2019 Snapshot of Disability Services: State of Tennessee

Every 5 years, the Council on Developmental Disabilities creates a **summary of disability-related programs and services in Tennessee state government**. The information is collected from publicly available information and responses to a survey of state government agencies. Therefore, information is not intended to be fully up-to-date, comprehensive, or exhaustive. Many thanks to Council interns Lauren McCabe and Conor Rayel for organizing the information.

The purpose of the summary is to offer a snapshot in time, illustrating the breadth and depth of the disability system.

As of 2019, we counted at least **23 state agencies** with **154 unique disability-related programs** in Tennessee State Government.

## Impact to Tennesseans: A Far-reaching, Complex Disability System

This summary shows that nearly every aspect of state government affects people with disabilities. It also shows the great complexity of this system: every program has its own eligibility criteria, for example. **Most families and professionals say it is difficult to find information about disability services in Tennessee**. When we surveyed nearly 900 Tennesseans in 2019, less than 22% of respondents indicated that they know where to find disability services when they need them.

## Path to a solution: One-Stop Information & Referral

The Council on Developmental Disabilities is committed to addressing this barrier for Tennesseans. In partnership with the Department of Intellectual and Developmental Disabilities, Department of Education, Department of Health, Department of Human Services, Commission on Aging and Disability **we are invested in the state’s Information and Referral center dedicated to disability services:**[**Tennessee Disability Pathfinder**](https://vkc.vumc.org/vkc/pathfinder)**.** The Vanderbilt Kennedy Center has managed this service for over 15 years with our support. Together, we are committed to modernizing and expanding the service in 2022 and beyond.

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# Tennessee Commission on Aging and Disability (10 programs)

## OPTIONS

**Program Description:** OPTIONS was created to provide the elderly, as well as adults with disabilities, home- and community-based service choices. This program is available through the local Area Agencies on Aging and Disability.

**Distinct Services Offered:** The services funded through the state for OPTIONS are provided to clients based on availability and level of need. They include the following:

* Homemaker services
* Personal care
* Home delivered meals

**Number of Individuals Served:** 627

**Eligibility Requirement:** To be eligible for the OPTIONS program, an individual must:

* Be a resident of Tennessee
* Be eighteen (18) years of age or older
* Must meet Activities of Daily Living (ADL) and Instrumental Activities of Daily Living (IADL) limitation requirements.

Consumers of OPTIONS services are adults with physical and/or cognitive disabilities (excluding individuals with intellectual disability). There is no income eligibility requirement for this program. However, there is a sliding fee scale based on income.

**Determination of Eligibility:** Individuals access OPTIONS services by contacting their local AAAD through the Information and Assistance line (1-866-836-6678). Any individual that requests in-home services is screened on the telephone through the use of a standardized Intake Screening. The Intake Screening collects information that identifies risk factors or conditions that indicate the need for long-term supports and services. Screened individuals with a total score of three (3) ADL/IADL limitations OR a total score of two (2) ADL/IADL limitations with documented cognitive impairment may receive a full in-home assessment when an opening for services is available.

## Information and Assistance Program

**Program Description:** The Information and Assistance (I&A) program is a way to connect people to health and human services needs, as well as provide information of a more general nature.

**Distinct Services Offered:** I&A specialists, on the community level, help a caller determine what they need, then find the best way to get help. These specialists are trained to establish whether a caller may be eligible for certain programs, to help in crisis situations, and to provide extra help when needed.

**Number of Individuals Served:** Specific data is not collected regarding the individual’s disability status.

**Eligibility Requirement:** All are eligible for this program.

**Determination of Eligibility:** Information not provided.

## SHIP

**Program Description:** SHIP is a national program that provides free and objective one-on-one counseling, information and help to people with Medicare, people who may need Medicare, and people looking into Medicare with someone else in mind. TN SHIP may not endorse any insurance company, agency, agent or plan.

**Distinct Services Offered:** Free and objective one-on-one counseling, information, and help to people with Medicare, people who may need Medicare, and people looking into Medicare with someone in mind.

**Number of Individuals Served:** Specific data is not collected.

**Eligibility Requirement:** There are no eligibility requirements for information or outreach. However, a consumer must be eligible for Medicare in order to enroll in any part of Medicare.

**Determination of Eligibility:** There are no eligibility requirements for information or outreach. However, a consumer must be eligible for Medicare in order to enroll in any part of Medicare.

## National Family Caregiver Support Program

**Program Description:** The purpose of the National Family Caregiver Support Program is to help families care, as long as possible, for older relatives with chronic illness or disability in their homes.

**Distinct Services Offered:**

* Counseling and support groups
* Caregiver training
* Respite care
* Personal care
* Homemaker services
* Adult daycare

**Number of Individuals Served:** Specific data is not collected.

**Eligibility Requirement:**

* Adults age 60 and over
* Adults with Alzheimer’s Disease or a related disorder
* Grandparent/relative caregivers (not parents) who are 55 years of age or older and caring for a minor child

**Determination of Eligibility:** Individuals access OPTIONS services by contacting their local AAAD through the Information and Assistance line (1-866-836-6678).

## Collaborative Response to Elder and Vulnerable Abuse

**Program Description:** The Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA) is a Victims of Crime Act (VOCA) grant funded program in Tennessee. CREVAA is managed at the Tennessee Commission on Aging and Disability (TCAD), and partners with the Area Agencies on Aging and Disability (AAADs), and Human Resource Agencies (HRAs) across the state to provide services.

The CREVAA program provides emergency services and supports to older and vulnerable adult victims of crime in all 95 counties in Tennessee. CREVAA works closely within the community to provide resources to clients and addresses the unmet needs of those who have been the victim of crime.

CREVAA works closely with stakeholders, including Adult Protective Services (APS), law enforcement (LE), District Attorneys (DA’s), and other aging service providers.  Referrals are accepted from all stakeholders.

**Distinct Services Offered:**

* Emergency Assistance
* Personal Care services
* Homemaker Services
* Food
* Clothing
* Transportation
* Durable Medical Equipment

**Number of Individuals Served:** 809

**Eligibility Requirement:** Elders 60 years of age or older OR Vulnerable adults eighteen years of age or older who (18-59), because of mental or physical disability, are unable to manage their own resources, carry out the activities of daily living, or protect themselves from neglect or hazardous or abusive situations without assistance from others AND are alleged to be a victim of a crime.

**Determination of Eligibility:** Individuals access CREVAA services by contacting their local AAAD through the Information and Assistance line (1-866-836-6678).

## Health Promotion and Prevention

**Program Description:** Evidence-based programs for health promotion and disease prevention offer proven ways to encourage and support healthy aging among older adults. These programs are based on reliable studies of the effects of specific approaches or model programs. They demonstrate consistently positive changes in important health-related measures and in the way participants improve and have tools in place to maintain program access, quality, and efficiency in many different settings.

**Distinct Services Offered:** Chronic disease self-management, physical activity, nutrition, and falls prevention are key areas for healthy aging, all supported by evidence-based programs.

**Number of Individuals Served:** This program is authorized under the Older Americans Act and for anyone over the age of 60, who we count as an older adult rather than an individual with disability.

**Eligibility Requirement:** Individuals who are age 60 or older.

**Determination of Eligibility:** Information not provided.

## LTC Ombudsman

**Program Description:** This program provides assistance to elderly Tennesseans residing in nursing homes, homes for the aged, and assisted care living facilities. The Ombudsman is available to help residents and their families resolve questions or problems and will advocate for solutions to problems for qualified residents of long-term care facilities.

**Distinct Services Offered:** When residents and families cannot resolve their problems through consultation with the facility staff or governmental agencies involved, they should contact their District Ombudsman. The Ombudsman works with many agencies and may be able to help resolve questions or concerns that involve state and federal agencies administering services to the elderly. Concerns can include quality of care, financial information, resident rights, admissions, transfer, and discharge.

Also included are questions regarding nursing homes, homes for the aged, assisted care living facilities, Medicaid, and Medicare.

**Number of Individuals Served:** Specific data is not collected.

**Eligibility Requirement:** Anyone resides in a nursing facility, assisted living facility, or residential home for the aged.

**Determination of Eligibility:** Information not provided.

## Aging Nutrition Program

**Program Description:** The Aging Nutrition program provides meals, socialization, and nutrition education and counseling to adults age 60 and over. These services are provided in 200+ congregate settings (such as senior centers or senior housing), as well as to homebound older adults in all 95 Tennessee counties.

**Distinct Services Offered:** Congregate Meals

* There are over 200 locations across the state.
* Meals are available Monday through Friday, except on holidays.
* Meals are available to anyone 60+, as well as their spouses, at no cost.

Home-Delivered Meals

* Home-delivered meal service, sometimes known as Meals on Wheels, helps sick or homebound older Tennesseans get a hot, nutritionally balanced home-delivered meal.
* The meal delivery person provides a friendly visit and a safety check.
* Meals are available to eligible homebound or frail consumers. Eligibility is assessed via an in-home assessment provided by a caseworker.

**Number of Individuals Served:** This program is authorized under the Older Americans Act and for anyone over the age of 60, who we count as an older adult rather than an individual with disability.

**Eligibility Requirement:** Congregate meals are available to anyone 60+, as well as their spouses, at no cost.

**Determination of Eligibility:** Individuals access Nutrition services by contacting their local AAAD through the Information and Assistance line (1-866-836-6678).

## Public Guardianship

**Program Description:** The Tennessee Public Guardianship for the Elderly program ensures the health and welfare of some of the state’s most vulnerable residents by serving as the court-appointed guardian for individuals age 60 and over who, due to physical or mental limitations, are unable to make personal decisions regarding their health and financial resources.

**Distinct Services Offered:** Appointed conservator.

**Number of Individuals Served:** 14

**Eligibility Requirement:** Individuals who the courts have deemed unable to make personal decisions regarding their health and financial resources.

The court utilizes the program as a public option of last resort for individuals who have no other family member, friend, bank or corporation willing, able or suitable to act on their behalf.

Some people may pay a fee based on their income or resources.

* If a person is low-income, they do not pay for this service.
* If a person qualifies for Supplemental Security Insurance (SSI), they do not pay.

The public guardian, or conservator, cannot file the initial petition for conservatorship.

**Determination of Eligibility:** The Public Guardian program is open to anyone over the age of 60 who a court determines is not competent to make healthcare or financial decisions. For individuals who are under the age of 60, the appointment must be approved by TCAD’s Executive Director.

## Senior Transportation

**Program Description:** Public transportation is available for persons 60 years of age or older to senior centers, congregate meal sites, medical appointments, shopping and other needs as available.

**Distinct Services Offered:** Information not provided.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Individuals who are age 60 or older.

**Determination of Eligibility:** Eligibility is determined at the program level, depending on its funding source.

# Tennessee Arts Commission (3 programs)

## Arts Access Project Support Grants

**Program Description:** The Arts Access program is committed to providing access to the arts to Tennessee’s underserved and underrepresented constituents, including people of color (Black/African American, Hispanic/Latino, Asian, American Indian/Alaskan Native, Native Hawaiian/Pacific Islander, and other groups that constitute less than the state’s current majority); people with disabilities, people age 65 years and older, and active duty/veterans and their families.

