subsidies**

CCAMPIS grant support available for eligible students

Works with both on-campus and community providers

Ballad Center for Early Learning at ETSU

- 2101 Signal Drive, Johnson City, TN 37604
- (423) 439-5773 (*via Little Bucs coordination*)
- Typically weekdays (approx. 7:45 AM – 3:00 PM; extended hours may vary)

Infant–preschool care (approx. 6 weeks–5 years)

Structured early learning curriculum

Financial assistance + subsidies may be available

Primary childcare site connected to ETSU

ETSU Center of Excellence in Early Childhood Learning and Development

- <https://www.etsu.edu/coe/child/>
- 128 David Collins Way, Johnson City, TN
- (423) 439-7555

Training, resources, and support for early childhood services

Connects families to quality childcare programs

COMMUNITY CHILDCARE (NORTHEAST TN)

Ballad Health Centers for Early Learning (Multiple Sites)

- <https://www.balladhealth.org>
- Johnson City + regional locations

Full-day childcare (6 weeks–5 years)

Extended hours (often ~6 AM – 7 PM)

Meals + structured curriculum included

Licensed Childcare Search (Statewide)

Tennessee Department of Human Services Child Care Services

- <https://tnchildcare.tn.gov>

Search all licensed daycare providers
View safety ratings, licensing, and availability

Child Care Resource and Referral Network of Tennessee

- <https://www.tn.gov/humanservices>
- (866) 836-6678

Helps families locate childcare
Provides subsidy and financial assistance guidance

CHILDCARE FINANCIAL ASSISTANCE

Tennessee Child Care Payment Assistance Program

- <https://www.tn.gov/humanservices>
- (833) 772-8347

Helps low-income families pay for childcare

United Way of East Tennessee Highlands

- Dial **211** or visit 211tn.org

Can connect to childcare vouchers and local programs