



TENNESSEE RESOURCE GUIDE

COUNSELING AND OTHER SUPPORT SERVICES

Avalon Center, Domestic Violence and Sexual Assault Program

P.O. Box 3063

Crossville, TN 38555

Office: (931) 456-0747

Office Hours: Monday-Friday, 8am-4:30pm CST

Toll-free Hotline: (800) 641-3434

Hotline Hours: 24 hours

Accept Collect Calls: No

The Avalon Center Domestic Violence and Sexual Assault Program provides comprehensive support to child and adult survivors of domestic violence and sexual assault and their loved ones.

Service area: Bledsoe, Cumberland, Fentress, Morgan, and Van Buren Counties

Work with: All survivors of sexual assault and their loved ones

Services for survivors during incarceration include: Crisis intervention via the 24-hour hotline or by mail; hospital accompaniment during forensic exams; legal advocacy and court accompaniment for sexual assault cases; information; and referrals.

Services for survivors after release include: All of the above, as well as individual counseling and advocacy.

Services for loved ones include: Crisis intervention; counseling; information; and referrals.

Fees: Free

Chattanooga CARES

P.O. Box 4497

Chattanooga, TN 37405

Office: (423) 265-2273

Office Hours: Monday-Friday, 9am-5pm CST

Clinic Hours: Monday, Wednesday, Thursday, 8am-4:30pm; Tuesday, 8am-6:30pm; and Friday, 8am-12pm CST

Toll-free Hotline: (800) 960-2437

Hotline Hours: 24 hours
Accept Collect Calls: Yes
Website: www.chattanoogacares.org
Email: contactus@chattanoogacares.org

Chattanooga CARES is a non-profit organization that provides education, prevention, and support to all people affected by HIV.

Service area: Bledsoe, Bradley, Franklin, Grundy, Hamilton, Marion, McMinn, Meigs, Polk, Rhea and Sequatchie Counties

Work with: All people infected with and affected by HIV/AIDS

Services for survivors during incarceration include: Information and referrals via phone or by mail. Primary and infectious disease care is provided to eligible HIV+ detainees at the Silverdale Detention Facility and the Hamilton County Jail.

Services for survivors after release include: Rapid HIV testing and counseling; Hepatitis C screenings; case management services; assistance with housing needs through various programs such as HOPWA (Housing Opportunities for People with AIDS) and Shelter Care Plus, which offers housing for chronically homeless individuals without a background check or drug test; weekly support groups for people living with HIV; transportation assistance; nutritional supplements; and emergency financial assistance. The Chattanooga CARES Clinic offers primary medical care, including complete physicals, pap smears, acute and chronic health care, education, immunizations, laboratory testing, referrals, and consultations; infectious disease diagnosis and treatment; mental health treatment, including crisis intervention, therapy, family and relationship counseling, and referrals; counseling to assist HIV+ clients to take their medicine as prescribed; nutritional services; and medical case management.

Services for loved ones include: Rapid HIV testing and counseling; primary medical care provided by the Chattanooga CARES Clinic; information; and referrals

Fees: Most services are free. Services provided by the Chattanooga CARES Clinic are provided on a sliding fee scale for all individuals.

Family Resource Agency, Family Violence Program

3680 Michigan Ave., NE
Cleveland, TN 37323
Office: (423) 479-9339
Office Hours: Monday-Friday, 8am-5pm EST
Hotline: (423) 476-3886
Hotline Hours: 24 hours
Accept Collect Calls: Yes, from Polk County
Website: www.fratn.com
Email: info@fratn.com

The Family Violence Program provides supportive services to survivors of rape and sexual assault and provides coordination of community services for survivors, their families, and friends.

Service area: Bradley and Polk Counties

Work with: All survivors of sexual assault and their family and friends

Services for survivors during incarceration include: Crisis intervention via the 24-hour hotline or by mail; hospital accompaniment during forensic exams; legal advocacy and court accompaniment for sexual assault cases; information; and referrals.

Services for survivors after release include: All of the above, as well as short-term counseling; advocacy; support groups; and emergency shelter.

Services for loved ones include: Crisis intervention; short-term counseling; information; and referrals.

Fees: Free

Friends For Life

43 North Cleveland

Memphis, TN 38104

Office: (901) 272-0855

Office Hours: Monday-Thursday, 8:30am-5pm and Friday, 8:30am-4pm CST

Accept Collect Calls: Yes (please specify reason for the call)

Website: www.friendsforlifecorp.org

Email: kim.daugherty@friendsforlifecorp.org

The mission of Friends For Life Corporation is to help persons affected by HIV/AIDS to live well.