**Distinct Services Offered:** Grant opportunities: Arts Access grants are made possible in part through a grant from the National Endowment for the Arts. The grants offer direct support for arts projects and programs to arts organizations of color and to organizations whose programs primarily serve underserved and underrepresented communities.

**Number of Individuals Served:** In FY20, approximately $16, 371 was allotted throughout six (6) programs in these grant areas and these programs served a total of 7,656 individuals which includes people with disabilities and people in the public who engaged/viewed a program for people with disabilities.

**Eligibility Requirement:** The Tennessee Arts Commission’s grant areas are open to any nonprofit organization or governmental entity in the state of Tennessee who can meet eligibility requirements. The Arts Access grants area specifically focuses on serving underserved and underrepresented people, including those living with disabilities. However, organizations that serve people with disabilities can and often apply for funding in other grant areas like Arts Project Support or Arts Builds Communities.

**Determination of Eligibility:** Arts and non-arts organizations are generally eligible to apply for funding at the Tennessee Arts Commission if the organization is legally chartered in Tennessee, has an active IRS 501(c)3 status, can provide a current copy of the organization’s by-laws, and a DUNS number. Governmental entities may also apply.

## Tennessee Person-Centered Music Program

**Program Description:** In 2019, the TN Arts commission received a $1M from the Centers for Medicare and Medicaid Services (CMS) through the TN Department of Health to implement a statewide initiative called the Tennessee Person-Centered Music Program (TPCMP) for residents in nursing homes to use individualized music in order to improve health outcomes.

**Distinct Services Offered:** The grant which started February 1, 2019 and will end June 30, 2022, will benefit all nursing homes in Tennessee who chose to become a part of the program.

**Number of Individuals Served:** The Tennessee Person-Centered Music Program, which is implemented by the Tennessee Commission on Aging and Disability, projects to reach 2,205 residents including those with dementia and Alzheimer’s in 147 nursing homes.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## Tennessee Military, Veterans & the Arts (TNMVA)

**Program Description:** The TN Military, Veterans & the Arts (TNMVA) was an initiative to encourage organizations serving Tennessee’s military members, veterans, and their families to use the arts as part of the many ways they achieve their goals and provide services to military audiences and to encourage arts organizations to engage military audiences in outcomes-based activities that enhance Tennessee’s communities.

**Distinct Services Offered:** In Fiscal Year 2019, TNMVA offered a one-time funding for innovative projects that used the arts to support the unique needs of, or address an opportunity for Tennessee’s military members, as well as veterans or their families and caregivers.

Grant opportunities that currently support arts projects working with military communities (including active duty service members, reservists, veterans, and their families) include Arts Access, Arts Education, Creative Placemaking, Arts Build Communities, Arts Project, and Rural Arts Project.

**Number of Individuals Served:** Nine (9) projects were awarded funds to successful projects engaged military service members, veterans, and their families through the arts and strived to meet the published outcomes while leveraging the assets from the community in which they exist.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

# Tennessee Council on Developmental Disabilities (4 programs)

## Partners in Policymaking

**Program Description:**  Partners in Policymaking® is the Council’s free leadership and advocacy training program for adults with disabilities and family members of persons with disabilities.

**Distinct Services Offered:**  Selected Partners applicants will participate in a 7-week academy to learn about disability history, Tennessee’s disability system, advocacy, and more.

**Number of Individuals Served:**  More than 600 participants have graduated since the program started in 1993.

**Eligibility Requirements:** Tennesseans who either have a disability or have a family member with a disability can apply.

**Determination of Eligibility:** Once all applications are reviewed, chosen participants will be notified via email.

## Scholarship Fund

**Program Description:**  Since 1995, the Council has used its Scholarship Fund (formerly called our "Stipend Fund" and "Education Travel Fund") to assist Tennesseans with disabilities and their families to attend disability-related meetings, conferences and trainings held in Tennessee and across the United States.  The fund also provides stipends to support conferences in Tennessee, and the mission and priorities of the Council.

**Distinct Services Offered:**  The Scholarship Fund assists Tennesseans with disabilities and their families, especially individuals from diverse cultural backgrounds, to attend leadership coalition meetings, disability conferences, and disability trainings held in Tennessee and across the U.S.  Funds can **reimburse** individuals or families for the cost of registration, attendant care, hotel/lodging, transportation, child care or respite care, meals and other related travel expenses. All scholarship awards are subject to the availability of funds.

**Eligibility Requirements:** Tennesseans who either have a disability or have a family member with a disability can apply. Organizations can also apply.

**Determination of Eligibility:** Once all applications are reviewed, chosen recipients will be notified via email.

## State Employee Leadership Academy

**Program Description:**  In 2016, we partnered with the TN Department of Human Resources (DOHR) and together developed the concept of a disability-specific leadership academy, now called the Leadership Academy for Excellence in Disability Services.

**Distinct Services Offered:**  An academy for state government employees hosted by DOHR.

**Eligibility Requirements:** State of Tennessee employees nominated by their leadership.

**Determination of Eligibility:** Once all applications are reviewed, chosen participants will be notified via email.

## Communications and Trainings

**Program Description:**  The Council offers a wide range of communications and trainings for the disability community in Tennessee.

**Distinct Services Offered:**  Breaking Ground magazine, e-newsletters, and best practices trainings are all available for free: https://www.tn.gov/cdd.html.

# Department of Children’s Services (4 programs)

## Child Health Services

**Program Description:** DCS Regional Nurses serve to support Family Service Workers, parents/guardians, foster parents and service providers with guidance and technical assistance in navigating the health care system.

**Distinct Services Offered:** The DCS Regional Nurses review and interpret medical records and treatment plans for children who require medical intervention and work with TennCare regarding the provision of services, accessibility issues and case management services for children in state custody.

DCS Regional Nurses also:

* provide consultation and education to case managers and foster, adoptive, and biological parents on medical issues related to children and provide advocacy for children in custody and those who are at-risk.
* assist with coordination of children’s health services with community partners and work with community service providers, including hospitals, pediatricians and other health care providers regarding services, medical necessity and accessibility issues.
* may attend Child Family Team Meetings for children with medical needs to provide consultation regarding a child’s medical condition and any prescribed medications, abilities and behaviors.

**Number of Individuals Served:** This program serves all children in DCS custody regardless of ability or disability, however, Children with Special Healthcare Needs receive additional consultation by the DCS Regional Nurses.

**Eligibility Requirement:** Every child in DCS custody receives the consultative services of a DCS Regional Nurse.

**Determination of Eligibility:** Every child in DCS custody receives the consultative services of a DCS Regional Nurse.

## Health Advocacy, Child Health Services

**Program Description:** Maintains and strengthens the Department of Children's Services relationship with TennCare and assures compliance with TennCare program requirements, especially Early, Periodic, Screening, Diagnosis and Treatment (EPSDT) services.

**Distinct Services Offered:**

* Secure and access immediate eligibility and TennCare coverage for children in custody
* Help to ensure timely EPSD&T completion and documentation
* Relay information about additional TennCare programs for youth in custody
* Access services for children/youth that are not TennCare eligible
* Ensure youth not in DCS custody who have TennCare have access to medically necessary residential treatment through the DCS Crisis Management Team
* Provide a liaison to the network of Centers of Excellence for Children in State Custody
* Coordinate referrals to Employment & Community First (ECF) Choices program and coordinate behavioral health transitions for youth with Intellectual/Developmental Disabilities or severe mental health diagnosis (i.e. major depressive, bipolar, schizophrenia, etc.) who need additional support and/or services upon reaching their 18th birthday.

**Number of Individuals Served:** All youth in DCS custody are eligible to receive these services. From July 1, 2019 - June 30, 2020, the ECF Choices program, which is specifically aimed at serving a population with disabilities was referred 79 youth, 42 of whom ultimately entered the program.

**Eligibility Requirement:** All children in DCS custody receive Health Advocacy services.

**Determination of Eligibility:** All children in DCS custody receive Health Advocacy services.

## Education Specialists

**Program Description:** Many children in state custody have suffered trauma and adverse experiences that may impact learning, behavior and socialization. Our staff works with school districts to help educators understand children and youth want to be treated just like other students, want to be involved in decision-making and have many strengths. Promoting those strengths – and providing the normalcy that school offers gives students a greater chance at a smoother transition to adulthood and future economic self-sufficiency.

**Distinct Services Offered:** The DCS Education Specialist assists in navigating a variety of situations, including times when a student:

* Is not attending school regularly, has been suspended or expelled, or has a zero-tolerance offense
* Will be returning to public school or changing schools and has been adjudicated on any of the certain charges
* Has severe disabilities
* Is struggling academically in school or is at least seventeen (17) years old and has few academic credits
* Has been home schooled previously or is currently being considered by the CFT for home school or private school
* Is being denied enrollment in public school
* Is having significant behavior problems in school
* Cannot obtain his/her educational records from a prior school, or his/her Family Service Worker cannot obtain such records
* Has a history of special education and does not have a current Individualized Education Plan (IEP)
* Is changing placements due to school issues
* Is returning from a long-term (six months or more) residential placement
* Is subject to placement change during the last few weeks of a semester or when the student is a senior in high school.
* Has his/her case scheduled for presentation to the Foster Care Review Board

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Every child in DCS custody receives services of the Education Specialist. **Determination of Eligibility:** Every child in DCS custody receives services of the Education Specialist.

## In Home Tennessee

**Program Description:** In Home Tennessee is the department’s main network for gathering a vast array of local resources that can help the families we serve. Each community in Tennessee is different. That is why we emphasize local solutions. At the same time, In Home Tennessee draws on the experience of thousands of child-welfare experts across the state and across the country to help us find the solutions and the resources that can deliver results.

**Distinct Services Offered:** Through In Home Tennessee DCS coordinates a wide range of services with organizations across the state, including:

* Child Abuse Prevention
* Drug Abuse Prevention
* Domestic Violence Prevention
* Mental Health Services
* Parent Education
* Therapeutic Visitation
* Data Sharing
* Needs Identification

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided

# Tennessee Commission on Children and Youth (8 programs)

## KIDS COUNT

**Program Description:** KIDS COUNT is an effort to provide state legislators, public officials and child advocates with reliable data, policy recommendations and tools needed to advance sound policies that benefit children and families.

**Distinct Services Offered:** The Tennessee Commission on Children and Youth is the Tennessee KIDS COUNT affiliate, providing county-level data to the [KIDS COUNT Data Center](http://bit.ly/15aIkVu), promoting  KIDS COUNT data publications, and annually publishing KIDS COUNT: The State of the Child in Tennessee.

**Number of Individuals Served:** KIDS COUNT collects some data on children with disabilities and includes disabilities as one area of consideration in policy publications, but TCCY does not provide direct services.

**Eligibility Requirement:** It is a research and data program that does not provide direct services.

**Determination of Eligibility:** Information not provided.

## Children’s Service Resourcing Mapping

**Program Description:** Every year, TCCY gathers information from all state departments that serve children on expenditures directed toward children.

**Distinct Services Offered:** It includes expenditures on people with intellectual and developmental disabilities.  The program may help people become employed and live as independently as possible in the community by tracking data and outcomes.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## Youth Transition Advisory Council

**Program Description:** The Youth Transitions Advisory Council (YTAC) was established by the Legislature to assist the Department of Children’s Services with developing extension of foster care services for youth in state custody who age out of the child welfare and juvenile justice systems.

**Distinct Services Offered:** Extension of foster care services assists young people who age out of state custody in completing their high school diploma, GED or High School Equivalency Test, and post-secondary education.

The Youth Transitions Advisory Council produces an [annual report](https://www.tn.gov/content/tn/tccy/ytac/ytac-reports.html) for the General Assembly in October of each year. The report documents the number of former foster youth accepting and receiving the services, the progress made by the department toward the provision of services to these young persons, and any recommendations the members of YTAC suggest toward improving those services.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## Council on Children’s Mental Health

**Program Description:** Legislation passed in 2008 established the Council on Children’s Mental Health to design a plan for a statewide system of mental health care for children. The Council is a community of statewide stakeholders in children's mental health care that includes children, youth and families.

**Distinct Services Offered:** The Council was created to develop a plan for a statewide system of care where children’s mental health services are child-centered, family-driven, culturally and linguistically competent, and provides a coordinated system of care for children’s mental health needs in the state. Other Council duties include:

* stimulating more effective use of resources
* assisting in developing interagency agreements
* determining whether programs are evidence-based
* research-based and theory-based findings and submitting those findings.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## Juvenile Justice

**Program Description:** The Tennessee Commission on Children and Youth is the state advisory group responsible for implementing the provisions of the Juvenile Justice and Delinquency Prevention (JJDP) Act in Tennessee. The four core requirements of the act are to:

* Deinstitutionalize status offenders;
* Remove children from adult jails;
* Separate children from adult offenders; and
* Reduce disproportionate minority contact (DMC) within the juvenile justice system

**Distinct Services Offered:** To assure compliance with these requirements, TCCY conducts periodic on-site monitoring of all jails and detention facilities in Tennessee. TCCY also performs on-site monitoring of programs awarded funds through TCCY and distributes state and federal funds to counties and community programs to prevent delinquency or improve services for children involved with juvenile courts.

TCCY oversees the statewide and local disproportionate minority contact task forces, which work with local communities to address the overrepresentation of minorities at all applicable points of contact within the juvenile justice system. Also, in collaboration with other state agencies, the courts, schools and community-based organizations, TCCY provides training and technical assistance on grant applications and compliance with the JJDP act.

**Number of Individuals Served:** Reporting does not include disability information on children and youth.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## Regional Councils on Children and Youth

**Program Description:** The Tennessee Commission on Children and Youth staffs and coordinates nine regional councils that provide organizational structure for statewide networking on behalf of children and families.**Distinct Services Offered:** The councils address the needs of children and families at the regional level and offer local-level feedback to the Commission. Children's services professionals and other citizens interested in improving the lives of Tennessee's children are members of the councils.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## Young Child Wellness Council

**Program Description:** The council formed in 2013 when the governor’s Early Childhood Advisory Council and the Early Childhood Comprehensive Systems State Action Team merged. Council membership includes representatives from state agencies, private care providers, advocates and families from all over the state. TNYCWC serves as the advisory committee for Tennessee's Maternal, Infant and Early Childhood Home Visiting (MIECHV) program.

**Distinct Services Offered:** The Tennessee Young Child Wellness Council (TNYCWC) seeks to improve the well-being of children in Tennessee by improving collaboration among child-serving agencies and programs.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## KidCentralTN

**Program Description:** KidCentralTN is a free, one-stop resource for Tennessee families to raise healthy and happy kids.

**Distinct Services Offered:** KidCentralTN maintains a website with a searchable database of state services for children and families. The website also contains wide raging and timely information on child development and issues affecting children and families. It sends a newsletter bi-monthly with stories generated from the child-serving departments to a list of over 10,000 statewide.

**Number of Individuals Served:** Unknown.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

# Tennessee Department of Commerce and Insurance (5 programs)

## The Insurance Division

**Program Description:** The Insurance Division has a representative that sits on the Autism Council and assists with informing the council about coverages available for treatment and helping to make information about coverage accessible to Tennesseans.

**Distinct Services Offered:** Information not provided.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirements:** Not applicable.

**Determination of Eligibility:** Not applicable.

## The Fire Prevention Division

**Program Description:** The Fire Prevention Division’s Codes Enforcement Section enforces the Tennessee Accessibility Act, which requires public buildings to be accessible to those with disabilities and the Fire Marshal’s Office has adopted the 2010 ADA Standards for Accessible Design for buildings they regulate.

**Distinct Services Offered:** Information not provided.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirements:** Not applicable.

**Determination of Eligibility:** Not applicable.

## The TN Emergency Communications Board

**Program Description:** The TN Emergency Communications Board provides the NG911 network to local 911 districts, which permits text-to-911.

**Distinct Services Offered:** Text-to-911 allows for better access for the deaf and hard of hearing community to emergency services.  It is not mandated by the TECB or the State, rather local 911 districts elect if, and when, to make text-to-911 available within their jurisdictions.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirements:** Information not provided.

**Determination of Eligibility:** Information not provided.

## The TN Law Enforcement Training Academy (TLETA)

**Program Description:** In 2014 & 2015 TLETA conducted a ‘train the trainer’ in partnership with the Department of Intellectual & Developmental Disabilities, which focused on training law enforcement officers to recognize and interact with persons with developmental disabilities. Additionally, in response to a resolution passed by the General Assembly, TLETA is suggesting that all law enforcement agencies cover autism awareness in their next year’s in-service training programs.

**Distinct Service Offered:** Information not provided.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirements:** Information not provided.

**Determination of Eligibility:** Information not provided.

## The Regulatory Boards Division

**Program Description:** The Regulatory Boards Division works with PSI, a testing provider, who has resources dedicated to working directly with candidates with disabilities to ensure exams meet ADA requirements and that any other possible accommodations are considered.

**Distinct Service Offered:** Information not provided.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirements:** Information not provided.

**Determination of Eligibility:** Information not provided.

# Department of Correction (12 programs)

## ADA Compliance

**Program Description:** Information not provided.

**Distinct Services Offered:** TDOC facilities, both Community Supervision offices and Prison Operation facilities, support ADA needs for staff, visitors, and offenders/inmates in accordance with ACA standards.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## Infrastructure

**Program Description:** Ongoing assessment of internal and external facilities ensure appropriate accommodation and accessibility for inmates with disabilities and/or impairment. New facility designs as well as improvements to existing facilities include measures to ensure ADA compliant settings for staff, visitors and inmate populations.

**Distinct Services Offered:** A capital renovation on the main side of MLTC involving the widening of doors and installation of lifts in the housing units is currently ongoing.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## Supportive Housing Opportunities in the Community

**Program Description:** Information not provided.

**Distinct Services Offered:** TDOC’s Offender Housing Program includes as a target for enhancement housing programs designed for participants with physical and cognitive impairment.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## Community Resource Centers

**Program Description:** TDOC Community Resource Centers provide a one-stop-shop environment for disabled probationers and parolees, among others, to receive referrals to community providers for services to address needs.

**Distinct Services Offered:** Information not provided.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## Forensic Social Workers

**Program Description:** Information not provided.

**Distinct Services Offered: Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## Offender Workforce Development

**Program Description:** Community Supervision staff who assist probationers and parolees with employment are certified Offender Workforce Development Specialists (OWDS). The OWDS certification training includes as essential concepts Diversity and Scope of Practice which address identifying and responding appropriately to the needs of persons with disabilities.

**Distinct Services Offered:** Individuals with a disability are assisted with job placement and/or referred to the vocational rehabilitation agency in their community, as determined to be appropriate in a collaborative decision with the individual.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## Special Education

**Program Description:** The TDOC Special School District provides special education services to inmates with eligible disabilities, including inmates under 18 years of age who are referred by a parent, teacher, or other staff person.

**Distinct Services Offered:** Inmates 22 years of age or under who were identified through the last education placement prior to their incarceration in an adult correctional facility with physical, mental, emotional, or learning disabilities that adversely affect educational achievement to the extent that an inmate requires an individual education program to address special education needs.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## Inmate Helper

**Program Description:** TDOC employs Inmate Helpers within the prisons to support inmates who are differently abled and request assistance with daily living activities such as feeding, ambulating, and other limited tasks. Inmate Helpers do not assist with toileting and dressing.

**Distinct Services Offered:** Information not provided.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## Supportive Living Units

**Program Description:** TDOC’s Supportive Living Units (SLU) provide evidence-based treatment to offenders with serious mental illness within a residential therapeutic environment. There are six SLUs, five for males and one for females.

**Distinct Services Offered:** Information not provided.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## Clinical Services

**Program Description:** Clinical Services manages the vendor contracts responsible for the delivery of medical, mental health, substance abuse services and pharmacy services. The state leadership works directly with Disability Rights TN to investigate and resolve any claims regarding gaps in services.

**Distinct Services Offered:** Ensures the availability of Text Telephone Relay (TTY) Services and a language line.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## Accommodations for Staff with Disabilities

**Program Description:** The Division of Human Resources is responsible ensuring the agency’s compliance the Americans With Disabilities Act (ADA) and other employment-related laws. That includes facilitating the interactive process with employees seeking disability-related work accommodations and adjudicating requests for reasonable accommodations. In FY 19-20, the Division of Human Resources handled 54 requests for reasonable accommodations from TDOC staff members.

**Distinct Services Offered:** Responsible for investigating complaints reported by staff or applicants to the agency for disability-related discrimination.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## Governor’s Advisory Council for Students with Disabilities

**Program Description:** The Superintendent of TDOC Special School District is a member of Governor’s Advisory Council for Students with Disabilities.

**Distinct Services Offered:** The Council advises the State on unmet needs, initiatives of the Council and consults with the Governor, the Commissioner of Education, the State Board of Education and the Department of Education Assistant Commissioner of the Division of Special Populations.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

# Department of Economic and Community Development (4 programs)

## Work Based Learning Program

**Program Description:** The Work Based Learning program, provides $25,000 grants to 40 elementary, middle and high schools across the state. Through a competitive process, the School for the Blind was awarded a $25,000 grant to create a coffee shop on campus.

**Distinct Services Offered:** Students are able to work in the coffee shop and learn accounting, customer service, inventory management, time management and a host of other employability skills.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## ThreeStar

**Program Description:** ThreeStar is a strategic community development program to assist communities in preparing for a better future.

**Distinct Services Offered:** There have been some projects over the years to include inclusive playgrounds, elevator access in public buildings, and ADA compliance. This is an area that TNECD has identified as a challenge because there are few funding opportunities for these types of projects.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## Tennessee Business Enterprise Resource Office (BERO)

**Program Description:** TNECD is home to BERO, the Tennessee Business Enterprise Resource Office.

**Distinct Services Offered:** A landing page titled *Topics for Economic Inclusion* highlights policy, procurement and resources targeted towards the advancement of equitable engagement for Tennessee’s Diverse Business Enterprises (DBEs) seeking certification, in addition to resources directed toward underserved and underrepresented businesses. The site can be found here: <https://www.tn.gov/ecd/small-business/bero/topics-for-economic-inclusion.html>.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## Internships

**Program Description:** In 2017, the Tennessee Department of Economic and Community Development began intentionally recruiting individuals with intellectual and developmental disabilities for internships. The students were recruited from Vanderbilt’s Next Steps Program and Lipscomb’s IDEAL Program. There were two interns in 2017 and one intern in 2018. In 2019, the department joined forces with the Governor’s Office, the Department of Education, and the Department of Intellectual and Developmental Disabilities by creating a rotating internship, providing the opportunity for students to have shorter durations with more experiences in multiple departments.