Service area: Fayette, Shelby, and Tipton Counties

Work with: All people who are infected with and affected by HIV/AIDS

Services for survivors during incarceration include: Information and referrals via phone or by mail.

Services for survivors after release include: Free, confidential HIV testing and counseling; non-medical case management; assistance with housing needs through various programs such as HOPWA (Housing Opportunities for People with AIDS) and Shelter Care Plus, which offers housing for chronically homeless individuals without a background check or drug test; rental and mortgage assistance; utility assistance; food pantry; educational services; secondary infection counseling to prevent future HIV infection or transmission; early-intervention services for newly diagnosed individuals; dental services; psychosocial support groups, including groups for anyone with HIV, HIV+ gay men, GLBT people with HIV, and HIV+ women; information; and referrals.

Services for loved ones include: Free, confidential HIV testing; food pantry; information; and referrals.

Fees: Free

Additional Information: Spanish-speaking staff are available, on request. Hay hispanohablantes disponibles mediante solicitud.

H.O.P.E. Center

P.O. Box 1561

Athens, TN 37371

Office: (423) 744-0599

Office Hours: Monday-Friday, 8am-4:30pm EST

Hotline: (423) 745-5289
Hotline Hours: 24 hours
Accept Collect Calls: Yes

The H.O.P.E. Center provides shelter and supportive services for survivors of domestic violence, rape, and sexual assault.

Service area: McMinn and Meigs Counties

Work with: All survivors of sexual assault and their friends and family members

Services for survivors during incarceration include: Crisis intervention via the 24-hour hotline or by mail; hospital accompaniment during forensic exams; individual advocacy; information; and referrals.

Services for survivors after release include: All of the above, as well as individual counseling and a support group for adult women survivors of sexual assault.

Services for loved ones include: Crisis intervention; counseling; information; and referrals.

Fees: Free

Hope House

P.O. Box 1961

Columbia, TN 38402

Office: (931) 840-0916

Office Hours: Monday-Friday, 9am-5pm CST

Hotline: (931) 381-8580

Hotline Hours: 24 hours

Accept Collect Calls: Yes

Website: www.hopehousetn.com

Email: hopehouse@hopehousetn.com

Hope House provides assistance to individuals who have recently experienced sexual assault and individuals who are continuing the healing process from past victimization.

Service area: Giles, Hickman, Lawrence, Lewis, Marshall, Maury, and Williamson Counties

Work with: All survivors of sexual assault, their family, and friends

Services for survivors during incarceration: Crisis intervention via the 24-hour hotline, by mail or by email; hospital accompaniment during forensic exams; individual counseling in-person and by mail; legal advocacy and court accompaniment for sexual assault cases; information; and referrals.

Services for survivors after release: All of the above, as well as support groups and assistance with clothing, food, and furniture.

Services for loved ones: Crisis intervention; counseling; support groups; information; and referrals.

Fees: Free

Additional information: Hope House will provide immediate crisis intervention to any survivor who contacts them. For survivors convicted of sex crimes, Hope House will provide appropriate referrals for ongoing support services. Community volunteers for Spanish-speaking clients are available. Voluntarios hispanohablantes son disponibles.

Memphis Gay and Lesbian Community Center

892 South Cooper St.

Memphis, TN 38104

Office: (901) 278-6422

Counseling Referral Service: (901) 347-8701

Office Hours: Monday-Friday, 6-9pm and Saturday/Sunday, 2-6pm CST

Accept Collect Calls: No

Website: www.mglcc.org

Email: info@mglcc.org

The Memphis Gay and Lesbian Community Center is a mechanism for change in the lives of lesbian, gay, bisexual, and transgender people to facilitate long-term positive growth in themselves and in the community of the Mid-South.

Service area: Memphis

Work with: Lesbian, gay, bisexual, and transgender people, their families, and straight allies

Services for survivors during incarceration include: Support, information, and confidential counseling referral services via the Counseling Referrals Service and by mail. Counselors on the referral list have been screened, and each brings experience and knowledge specifically about GLBT issues as well as areas such as couples counseling, substance abuse, family concerns and other more serious mental health issues. The counselors have agreed to provide a sliding-scale fee structure so that low-income individuals will be able to afford the counseling that they may need. No confidential information is housed by MGLCC.

Services for survivors after release include: All of the above, as well as free HIV testing every Wednesday evening from 6 to 9pm.

Services for loved ones include: All of the above.