**Distinct Services Offered:** TNECD provided a virtual online Summer 2020 internship program for an IDEAL student, and the department is currently providing two Fall 2020 virtual internships for both an IDEAL and Next Steps student. In total, TNECD has hosted 10 internship opportunities since 2017.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

# Tennessee Department of Education (16 programs)

## Early Childhood Special Education

**Program Description:** Early Childhood Special Education addresses individual needs for ages 3-5 within the context of developmentally appropriate early learning experiences including early literacy, math, play, and social areas.

Early Childhood Special Education is for children ages three through five who are experiencing challenges in their learning and development and meet eligibility criteria for special education and related services.

**Distinct Services Offered:**

* referrals and eligibility determination,
* rights to a Free Appropriate Public Education in the Least Restrictive Environment (public school
* Head Start
* community based childcare setting, or the home) with an Individualized Education Program.

**Number of Individuals Served:** Only point in time data is available for this area. All states are to pull and report this information for Dec. 1 each year. There were 14,951 children with disabilities, ages 3-5, being served in Tennessee on Dec. 1, 2019.

**Eligibility Requirement:** Children ages 3-5 who are identified as having a disability from one or more of the 16 recognized disability categories and whose disability is determined to have an adverse impact on the child’s education performance.

**Determination of Eligibility:** Eligibility is based on comprehensive evaluation information drawn from multiple sources. Each child must meet criteria for one or more of the 16 recognized disability categories and the disability must be determined to adversely impact the child’s education performance.

## Intellectually Gifted

**Program Description:** Intellectually Gifted is a Tennessee specific, state board of education disability for which eligible students may receive special education services.

**Distinct Services Offered:**

* referral and eligibility for an Individualized Education Program
* access to a gifted education teacher
* educational services like gifted grouping and skipping grade levels.

**Number of Individuals Served:** According to annual report, the number of students who have the primary disability of intellectually gifted who received services 15,460 (preK-12).

**Eligibility Requirement:** Students who meet the definition based on evaluation standards and demonstrate a need for special education and related services.

**Determination of Eligibility:** An IEP team determines eligibility by reviewing evaluation results (which are based on department evaluation standards associated with functional delay). The student must demonstrate the disability and demonstrate a need for specialized instruction and possibly related services.

## School-Based Medicaid

**Program Description:** The Individuals with Disabilities Education Act (IDEA) requires school districts to provide both special education and related services to eligible students to ensure they receive access to a Free Appropriate Public Education (FAPE).

The IDEA defines FAPE as special education and related services that are provided at public expense in the least restrictive environment. This means health-related services can be provided in the school setting which can be the most cost-effective alternative.

TennCare is the state of Tennessee’s Medicaid program that operates within the guidelines set by the federal government.

**Distinct Services Offered:** This program allows school districts to seek payment for providing medically necessary services (related services) to Medicaid eligible children.

**Number of Individuals Served:** In FY 2020, 78,388 TennCare enrollees received school-based services defined as any TennCare medically necessary, covered service billed with the place of service code (03).

Of this total, 14,067 TennCare enrollees received a skilled therapy service: Occupational Therapy (OT), Physical Therapy (PT), or Speech Therapy (ST) services as part of the Individualized Educational Program (IEP).

**Eligibility Requirement:** Students enrolled in one of the four TennCare MCOs (i.e., UnitedHealthcare Community Plan, BlueCare Tennessee, Amerigroup and TennCare Select). School-based services must be a TennCare covered service and meet TennCare’ s medical necessity criteria.

**Determination of Eligibility:** The school district and any provider treating the student must be contracted (in-network) with the student’s assigned MCO to be reimbursed by TennCare for any school-based service. Additionally, school-based services must be a TennCare covered service and meet TennCare’ s medical necessity criteria.

## Alternative Education Program

**Program Description:** T.C.A. § 49-6-3402 requires that at least one alternative school or program be established for districts serving students in grades 7-12 who have been suspended or expelled from the regular school program and also allows districts to create alternative schools or programs for grades 1-6.

**Distinct Services Offered:** The Tennessee Department of Education works to help districts ensure that quality alternative learning environments are created for students. The Department coordinates activities of both the Study Council for Alternative Education and the Governor’s Advisory Council for Alternative Education. Both entities work alongside Department officials to improve alternative education in Tennessee and to serve as an advocate for students and teachers in alternative school settings.

**Number of Individuals Served:** Information not available.

**Eligibility Requirement:** Alternative education programs vary across the different LEAs in the state. State Board Rules require each LEA to have clear written policies regarding student placement in an alternative education setting. The policy must recognize the impact of exclusionary discipline practices. Students in pre-kindergarten and kindergarten cannot be assigned to an alternative education program.

State Board of Education Rule (SBE) 2.302, specifies, “Prior to the assignment of a student to an alternative school or alternative education program, the referring school the IEP team shall review the students’ IEP to ensure the alternative education program is able to provide the services the students’ needs in the least restrictive environment. The IEP team shall make all decisions regarding change of placement and delivery of services for students with disabilities. No student with a disability shall be arbitrarily placed in an alternative education program.” In addition, “If a student has an active IEP, a 504 plan, or is suspected of having a disability, all state and federal laws and rules relating to special education shall be followed.”

Attendance in an alternative school or alternative program is mandatory for students in grades seven through twelve who have been suspended for more than ten days or expelled from the regular school program if there is space and staff available (T.C.A § 49-6-3402).

**Determination of Eligibility:** Criteria for determination of eligibility is the same as listed above. Additionally, Attendance in an alternative school or alternative program is voluntary for students in grades one through six who have been suspended or expelled from the regular school program unless the local board of education adopts a policy mandating attendance in either instance (T.C.A § 49-6-3402).

In addition to the mandates established by state law, local education agencies (LEA) may place students in alternative schools or alternative programs if it is determined that a student would benefit from an alternative learning environment, or in the case of students with disabilities, through the IEP change of placement process.

## “Say Dyslexia” Law Implementation

**Program Description:** The law requires school districts to screen for characteristics of dyslexia through their existing Response to Instruction and Intervention (RTI²) procedures and to provide “dyslexia-specific tiered interventions” for students that demonstrate a need.

**Distinct Services Offered:** The Dyslexia Advisory Council meets quarterly and advises the department on the implementation of the “Say Dyslexia” law. The council creates an annual report that is submitted to the general assembly and posted online for access by districts and other stakeholders.

In addition, the department creates guidance, resources, training, and support for districts as they implement the screening, coding, and interventions required by the law.

**Number of Individuals Served:** In the 2019-20 school year, 47.887 students were reported to have received a dyslexia-specific intervention (4.72% of the total K-12 student population), 21,804 of these were students with a disability (2.15%).

**Eligibility Requirement:** Any K-12 student that demonstrates one or more characteristics of dyslexia (phonological and phonemic awareness, sound-symbol recognition, alphabet knowledge, decoding skills, rapid naming, encoding skills).

**Determination of Eligibility:** LEAs determine eligibility by identifying students who demonstrate one or more characteristics of dyslexia (phonological and phonemic awareness, sound-symbol recognition, alphabet knowledge, decoding skills, rapid naming, encoding skills) through their universal screening process within the existing RTI2 framework and need dyslexia specific intervention.

## Work-Based Learning

**Program Description:** Work-based learning (WBL) is a proactive approach to bridging the gap between high school and high-demand, high-skill careers in Tennessee. Students build on classroom-based instruction to develop employability skills that prepare them for success in postsecondary education and future careers.

**Distinct Services Offered:** Through experiences like internships, apprenticeships, and paid work experience, juniors and seniors (16 years or older) may earn high school credit for capstone WBL experiences. WBL coordinators are educators who are trained and certified by the department to coordinate these WBL experiences for students.

**Number of Individuals Served:** Between July 1, 2019 and June 30, 2020, 6824 students participated in WBL: Transitions programs, and an additional 1845 students with disabilities participated in other WBL-related courses (CTE Content-area practicum courses).

**Eligibility Requirement:** All students with disabilities who are age 16 and older are eligible to participate in WBL courses.

**Determination of Eligibility:** Eligibility is determined by the IEP team and the student’s transition goals. When an IEP team determines that a student’s least restrictive environment is in a WBL course, the student is enrolled in the WBL course and receives any and all support services required to achieve his/her goals.

Response to Instruction and Intervention (RTI2)

**Program Description:** Response to Instruction and Intervention (RTI²) is Tennessee’s framework for teaching and learning for grades K-12. It begins with high-quality, differentiated instruction for all students (Tier I) and emphasizes intervening with students at increasing levels of intensity to avoid prolonged academic difficulties.

**Distinct Services Offered:** The first “I” in RTI² is instruction; strong Tier I instruction is the foundation of RTI². Core instruction and grade-level expectations are delivered to all students through the Tier I instructional blocks. A student who is on grade level may receive high-quality Tier I instruction and enrichment; another student who is showing slight deficits in specific areas may receive targeted interventions through Tier II for a specific period of time; alternately, a student who has significant needs may receive extended, intensive interventions through Tier III.

**Number of Individuals Served:** All school-age students (including SWDs) are involved with RTI as it includes Tier I instruction. Therefore, all SWDs between July 1, 2019 and June 30, 2020 were served by the RTI2 framework. 160,682 is the unduplicated count of SWDs ages 6-21 in all state/federally recognized disability categories who received special education services for at least one day over the course of the 2019-20 school year.

**Eligibility Requirement**: The RTI2 Framework applies to all school-age students.

**Determination of Eligibility**: The RTI2 Framework applies to all students with the goal of all students making progress at all academic levels. Additionally, the RTI2 Framework contains guidance on data-based decision making for movement between tiers of intervention.

## Project AWARE

**Program Description:** Tennessee AWARE supports the local implementation of comprehensive school mental health services.

**Distinct Services Offered:** All AWARE districts utilize a multi-tiered system of supports approach for implementing school mental health strategies.

**Number of Individuals Served:** The AWARE project has not specifically tracked information on students with disabilities.

**Eligibility Requirement:** Students are identified for services through requests submitted by teachers, parents, other students, or through self-referral, or are identified through universal classroom screening. Schools counselors provide further assessment of student needs and refer students to school social workers or community mental health treatment providers as appropriate. Services are provided on a first-come, first-served basis.

**Determination of Eligibility:** Not applicable.

## Head Start

**Program Description:** Head Start and Early Head Start are federally funded programs that promote school readiness of children ages 0-5 from eligible families through education, health, social and other supports and services.

Head Start encompasses Head Start preschool programs, which primarily serve 3- and 4-year-old children, and Early Head Start programs for infants, toddlers, and pregnant women. Head Start services are delivered nationwide through 1,600 agencies which tailor the federal program to the local needs of families in their service area.

Head Start and Early Head Start programs offer a variety of service models, depending on the needs of the local community. Many Head Start and Early Head Start programs are based in centers and schools. Other programs are located in childcare centers and family child care homes.  Some programs offer home-based services that assign dedicated staff who conduct weekly visits to children in their own home and work with the parent.

**Distinct Services Offered:** Tennessee's Head Start programs serve approximately 20,000 children and their families every year with comprehensive education, social and health programs for children*, and* programs for family and community engagement with the goal of facilitating school readiness.

Head Start programs support children’s growth and development in a positive learning environment through a variety of services, which include

* **Early learning**: Children’s readiness for school and beyond is fostered through individualized learning experiences. Through relationships with adults, play, and planned and spontaneous instruction, children grow in many aspects of development. Children progress in social skills and emotional well-being, along with language and literacy learning, and concept development.
* **Health**: Each child’s perceptual, motor, and physical development is supported to permit them to fully explore and function in their environment. All children receive health and development screenings, nutritious meals, oral health and mental health support. Programs connect families with medical, dental, and mental health services to ensure that children are receiving the services they need.
* **Family well-being**: Parents and families are supported in achieving their own goals, such as housing stability, continued education, and financial security. Programs support and strengthen parent-child relationships and engage families around children’s learning and development.

**Number of Individuals Served:** Head Start Preschool & Migrant Students with IEP were 2,197 (12.93%). Of these, the number who were determined eligible to receive special education and related services:

* Prior to enrollment into the program for this enrollment year—1,144
* During this enrollment year (2019)—1,053

**Eligibility Requirement:** Families whose household income is no more than $12,760 per person annually.

**Determination of Eligibility:** The HHS Poverty Guidelines (Sec. 645 of the Head Start Act) are used to determine income eligibility for participation in Head Start and Early Head Start programs. Age and other risk factors are used to determine eligibility.

## Transition Tennessee

**Program Description:** To support strong transition for youth with disabilities, [Transition Tennessee](http://www.transitiontn.org/) is Tennessee’s online home for training and resources on preparing students with disabilities for life after high school. Consider this site the “blueprint” to building a comprehensive transition program for your students.

Through multiple courses, you will learn about the best practices and practical strategies for special educators, students, families, and other transition team members to build a bridge to postsecondary.

**Distinct Services Offered:** Program offers Educator, Pre-ETS providers, and in the future, student online modules to guide individuals through transition resources, services, and curriculum to support students towards transition success.

Topics covered include areas like employment, post-secondary education, self-determination, assessment, and more.

**Number of Individuals Served:** Web portal open to anyone who makes a profile.

**Eligibility Requirement:** Not applicable.

**Determination of Eligibility:** Not applicable.

## Functional Delay

**Program Description:** Functional Delay is a Tennessee specific state board of education disability for which eligible students may receive special education services.

Functional delay is defined as:

A continuing significant disability in intellectual functioning and achievement which adversely affects the student’s ability to progress in the general school program, but adaptive behavior in the home or community is not significantly impaired and is at or near a level appropriate to the student’s chronological age, including:

1. Significantly impaired intellectual functioning which is two or more standard deviations below the mean, and difficulties in these areas cannot be the primary reason for significantly impaired scores on measures of intellectual functioning:
	1. Limited English proficiency;
	2. Cultural factors;
	3. Medical conditions that impact school performance;
	4. Environmental factors; and
	5. Communication, sensory or motor disabilities.
2. Deficient academic achievement which is at or below the fourth percentile in two or more total or composite scores in the following areas:
	1. Basic reading skills;
	2. Reading fluency skills;
	3. Reading comprehension;
	4. Mathematics calculation;
	5. Mathematics problem solving; and
	6. Written expression.
3. Home or school adaptive behavior scores that fall above the level required for meeting Intellectual Disability eligibility standards.

Other disability categories shall be used if they are more descriptive of student strengths and needs. The team must determine that underachievement is primarily the result of Visual, Motor, or Hearing Disability, Intellectual Disability, Speech or Language Impairment, or a Specific Learning Disability.

**Distinct Services Offered:**

* Referral and eligibility for an Individualized Education Program
* access to a special education teacher
* direct and related special education services.

**Number of Individuals Served:** According to an end of year report, the number of students who have the primary disability of functional delay who received services 1604 (preK-12).

**Eligibility Requirement:** Students who meet the definition based on evaluation standards and demonstrate a need for special education and related services.

**Determination of Eligibility:** An IEP team determines eligibility by reviewing evaluation results (which are based on department evaluation standards associated with functional delay). The student must demonstrate the disability and demonstrate a need for specialized instruction and possibly related services.

## IDEA Part B Services

**Program Description**: Information not provided.

**Distinct Services Offered:**

* Referral and eligibility for an Individualized Education Program
* access to a special education teacher
* direct and related special education services

**Number of Individuals Served:** Annual Dec. 1 headcount collected Dec. 1, 2019:

* Ages 3-5: 14,958
* Ages 6-21: 116,450
* Total: 131,408

**Eligibility Requirement:** Students meeting eligibility requirements under one of the 13 disability categories as defined through IDEA: specific learning disability, other health impairment, autism spectrum disorder, emotional disturbance, speech or language impairment, visual impairment, deafness, hearing impairment, deaf-blindness, orthopedic impairment, intellectual disability, traumatic brain injury, and multiple disabilities.

**Determination of Eligibility:** Upon completion of the administration of assessments and other evaluation measures a group of qualified professionals and the parent of the child determines whether the child is a child with a disability as defined under IDEA.

A child must not be determined to be a child with a disability under Part B of the IDEA if the determinant factor for that determination is—

* Lack of appropriate instruction in reading, including the essential components of reading instruction
* Lack of appropriate instruction in math; or
* Limited English proficiency; and
* If the child does not otherwise meet the eligibility criteria under §300.8(a)

## Tennessee Behavior Supports Project (TBSP)

**Program Description:** The TBSP is a technical assistance center designed to provide public schools and districts the resources, training and support to develop, implement, and sustain continuums of positive behavioral interventions and supports within an RTI2-B framework.

RTI2-B is a multi-tiered system of supports for students’ non-academic needs. It is a positive, proactive approach of prevention and support for all students. There are three TBSP sites, University of Memphis, Lambuth campus, Vanderbilt University, and University of Tennessee, Knoxville. The TBSP services are provided at no cost to districts.

**Distinct Services Offered:** The primary work of the TBSPs is training, coaching and technical assistance for school-wide RTI2-B implementation. The training is a multi-day, multi-year commitment for each school team. The school teams are guided through a comprehensive process composed on evidence-based strategies, implementation process tools, and a root cause analysis of current school status. In addition, the teams are provided the tools and resources to train and build capacity within the school. Between training days, the TBSPs meet with the schools to provide individualized coaching, and with district leadership to ensure sustainability of practices once the TBSP transfers the coaching and work to the school team.

TBSPs also provide individual, topic-based training to districts and schools as requested by the department, or the school/district. The TBSP presents at regional conferences and the state Partners in Education conference as well. In the past few years, they have supported school teams in conference presentations, sharing their process and success with RTI2-B implementation.

Student specific support and consultation is another part of the TBSP technical assistance. These supports are designed to support the students with the most intensive or significant behaviors. School personnel can request the student supports through the request form and this request is reviewed by the department. The department, utilizing data form the restraint and isolation reporting may also refer the TBSP to a school for a specific student.,

The TBSP student specific supports may include assisting the school in completing a functional behavior assessment, developing a behavior intervention plan, identifying and implementing the behavior intervention strategies, staff training of effective strategies for prevention and intervention, development of a long-term, scaffolded plan to address multiple needs in a systematic manner, or other student specific concerns.

The TBSPs collect and analyze the school data to support the department in understanding the current landscape of school. They also help prepare the state’s report for the national Positive Behavior Intervention Supports (PBIS) technical center.

**Number of Individuals Served:** At the end of fiscal year 2017, the TBSPs had supported 190,547 students. In Tennessee 13% of the student population in 2017 were identified as students with a disability. Given this, approximately, 24,770 individuals with disabilities were supported as of the end of fiscal year 2017.

**Eligibility Requirement:** All public schools can participate in the TBSP services and training.

**Determination of Eligibility:** Public schools need to request to participate and they will be accepted.

## Tennessee Talks

**Program Description:** The mission of the Tennessee Talks grant is to partner with schools and families to improve the communication skills of students with the most complex communication needs.

**Distinct Services Offered:** Regional consultants are available to provide:

* educational trainings
* student-specific consultative supports
* assistive technology assessment guidance
* recommendations
* device procurement guidance

**Number of Individuals Served**: Information not provided.

**Eligibility Requirement**: Public school students from preschool through transition age who have complex communication needs and are demonstrating only limited functional communication, as well as the families and school support teams.

**Determination of Eligibility**: Initially, students and school teams were identified using MSAA and TCAP-Alt no response data. Since the program is now more widely known, referrals are accepted by educators and families.

## Treatment and Research Institute for Autism Spectrum Disorders (TRIAD)

**Program Description:** The Vanderbilt Treatment and Research Institute for Autism Spectrum Disorders (TRIAD) is dedicated to improving assessment and treatment services for children with autism spectrum disorders and their families while advancing knowledge and training.

**Distinct Services Offered:** TRIAD is contracted by the department to provide training and technical assistance to school providers supporting individuals with autism.

The training includes role specific (i.e. administrator, teacher, paraprofessional) as well as topic specific (i.e. classroom management, behavior planning and support). In person, or synchronous training is available to districts at no cost. The online training and resources are available to schools and families at no cost. As a part of the contract, they also provide limited student specific supports to students with the most significant behavioral needs. TRIAD supports are available to all public schools, preschool-high school (or until students age out).

**Number of Individuals Served:** In 2017-18, TRIAD reporting of participation in the synchronous and asynchronous technical assistance was a total of 1740.

The data is compiled by training topic and does not capture the number of individuals who attended multiple trainings (represented more than once in the numbers) or the number of students benefitting by the training.

Therefore, the total impact, in number of individuals with disabilities served, cannot be determined.

**Eligibility Requirement:** Any public school (K-12) personnel are eligible to participate in the training and technical assistance. Parents and families can participate in the online training of services provided by TRIAD through non-department grants.

For intensive student supports, the school must apply for series and demonstrate the willingness to participate in the intensive program. This is determined through the application and interview process as well as preparatory online training. This process can be initiated by the low incidence and autism coordinator at the department on the school’s behalf. Every effort is made to ensure the school feels supported sufficiently to participate successfully in the intensive supports training.

**Determination of Eligibility:** All public schools are eligible.

## Individual Education Accounts

**Program Description:** The IEA program is a school choice program for eligible students with disabilities. The program provides an option for parents of students in grades K-12 to choose the educational opportunities that best meet their own unique needs through access to public education funds.