Fees: Free

Mid-South Sexual Assault Resource Center

2675 Union Ave. Extended

Memphis, TN 38112

Office: (901) 327-0233

Office Hours: Monday-Friday, 8:30am-5pm CST

Hotline: (901) 272-2020

Hotline Hours: 24 hours

Accept Collect Calls: No

Website: www.shelbycountyttn.org

Email: betty.winter@shelbycountyttn.gov

The Mid-South Sexual Assault Resource Center (MSARC) is committed to empowering survivors of sexual assault and abuse in a tri-state area.

Service area: Shelby County and the surrounding area in Western Tennessee

Work with: All survivors of sexual assault and abuse, their friends, and family

Services for survivors during incarceration include: Crisis intervention via the 24-hour hotline and by mail; hospital accompaniment during forensic exams; legal advocacy and court accompaniment for sexual assault cases; information; and referrals.

Services for survivors after release include: All of the above, as well as individual counseling and support groups.

Services for loved ones include: Crisis intervention; counseling; information; and referrals.

Fees: Free

Additional Information: MSARC also provides services for survivors of sexual assault and abuse in Eastern Arkansas and Northern Mississippi.

Oasis Center

1704 Charlotte Avenue, Suite 200

Nashville, TN 37203

Office: (615) 327-4455

Office Hours: 24 hours

Toll-free Hotline: (866) 975-3733

Hotline Hours: 24 hours

Accept Collect Calls: Yes

Website: www.oasiscenter.org

Email: Refer to the Oasis website for staff email addresses

Oasis Center is a non-profit organization that helps young people overcome serious challenges that could easily prevent them from transitioning into a healthy adulthood, including homelessness, violence, depression and low self-esteem, and disconnection from caring adults.

Service area: Primarily Nashville and surrounding counties, but there are no geographical boundaries for services

Work with: Youth (ages 13-21) in crisis, including those who have been sexually abused or assaulted, runaway and homeless youth, and their concerned friends and family

Services for survivors during incarceration include: Crisis intervention via phone or by mail; personal advocacy; assistance with discharge planning; information; and referrals.

Services for survivors after release include: Crisis intervention; individual counseling; group therapy; emergency shelter; street outreach for runaway and homeless youth; transitional housing for youth aged 17-21; after-school service learning projects through the Teen Outreach Program (TOP); Oasis Community Impact (OCI), which works with East Nashville youth to promote educational and economic equity for urban youth, schools, and neighborhoods by cultivating grassroots leadership through youth organizing; Youth United, a group of youth from neighborhoods and schools strongly impacted by violence that work together to help Nashville reject violence and promote peace through youth organizing; and the Tennessee Youth Advisory Council (TYAC), a group of current and former foster youth from the Nashville area who work to improve the lives of youth in the foster care system.

Services for loved ones include: Crisis intervention; family therapy; family mediation; support; housing assistance; information; and referrals.

Fees: Most services are free. A sliding scale is offered for individual, group, and family therapy. No one is turned away for lack of ability to pay.

Partnership for Families, Children and Adults, Sexual Assault Crisis and Resource Center

300 E. 8th St.

Chattanooga, TN 37403

Office: (423) 755-2822

Office Hours: Monday-Friday, 8:30am-5pm CST

Hotline: (423) 755-2700

Hotline Hours: 24 hours

Accept Collect Calls: No

Website: www.partnershipfca.com

Email: info@partnershipfca.com

The Sexual Assault Crisis and Resource Center provides comprehensive services for survivors of sexual assault.

Service area: Hamilton County

Work with: All survivors of sexual assault, their concerned friends, and family members

Services for survivors during incarceration include: Crisis intervention via the 24-hour hotline and by mail; forensic exams, evaluation, and care for sexually transmitted diseases and pregnancy provided by a Sexual Assault Nurse Examiner; information; and referrals.

Services for survivors after release include: All of the above, as well as case management and individual counseling.

Services for loved ones include: Crisis intervention; counseling; information; and referrals.

Fees: Free

Safe Haven Crisis and Recovery Center for Sexual Assault

900 E. Hill Avenue, Suite 145

Knoxville, TN 37915

Office: (865) 558-9040

Office Hours: Monday-Friday 8:30am-5pm EST

Hotline: (865) 522-7273

Toll-free Hotline: (888) 522-5244

Hotline Hours: 24 hours

Accept Collect Calls: No

Website: www.safehavencenter.org

Email: info@savehavencenter.org

Safe Haven Crisis and Recovery Center for Sexual Assault (formerly the Sexual Assault Crisis Center) provides quality services for all survivors of sexual assault and abuse.