**Distinct Services Offered:** The IEA Program is administered by the Tennessee Department of Education (department), which shall:

* Remit funds to a participating student's IEA account on at least a quarterly basis. Any funds awarded under this part shall be the entitlement of only the eligible student under the supervision of the student's parent. The maximum annual amount to which an eligible student is entitled under this part shall be equal to the amount representing the per pupil state and local funds generated and required through the basic education program (BEP) for the LEA in which the student resides and is zoned to attend. For the purpose of funding calculations, each eligible student who participates in the program shall be counted in the enrollment figures for the LEA in which the student resides and is zoned to attend. The IEA funds shall be subtracted from the state funds otherwise payable to the LEA.
* Create a standard form that a parent of a student may submit to establish the student's eligibility for an IEA. The department shall make the application readily available to interested families through various sources, including the Internet; and
(b) In accordance with state board of education rules promulgated in consultation with the department of education and the department of health, create an application and approval process for nonpublic schools to become participating schools;
* Establish application and participation timelines that shall maximize student and school participation;
* Provide parents of participating students with a written explanation of the allowable uses of IEAs, the responsibilities of parents, and the duties of the department;
* Ensure that lower-income families are made aware of the program and their children's potential eligibility;
* Adopt policies necessary for the administration of the IEA program, including:
* Policies for conducting or contracting for random, quarterly, or annual reviews of accounts;
* Policies for establishing or contracting for the establishment of an online anonymous fraud reporting service; and
* Policies for establishing an anonymous telephone hotline for reporting fraud; and
* Post on its web site a list of participating schools for each school year, the grades taught in the school, and other information that the department determines shall assist parents in selecting participating schools for their children.

**Number of Individuals Served:** 165 students participated in the IEA program from the time period of July 1, 2019- June 30, 2020.

**Eligibility Requirement:** To be eligible as a student in the IEA Program the following must occur:

* The student is a child with one of the following disabilities, primary or secondary, as defined by the state board of education pursuant to § 49-10-102: (a) Autism; (b) Deaf-blindness; (c) Hearing impairments; (d) Intellectual disability; (e) Orthopedic impairments; (f) Traumatic brain injury; (g) Visual impairments; (h) Developmental delay; or (i) Multiple disabilities;
* The student has an active individualized education program (IEP) in accordance with 34 C.F.R § 300 et seq., § 49-10-102, and regulations of the state board of education; and
* The student must meet at least one (1) of the following requirements:
* Was previously enrolled in and attended a Tennessee public school for the one (1) full school year immediately preceding the school year in which the student receives an individualized education account (IEA);
* Has not previously attended a K-12 school in Tennessee, but is currently eligible to enroll in a kindergarten program in a public school in TN.
* The student has not previously attended a school in TN during the one (1) full school year immediately preceding the school year in which the student receives an IEA, and moved to Tennessee less than one (1) year prior to the date of enrollment in the IEA Program; or
* The student received an IEA in the previous school year.

**Determination of Eligibility:** The eligibility is determined by the same criteria as the eligibility requirement above.

## Voluntary Pre-K

**Program Description:** The Voluntary Pre-K initiative provides Tennessee's low income three- and four-year-old children—with an emphasis on four-year olds who are at-risk—an opportunity to develop school readiness skills (pre-academic and social skills).

Voluntary Pre-K classes promote a high-quality academic environment, which fosters the love and joy of learning and promotes success in kindergarten and throughout the child's life.

**Distinct Services Offered:** Voluntary Pre-K classes promote a high-quality academic environment, which fosters the love and joy of learning and promotes success in kindergarten and throughout the child's life.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Three and four year olds that are low incomes with or without IEPS.

**Determination of Eligibility:**

* Age
* Income
* Veteran status
* Prisoner of War
* IEP
* And other risk factors

# Department of Financial Institutions (1 program)

## Elderly and Vulnerable Adult Financial Exploitation Prevention Act

**Program Description:** In 2017, the Tennessee General Assembly enacted the Elderly and Vulnerable Adult Financial Exploitation Prevention Act, Tenn. Code Ann. § 45-2-1201 et seq. (“EVAFEPA”) to provide financial institutions the authority to delay or refuse to conduct transactions that permit the disbursement of funds when there is reasonable cause to suspect financial exploitation of elderly or vulnerable adults.

**Distinct Services Offered:** The EVAFEPA also permits financial institutions to establish a list of persons the customer would like to have contacted if the bank suspects the customer is a victim of exploitation or theft.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

# Tennessee Department of Health (12 programs)

## TBI Service Coordination Project

**Program Description:** There are currently eight[Service Coordinators](https://www.tn.gov/content/dam/tn/health/program-areas/tbi/SClist.pdf) located in various non-profit agencies across the state providing assistance to survivors and family members. The service coordinators work with persons with brain injury and their family to assess needs and coordinate resources and services within the community. The service coordinator develops comprehensive plans of care, provides referrals to available resources, coordinates services for individual client advocacy and bridges gaps in the service delivery system. The goal is to improve quality of life for persons with brain injury and their family. Services are provided free of charge.

**Distinct Services Offered:** The service coordinator:

* develops a comprehensive plan of care
* provides referrals to available resources
* coordinates services for individual client advocacy
* bridges gaps in the service delivery system.

**Number of Individuals Served:** TBI Service Coordinators provided case management services to persons with TBI and their families; each served an average case load of 60 persons. They collectively provided information on TBI to over 9,823 callers.

**Eligibility Requirement:** Any Tennessee resident with a medical diagnosis of traumatic brain injury (TBI). T.C.A. 68-55-101 defined as an acquired injury to the brain caused by an external physical force resulting in total or partial disability or impairment and includes open and closed head injuries that may result in seizures, and/or in mild, moderate, or severe impairments in one (1) or more areas including cognition, language, memory, attention, reasoning, abstract thinking, judgement, problem-solving, sensory, and speech. This does not include brain injuries induced by birth trauma but may include brain injuries caused by anoxia and other related causes, infectious diseases not of a degenerative nature, brain tumor, toxic chemical or drug reactions.

**Determination of Eligibility:** Medical evidence of a TBI including medical records, doctor’s reports, and/or recent test results.

## TBI Targeted Family Support Program

**Program Description: The TBI Targeted Family Support Program** is funded by state dollars and designed to assist individuals with disability due to TBI and their families to remain together in their homes and communities. The primary purpose of the Traumatic Brain Injury (TBI) Targeted Family Support Program is to support: Families with children with a disability due to a traumatic brain injury, school age and younger, adults with a disability due to a traumatic brain injury who choose to live with their families; and adults with a disability due to a traumatic brain injury who are residing in the community in an unsupported setting (not a state or federally funded program).

**Distinct Services Offered:** Services can include but are not limited to:

* respite care
* day care services
* home modifications
* equipment
* supplies
* personal assistance
* transportation
* homemaker services
* housing costs
* health-related needs
* nursing
* counseling

**Number of Individuals Served:** In FY20, there were 118 participants in the TBI Family Support Program

**Eligibility Requirement:** Tennessee residents who have been diagnosed with a traumatic brain injury.

**Determination of Eligibility:** Eligibility for families/individuals are determined annually, which include the completion of the TBI Targeted Family Support Services Intake Form and the Support Eligibility Checklist. Other information needed to determine eligibility includes proof of residency, proof of disability, and proof of citizenship.

## Brain Links

**Program Description:** The Department of Health Traumatic Brain Injury Program was awarded a three-year Traumatic Brain Injury State Partnership Program grant from the Administration on Community living to create and strengthen a system of services and supports that maximizes the independence, well-being and health of people with TBI across the lifespan.

**Distinct Services Offered:** The objectives of Brain Links will also address person-centered planning and development of a trained TBI workforce. The Brain Links staff is a statewide team of brain injury specialists that can equip professionals with current, research-based training and tools to enhance their ability to serve people with TBI.

**Number of Individuals Served:** Brain Links staff provided 91 trainings to 3,699 participants who service persons with brain injuries.

**Eligibility Requirement:** Workforce within Tennessee serving persons with traumatic brain injury.

**Determination of Eligibility:** Brain Links assess if the specific workforce serves persons with traumatic brain injury and assess if workforce falls within the Traumatic Brain Injury State Partnership Program parameters.

## TBI Registry

**Program Description:** Hospitals are mandated to provide information to the Department of Health on all individuals with brain injury that are admitted to the hospital. Data starting from the first quarter of 1996 is available to the public in aggregate form at no cost. No personal identifiers are released to the public in any form.

**Distinct Services Offered:** Analysis of the Registry data allows staff to pinpoint where and how injuries are occurring, what age groups are affected, and enables the development of programs to prevent injuries. All Tennessee residents listed in the Registry receive a letter to inform them of the services available through the TBI Program.

**Number of Individuals Served:** During FY20, 8,943 letters were mailed to Tennessee residents with traumatic brain injuries.

**Eligibility Requirement:** Tennessee residents with TBI-specific ICD-10 diagnosis codes.

**Determination of Eligibility:** Must be a Tennessee resident with TBI-specific ICD-10 diagnosis codes.

## TBI Camp

**Program Description:** The TBI Program contracts with Easter Seals Tennessee to sponsor weekend and weeklong camps for adult and youth survivors of brain injury.

**Distinct Services Offered:** These camps focus on providing a unique social and recreational opportunity to persons with brain injury in a beautiful and accessible setting. Camp activities include:

* arts and crafts
* swimming
* hiking
* games
* boating

Scholarships are available to assist individuals with the cost of camp

**Number of Individuals Served:** Forty-two (42) adult and youth survivors of brain injury attended camp sessions during FY20.

**Eligibility Requirement:** Any Tennessee youth and adult with a diagnosed traumatic brain injury who meet eligibility requirements. Youth ages 7-16 are eligible for day camp programs, youth ages 10-16 are eligible for resident camp, and adults aged 17+ are eligible for day and resident camp programs.

**Determination of Eligibility:** Eligibility is determined by multiple requirements which include:

* age
* diagnosed TBI
* ability to live in a group setting with other campers
* ability to control harmful behaviors to self or others
* ability to sleep, or sit quietly, for a reasonable amount of time throughout the night
* not being considered medically fragile

## Home Visiting Programs

**Program Description:** Evidence Based Home Visiting (EBHV) programs can be an effective early-intervention strategy to improve the health and well-being of children and parents. Research demonstrates that young children of families enrolled in EBHV programs show improvements in health and development outcomes and increased school readiness. These programs have also been identified as a proven strategy to reduce Adverse Childhood Experiences (ACEs).

**Distinct Services Offered:** EBHV programs offer varying levels of home-based visits with supportive home visitors focusing on:

* Improve family functioning and parenting skills
* Link families with appropriate social service agencies
* Promote early learning
* Supporting new parents in providing safe and stable nurturing environments for their children through the development of strong attachments become more self-sufficient.

**Number of Individuals Served:** Every child enrolled in the program is screened regularly to identify delays and to be connected with services to meet those needs.

**Eligibility Requirement:** Recipients must meet one or more of the following criteria at enrollment:

1. Have low incomes as defined by 250 percent or less of the Federal Poverty Level
2. Are pregnant women who have not attained age 21
3. Have a history of child abuse or neglect, or have had interactions with child welfare system
4. Have a history of substance abuse or need a substance abuse treatment
5. Are users of tobacco products in the home
6. Have children with low student achievement
7. Have children with developmental delays or disabilities and/or
8. Are in families that include individuals who are serving or have formerly served in the Armed Forces, including such families that have members of the Armed Forces who have had multiple deployments outside of the United States

**Determination of Eligibility:** Three models of Evidence Based Home visiting are currently being provided in Tennessee. Nurse Family Partnership, Healthy Families America and Parents as Teachers. Each model does a screening and assessment for families that include the criteria above.