Service area: Anderson, Blount, Campbell, Loudon, Knox, Roane and Sevier Counties

Work with: All survivors of sexual assault and abuse, their friends, and family members

Services for survivors during incarceration include: Crisis intervention via the 24-hour hotline or by mail; hospital accompaniment during forensic exams; legal advocacy and court accompaniment for sexual assault cases; information; and referrals.

Services for survivors after release include: All of the above, as well as individual counseling and a wide variety of support groups for women, men, and children who have been assaulted or abused.

Services for loved ones include: Crisis intervention; counseling; support groups for parents and partners of survivors; information; and referrals.

Fees: Free

Additional Information: Safe Haven will provide immediate crisis intervention to any survivor who contacts them. For survivors convicted of sex crimes and domestic violence, Safe Haven will provide appropriate referrals for ongoing support services.

Sexual Assault Center

101 French Landing Drive

Nashville, TN 37228

Office: (615) 259-9055

Office Hours: Monday-Thursday, 8am-6pm and Friday, 8am-4pm CST

Toll-free Hotline: (800) 879-1999

Hotline Hours: 24 hours

Website: www.sacenter.org

The mission of the Sexual Assault Center (formerly Rape and Sexual Abuse Center) is to end sexual violence and to provide healing for children, adults, and families affected by sexual assault through counseling and education.

Service area: Middle Tennessee, with offices in Nashville and Clarksville

Work with: Survivors of rape and sexual assault of all ages; adult survivors of childhood sexual abuse; children and teens who have been sexually abused; non-offending parents and caregivers of children who have been sexually abused; and siblings, partners, and significant others of sexual assault survivors

Services for survivors during incarceration include: Crisis intervention and support via the 24-hour hotline and by mail; hospital accompaniment during forensic exams or rape kits; legal advocacy for sexual assault cases; information; and referrals.

Services for survivors after release include: All of the above, as well as individual and group therapy for children, teens, men, and women survivors of sexual assault or abuse.

Services for loved ones include: Crisis intervention; individual therapy; group therapy for families of survivors; information; and referrals.

Fees: Most services are free. The Sexual Assault Center accepts most insurance plans and offers a sliding fee payment scale according to income for counseling services. Grants are available to those who fall below the minimum amount on the sliding fee scale. No one is turned away for lack of ability to pay.

Street Works

P.O. Box 60037

Nashville, TN 37206

Office: (615) 259-7676

Office Hours: Monday-Friday, 9am-5pm CST

Hotline: (615) 259-7676 x110

Hotline Hours: 24 hours
Accept Collect Calls: No
Website: www.street-works.org
Email: streetworks@street-works.org

Street Works provides education, prevention, and care to those infected with or affected by HIV/AIDS and other sexually transmitted diseases (STDs) on the inner city streets of Nashville.

Service area: Cheatham, Davidson, Dickson, Hickman, and Robertson Counties

Work with: Anyone at risk for HIV and people infected with and affected by HIV/AIDS

Services for survivors during incarceration include: Crisis intervention and information via the 24-hour hotline and by mail; case management for people who are HIV+; information; and referrals.

Services for survivors after release include: Crisis intervention and information via the 24-hour hotline; confidential HIV testing and counseling; case management; housing assistance; food vouchers; transportation; emergency financial assistance; a support group for people with HIV; information; and referrals.

Services for loved ones include: Information and referrals.

Fees: Free

Tennessee Coalition Against Domestic and Sexual Violence

2 International Plaza Dr., Suite 245
Nashville, TN 37217
Office: (615) 386-9406
Toll-free Office: (800) 289-9018
Office Hours: Monday-Friday, 8am-5pm CST
Accept Collect Calls: No
Website: www.tcadsv.org
Email: tcadsv@tcadsv.org

The Tennessee Coalition Against Domestic and Sexual Violence (TCADSV) is a private nonprofit organization composed of diverse community leaders and program members who share a common vision of ending violence in the lives of Tennesseans through public policy, advocacy, education, and activities that increase the capacity of programs and communities to address violence.

Service area: Tennessee

Work with: Individuals seeking information and resources, immigrant survivors of domestic or sexual violence, stalking or trafficking; domestic violence and sexual assault programs; community groups and organizations; criminal justice agencies; and allied professionals (medical, legal, mental health, etc.)

Services for survivors during incarceration include: Information and referrals to the nearest rape crisis center via the toll-free information line and by mail and a directory of affiliated rape crisis centers on the TCADSV website.

Services for survivors after release include: All of the above.

Services for loved ones include: All of the above.