## Children’s Special Services

**Program Description:** The medical services component provides for reimbursement of medical services, i.e., physician/clinic visits, hospitalizations, medical supplies, pharmaceuticals, durable medical equipment, and therapies for children who meet medical and financial eligibility requirements.

**Distinct Services Offered:** Diagnostic eligibility, financial eligibility, transition planning, additional resources, vendor agreements, and a resource directory.

**Number of Individuals Served:** 5,184 unique patients were served during the above time period

**Eligibility Requirement:** Children and youth with Special Health Care Needs are those children who have or are a risk for chronic physical conditions and who also require health and related services of a type or amount beyond that required by children generally. Children must have an eligible physical health condition; family income must be below 225% of the federal poverty level based on family size and income and be a resident of Tennessee.

**Determination of Eligibility:** Eligibility is determined in the local and regional health departments by a registered nurse. Families are assisted by care coordinators in all ninety-five counties to complete an application.

## Integrated Community Systems of Services

**Program Description:** This is a family centered network of community-based services that is designed to improve access to quality, comprehensive, and coordinated services that are culturally sensitive for children and youth with special health care needs (CYSHCN) and their families in Tennessee.

**Distinct Services Offered:**

* Medical Home
* Family Centered Services
* Health Insurance/Financing
* Resources Directory by County
* TN Parent to Parent Brochure, Care Coordination
* Culturally Sensitive Care
* Transition Information

**Number of Individuals Served:** During FY 2020 there were approximately 1000 youth/families served.

**Eligibility Requirement:** Any youth between the ages 14-24 with physical, intellectual, developmental, mental and behavioral disabilities. Families (parents/guardians) of youth with special health care needs.

**Determination of Eligibility:** Youth must be transition age with a special need.

## Child and Health Development

**Program Description:** The Child Health and Development Program is a home-based prevention/intervention program that has been in existence for over 40 years. The program is designed to support parents by providing child development and parenting education. CHAD services are provided to children who are at risk of abuse and neglect, at risk of developmental delay or have an identified delay.

**Distinct Services Offered:** The program is designed to support parents by providing child development and parenting education.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Anyone referred by the Department of Children’s Services.

**Determination of Eligibility:** Anyone is eligible if referred by the Department of Children’s Services.

## Newborn Genetic Screening

**Program Description:** All infants born in Tennessee must have a newborn screening specimen submitted to the Tennessee State Laboratory to be screened for certain genetic conditions. If tests are abnormal, the Department of Health follows up with the baby’s doctor and contracted tertiary centers to initiate re-testing, confirmation and treatment from a specialist if necessary.

**Distinct Services Offered:** All infants born in Tennessee should have the newborn screening filter paper collected prior to leaving the hospital. Program contacts primary providers and parents for any needed follow-up testing. The [local health departments](https://www.tn.gov/content/tn/health/health-program-areas/localdepartments.html)are available to assist as needed.

**Number of Individuals Served:** In 2019, 1,355 Tennessee-resident infants had abnormal test results requiring follow-up. Among them, 168 were confirmed with a disease.

**Eligibility Requirement:** All infants born in Tennessee.

**Determination of Eligibility:** Information not provided.

## Newborn Hearing Screening

**Program Description:** The newborn hearing screening program is responsible for assuring all infants born in Tennessee received a hearing screening before discharge or prior to one month of age. The 1-3-6 plan for newborn hearing program works to assure that: 1 - All infants will be screened for hearing loss prior to discharge or before 1 month of age. 3 - All infants who do not pass the screening will have a diagnostic audiological evaluation before 3 months of age. 6 - All infants identified with hearing loss will receive appropriate early intervention services no later than 6 months of age. AND - All families of children with hearing loss have access to parent support services.

**Distinct Services Offered:** Hearing screening services are provided by all birthing hospitals and facilities. The families of infants that are not born in a hospital can contact a hearing provider near their home using the “Pediatric Hearing Provider Directory” of audiology providers and ear, nose, and throat (ENT)/otolaryngology physicians. Most insurance covers hearing screening.

**Number of Individuals Served:** In 2019, 85,246 infants received hearing screening, 2,228 were referred for further testing, and 165 were confirmed with a hearing loss.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## Community Health Access and Navigation in Tennessee (CHANT)

**Program Description:** Navigating the complex system of health and social services can be challenging for many individuals and families, and depending on individual needs and medical diagnoses, care may involve a number of programs, providers, and personnel.  To overcome these challenges, the Tennessee Department of Health recently streamlined three public health programs, Help Us Grow Successfully (HUGS), [Children’s Special Services (CSS)](https://www.tn.gov/health/health-program-areas/mch-cyshcn.html) and Tenncare Kids Community Outreach into one integrated model of care coordination, the Community Health Access and Navigation in Tennessee (CHANT). CHANT teams provide enhanced patient-centered **engagement**, *navigation*of medical and social services referrals, and *impact*pregnancy, child and maternal health outcomes.

**Distinct Services Offered:** CHANT provides Comprehensive Screening and Assessment. Each member of the family unit is screened for the following:

* Social services needs
* Mental /behavioral health risk
* Child health and development milestones
* Special health care needs
* Medical risk
* Health insurance
* Medical and dental services

Pathways of Care provides services in:

* Behavioral Health
* Child Health and Development Education
* Children and Youth with Special Health Care Needs (CYSHCN)
* Dental Home/Referral
* Developmental Screening/ Referral
* Employment
* Family Planning
* Health Insurance
* Housing
* Immunization Screening/ Referral
* Maternal Loss
* Medical Home/Referral
* Pregnancy/ Postpartum
* Perinatal Loss
* Smoking Cessation
* Social Service Referral
* Transition of CYSHCN 14+ yrs.

Care Coordination provides services in:

* Link patients and families with resources to facilitate referrals and respond to medical and social service needs
* Communicate Care plans and goals and proactively track patients as they go to and from clinical care to communities
* Identify and refer eligible high-risk patients to available EBHV Programs

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Individuals eligible for CHANT include:

* Pregnant and postpartum adolescents and women
* Children (Birth – 21 years)
* Children and Youth with Special Health Care Needs (Birth – 21 years)

**Determination of Eligibility:** There is no eligibility requirement for eligible targeted populations. However, individuals who are on the CYSHCN Pathway are required to meet the eligibility requirements for the Children’s Special Services program, i.e., income, eligible diagnoses and residency.

# Tennessee Housing Development Agency (4 programs)

## Housing Choice Voucher Program

**Program Description:** The Housing Choice Voucher (HCV) program is a tenant-based rental assistance (voucher) program funded by HUD. THDA is one of 28 public housing agencies (PHA) in Tennessee that administer the Program. The purpose of the Program is to enable eligible low-income households to obtain decent, safe and sanitary housing by the PHA (i.e. THDA) paying a portion of rental costs (including utilities) directly to a landlord in the private rental market. Participating households may select a unit of their choice.

**Distinct Services Offered:**

* HCV Program: <https://thda.org/help-for-renters-section-8/housing-choice-voucher-program>
* [Family Self-Sufficiency (FSS)](https://thda.org/programs#PFSS) Link is incorrect. Correct link: <https://thda.org/help-for-renters-section-8/family-self-sufficiency-fss-and-homeownership-options>
* Mainstream 811 Non-Elderly Disabled: <https://thda.org/help-for-renters-section-8/housing-choice-voucher-program/mainstream-811-non-elderly-disabled-ned-voucher>

**Number of Individuals Served:** 2,478 households that include an individual with a disability were assisted across all rental assistance programs between July 1, 2019 and June 30, 2020.

**Eligibility Requirement:** To be eligible for the HCV Program, households must have an income at or below 50% of Area Median Income for the county in which they live.

To be eligible for the FSS Program, the household must be a current HCV participant.

To be eligible for the Mainstream 811 Non-Elderly Disabled program, the household must be income eligible as noted for the HCV Program and include a member who is non-elderly (age 18 and under 62) person with disabilities who is transitioning out of institution, other segregated settings, or at serious risk of institutionalization, or homelessness.

**Determination of Eligibility**: Eligibility is determined through an application process evaluating income qualifications and other eligibility requirements.

## Home Modifications and Ramps Program

**Program Description:** The Home Modifications and Ramps Program provides funding to construct ramps and make other home modifications to assist persons with disabilities gain better access to their homes.

**Distinct Services Offered:** Wheelchair ramps and other home modifications.

**Number of Individuals Served:** Between July 1, 2019 – June 30, 2020, the program assisted 70 households that include an individual with a disability.

**Eligibility Requirement:** The program serves Tennesseans with a physical disability. Applicants must also meet the THDA household income criteria.

**Determination of Eligibility:** Eligibility is determined based on income requirements.

## Emergency Repair Program

**Program Description:** The Emergency Repair Program allocates funds to make essential home repairs for homeowners who are elderly or have a disability. The program is administered statewide by seven development districts and two human resource agencies. The purpose is to correct, repair, or replace an essential system and/or critical structural problem for low-income homeowners who are elderly (60+) or disabled. The resource is not a comprehensive home renovation program; the aim is to stabilize the homeowner's residence by making essential repairs to make the home more livable.

**Distinct Services Offered:** The following list represents the types of repairs that are eligible:

* Roofs
* Electrical systems
* Plumbing systems
* Septic systems
* Heating and air (HVAC) systems
* Repairs to floors or walls
* Insulation
* Window and door replacement
* Bathroom modifications and ramps necessary for the homeowner with a physical disability to safely access and use the home for basic life functions

**Number of Individuals Served:** The program assisted 69 households which included a homeowner with a disability during the period of July 1, 2019 through June 30, 2020.

**Eligibility Requirement:** Private citizens who own their home. THDA oversees the Emergency Repair Program ("ERP") across the entire state, but the program is administered locally through nine regional agencies. To apply for assistance, click [here](https://thda.org/pdf/ERP-Agency-Contacts-Map.pdf) to locate the agency that operates the program in your county. Applications are taken and processed directly through these agencies. THDA does not accept applications.

In order to qualify for the program, the applicant must meet all of the following requirements:

* Be at least 60 years of age OR have a disability.
* Occupy the property being repaired as his/her principal residence.
* Have lived in the home for at least one year prior to applying.
* Have an ownership interest in the property being repaired.
* Meet certain income limit criteria, depending on where you live and how many people live in the household. [Contact the agency that serves your county of residence](https://s3.amazonaws.com/thda.org/Documents/Business-Partners/Grant-Administrators/Housing-Trust-Fund/Emergency-Repair-Program-ERP/ERP-Agency-Contacts-Map.pdf) for further information about income limits.
* Be current, or in a payment plan with the Tax Assessor’s Office, for the payment of local property taxes for the property to be assisted.
* Not have a delinquent mortgage or be in danger of foreclosure.
* Not have foreclosed on a THDA mortgage loan.

Please note that these are merely the minimum qualifications set by THDA in order to qualify for the Emergency Repair Program. Additional eligibility criteria may be established by the Administering Agency based on the needs and priorities of their local service area.

**Determination of Eligibility:** An application must be submitted to the Administering Agency serving the county in which the unit is located. The Administering Agency will evaluate the application against program eligibility requirements.