Fees: Free

Wo/Men's Resource and Rape Assistance Program

62 Directors Row

Jackson, TN 38305

Office: (731) 668-0411

Office Hours: Monday-Friday, 8am-4:30pm CST

Toll-free Hotline: (800) 273-8712

Hotline Hours: 24 hours

Accept Collect Calls: Yes

Website: www.wraptn.org

Wo/Men's Resource and Rape Assistance Program (WRAP) is the only agency in West Tennessee offering services to survivors of domestic violence and sexual assault.

Service area: Benton, Carroll, Crockett, Decatur, Gibson, Hardeman, Hardin, Haywood, Henderson, Madison, McNairy and Wayne Counties

Work with: All survivors of sexual assault, their friends, and family

Services for survivors during incarceration include: Crisis intervention via the 24-hour hotline and by mail; hospital accompaniment during forensic exams; legal advocacy and court accompaniment for sexual assault cases; information; and referrals.

Services for survivors after release include: All of the above, as well as individual supportive counseling; sexual assault therapy; and a support group for adult female survivors of sexual assault.

Services for loved ones include: Crisis intervention; supportive counseling; information; and referrals.

Fees: Free

LEGAL RESOURCES

ACLU of Tennessee

P.O. Box 120160

Nashville, TN 37212

Office: (615) 320-7142

Website: www.aclu-tn.org

Online Complaint Form: www.aclu-tn.org/drupal6/

Printable Complaint Form: www.aclu-tn.org/pdfs/aclutn_printable_complaint_form.pdf

The ACLU of Tennessee (ACLU-TN) is the only organization in the state dedicated to promoting and protecting constitutional rights. The ACLU-TN handles prison and jail-conditions cases. Legal assistance and representation are available in a limited number of cases. Survivors of sexual abuse behind bars should submit their requests for assistance by completing the online complaint form, by printing out and mailing in the printable complain form, or by writing to the ACLU-TN at the address above. Intakes via phone or by email will not be accepted.

Lambda Legal: Southern Regional Office

730 Peachtree Street, NE, Suite 1070

Atlanta, GA 30308

Office: (404) 897-1880

Fax: (404) 897-1884

Website: www.lambdalegal.org

E-mail: legalhelpdesk@lambdalegal.org

Lambda Legal is a national organization committed to achieving full recognition of the civil rights of lesbians, gay men, bisexuals, transgender people, and those with HIV through impact litigation, education, and public policy work. The Southern Regional Office provides services for those who are located in Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee, Virginia, and West Virginia.

Help Desk Hours (Eastern Standard Time):

Mondays: 2-4pm

Wednesdays: 2-4pm

Thursdays: 10am-12pm

If Help Desk staff are busy helping other callers, your call will be routed to the Legal Help Desk voicemail. Please leave the following information: name, state, contact info, best time to reach you, and a brief message outlining your legal inquiry. A Help Desk staff person will return your call.

It is usually most efficient for Help Desk callers to contact Lambda Legal by phone. If you are in a place where you are not able to make long distance calls, Lambda Legal can make an appointment to call you. If you are absolutely unable to call Lambda Legal, you may e-mail them at legalhelpdesk@lambdalegal.org or write to the addresses above.

Tennessee Bar Association Lawyer Referral Service

221 Fourth Avenue North, Suite 400

Nashville, TN 37219

Office: (615) 383-7421

East Tennessee Lawyer Referrals: (865) 522-7501

Middle and West Tennessee Lawyer Referrals: (615) 242-6546

Southeast Tennessee Lawyer Referrals: (423) 756-3222

Website: www.tba.org

Email: email@tnbar.org

The Lawyer Referral Service provides a list of attorneys to assist the public in locating an attorney. Several city bar associations across the state operate such a service. Contact the Lawyer Referral Service in your area. Contact with this service puts you in touch with a pre-screened lawyer with whom you may schedule a 1/2 hour appointment for a \$400 fee (instead of the lawyer's normal hourly fee). This fee is waived for personal injury, medical malpractice, worker's compensation, victim compensation, and social security disability. The date and time of the appointment will be scheduled during your initial call to the Lawyer Referral Service. The fee covers your first 30 minute consultation with the lawyer. After that time, if you wish to hire the lawyer, the two of you can discuss any additional fee. Scheduling an appointment with a lawyer through the Lawyer Referral Service will help you determine whether you need to hire a lawyer, the approximate cost for the services of the lawyer, and an estimate of approximately how long it will take to resolve your legal matter.

JDI has directly contacted each organization listed in the Resource Guide in hopes of pointing survivors toward those currently accepting new clients. However, the inclusion of any group or individual in the Resource Guide does not necessarily constitute an endorsement or recommendation by JDI, nor can JDI guarantee the availability of the services described here.