## Tennessee Renovation Loan Repair

**Program Description:** The Tennessee Renovation Loan Program (TRLP) will help sustain homeownership across the state. The Program helps to provide safe and sound housing to households of low income, veterans, seniors, and homeowners with special needs through loans for repairs or improvements. [Learn more about TRLP.](https://thda.org/homeowners/trlp)

**Distinct Services Offered:**

* Loan Amount up to $25,000
* 0% Interest Rate
* No Monthly Payment
* 5 – Year Loan Term (forgivable 20% per year)
* No Prepayment Penalty
* Post-Purchase Homebuyer Education required

**Number of Individuals Served:** 21 households with disabilities were served by the program between July 1, 2019 and June 30, 2020.

**Eligibility Requirement:** To be eligible, a household must be a resident owner of a 1-4 unit stick-built or manufactured home (single or double-wide) that requires repairs or modifications. The applicant must have owned and occupied the property for a minimum of 5 years. The owner must meet the household income requirements, which vary by household size and county.

**Determination of Eligibility:** To apply for a TRLP loan, a household must contact an approved TRLP Program Participant. The Program Participant will determine if the applicant meets the basic loan qualifications and if the repairs or improvements fall within THDA’s approved activities.

# Department of Human Resources (3 programs)

## Employee ADA Accommodations

**Program Description:** In 2018, DOHR created a statewide policy for employee ADA accommodations: [“Employment Reasonable Accommodation under the ADAAA” (Policy # 18-001).](https://www.tn.gov/content/dam/tn/hr/documents/18-001_ADA%20Policy_fillable.pdf) This policy was created to ensure each state agency was using consistent standards, definitions, and processes for handling applicant and employee ADA accommodation requests. The policy includes a policy statement, definitions, the process requesting an ADA reasonable accommodation, an overview of the interactive process, a confidentiality/retaliation/interference statement, and a provision that deals with a supervisor’s responsibility under the ADA. The policy includes an attached ADA reasonable accommodation request form that employees can fill out if they choose. The policy can be found on DOHR’s intranet, as well as tn.gov/hr.

**Distinct Services Offered:** DOHR also has an “ADA toolkit” on its intranet. This toolkit is for agency staff who handle ADA matters, and includes: flowcharts, template letters and forms, essential job functions worksheets, sample tracking spreadsheets and forms, sample contact logs, and links to external ADA resources.

DOHR’s EEO Division conducts half-day workshops on “ADA Compliance and Best Practices” twice a year. This workshop is for agency human resources staff, legal staff, ADA coordinators, and other employees who process and handle ADA accommodation issues. It provides an overview of the ADA, applicable state law, and state policy; the interactive process and employer obligations under the ADA; legal and regulatory updates; and best practice tips for handling ADA matters. Since 2017, DOHR has provided this workshop for 78 HR, legal, and/or ADA coordinators statewide. DOHR also sends out surveys following each workshop.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## Leadership Academy for Excellence in Disability Services (LAEDS)

**Program Description:** The Leadership Academy for Excellence in Disability Services (LAEDS) is a competency-based leadership development program geared toward employees in departments that manage disability programs or public services that impact the lives of Tennesseans with disabilities or their families. Participants engage in a rigorous leadership development study that is based on core competencies identified by the Executive Leadership Council of the participating agencies. The Leadership Academy is a collaborative venture with the Department of Human Resources (DOHR) and the Council on Developmental Disabilities.

**Distinct Services Offered:** The cabinet agencies participating in the LAEDS program include Mental Health and Substance Abuse Services, Education, Finance & Administration’s Division of TennCare, Health, Human Services, Intellectual and Developmental Disabilities, Veterans Services, Correction, Safety & Homeland Security, Environment and Conservation. Smaller agencies participating include Tennessee Commission on Children and Youth and the Council on Disabilities, Aging & Disability.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## Career Explorers Internship Program

**Program Description:** The Career Explorers program, delivered in partnership with Vanderbilt and Lipscomb Universities, provides State of Tennessee internships for individuals with developmental disabilities.

**Distinct Services Offered:** The interns participate in a two-week rotation at three state agencies and the Governor’s office.  They work on various tasks during these assignments and gain valuable interpersonal and professional skills.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

# Tennessee Department of Human Services (20 programs)

## Vocational Rehabilitation, Division of Rehabilitation Services (DRS)

**Program Description:** The Division of Rehabilitation Services (DRS) is responsible for the Vocational Rehabilitation (VR) Services Program, which is an integral part of the Tennessee statewide workforce development system. The VR program provides employment-focused rehabilitation services for individuals with disabilities consistent with their strengths, priorities, resources, abilities, capabilities, interests, and informed choice, so that they may prepare for and engage in competitive, integrated employment that leads to independence and economic self-sufficiency.

**Distinct Services Provided:** In pursuit of supporting competitive, integrated, employment the Vocational Rehabilitation program (VR) provides a wide variety of individualized services and programs to eligible customers that meets their unique needs regardless of disability. Some of those include, but are not limited to:

* vocational assessments
* vocational adjustment
* trial work experiences
* job readiness/job placement and business services
* job coaching
* supported employment
* individual placement and support
* customized employment
* Project SEARCH
* Transition School to Work (TSW)
* Pre-Employment Transition Services (Pre-ETS)
* counseling and guidance
* training and training support
* services specific to sensory loss
* rehabilitation and assistive technology
* job placement and post-employment services
* career advancement services

**Number of Individuals Served:** There were 13,171 individuals with disabilities served by VR from July 1, 2019 – June 30, 2020.

**Eligibility Requirements:** Individuals who have a disability which constitutes or results in a substantial impediment to employment and who require VR services for the purpose of achieving an employment outcome.

**Determination of Eligibility:** A determination of eligibility is based on: documented presence of a physical, sensory or mental impairment or combination of impairments which result in a substantial impediment to employment and requires VR services to prepare for, secure, retain, advance in or regain employment consistent with the applicants’ s unique strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice.

## Pre-Employment Transition Services (Pre-ETS) - DRS

**Program Description:** The Pre-ETS Program provides transition services for **students with disabilities** who are between the ages of 14-22 and who are still in school.  The purpose of the program is to help prepare students for the transition from high school to a postsecondary career path which could include post-secondary education, training or employment.

Pre-ETS are coordinated in partnership with the local Vocational Rehabilitation (VR) office and the region’s Community Rehabilitation Programs (CRPs), students and their families, the students’ teachers, and/or other school professionals who may already be involved in support or service provisions (such as Special Education Director, therapy provider, etc.).

**Distinct Services Offered:** Pre-ETS are the career-focused preparation services outlined below:

* Job Exploration: Exploring the world of work and career choices
* Work-Based Learning: Engaging in paid or non-paid work experience which may be in-school and/or after-school
* Workplace Readiness: Preparing students for the workplace
* Self-Advocacy: Helping the students learn more about themselves, their disabilities, and how to interact in the world
* Postsecondary Counseling and Enrollment Assistance: Exploring options for students seeking careers that require postsecondary education

**Number of Individuals Served:** There was a total of 13, 603 students served by the TN Pre-ETS program from July 1, 2019 – June 30, 2020.

This number represents students who received services from either an independent Pre-ETS contractor or a Transition School to Work (TSW) grantee. TSW work is described in greater detail in a later section of this survey.

**Eligibility Requirements:** A Student with a Disability is an individual with a disability in a secondary, postsecondary, or other recognized education program who:

* Is not younger than the earliest age for the provision of transition services under the Individuals with Disabilities Education Act unless the state elects a lower minimum age for receipt of pre-employment services and is not younger than that minimum age (i.e., age 14); and
* Is not older than 21; unless the individual state law provides for a higher maximum age for receipt of services under the Individuals with Disabilities Education Act and is not older than that maximum age (i.e., age 22); and
* Is eligible for, and receiving, special education or related services under Part B of the Individuals with Disabilities Education Act; or
* Is an individual with a disability, for purposes of section 504.

**Determination of Eligibility:** After determining a student has met the eligibility definition described above, the following required eligibly documentation must be submitted:

* Documentation of a disability for students who are potentially eligible for VR services (have not applied for VR services) must be obtained from the local school system that may include the school’s disability certification form for the type of disability or must be provided by the parent of homeschooled students.
* Completion of the Pre-Employment Transition Services Permission Form is to be completed by the parent, legal guardian, or, where appropriate, the student at the age of majority prior to a case being created and services provided.

## Project SEARCH

**Program Description:** Project SEARCH is a nationally acclaimed model for transitioning students with intellectual and developmental disabilities from high school into employment through internships at community businesses. Four sites in TN have decided to serve adults with disabilities rather than students.

**Distinct Services Offered:** Daily work readiness training as well as three 10-week intern rotations provided by the host site that facilitate the intern’s progression towards meeting their employment goal.

**Number of Individuals Served:** 141 individuals with disabilities were served by Project SEARCH from July 1, 2019 – June 30, 2020.

**Eligibility Requirements:** Eligible VR customers for whom Project SEARCH has been determined an appropriate service to reach the individuals employment goal.

**Determination of Eligibility:** See the VR response for general budget and eligibility criteria, because Project SEARCH is part of the larger VR program.

## Transition School to Work

**Program Description:**

**Distinct Services Offered:** The Transition School to Work program is an additional means to provide Pre-ETS. Pre-ETS are the career-focused preparation services outlined below:

* Job Exploration: Exploring the world of work and career choices
* Work-Based Learning: Engaging in paid or non-paid work experience which may be in-school and/or after-school
* Workplace Readiness: Preparing students for the workplace
* Self-Advocacy: Helping the students learn more about themselves, their disabilities, and how to interact in the world
* Postsecondary Counseling and Enrollment Assistance: Exploring options for students seeking careers that require postsecondary education

**Number of Individuals Served:** Please see number of individuals served under the Pre-ETS section. That number includes students served by TSW grantees.

**Eligibility Requirements:** A Student with a Disability is an individual with a disability in a secondary, postsecondary, or other recognized education program who: Is not younger than the earliest age for the provision of transition services under the Individuals with Disabilities Education Act unless the state elects a lower minimum age for receipt of pre-employment services and is not younger than that minimum age (i.e., age 14); and

* Is not older than 21; unless the individual state law provides for a higher maximum age for receipt of services under the Individuals with Disabilities Education Act and is not older than that maximum age (i.e., age 22); and
* Is eligible for, and receiving, special education or related services under Part B of the Individuals with Disabilities Education Act; or
* Is an individual with a disability, for purposes of section 504.

**Determination of Eligibility:** After determining a student has met the eligibility definition described above, the following required eligibility documentation must be submitted:

* Documentation of a disability for students who are potentially eligible for VR services (have not applied for VR services) must be obtained from the local school system that may include the school’s disability certification form for the type of disability or must be provided by the parent of homeschooled students.
* Completion of the Pre-Employment Transition Services Permission Form is to be completed by the parent, legal guardian, or, where appropriate, the student at the age of majority prior to a case being created and services provided.

## Business Services

**Program Description:** The Vocational Rehabilitation (VR) program recognizes that businesses are important customers and is committed to being a viable resource for Tennessee businesses as they seek to recruit and retain individuals from the talent pool of people with disabilities.

**Distinct Services Offered:** Specially-trained business employment consultants provide access to a wide array of products, services, resources, and solutions for challenges associated with disability in the workplace including:

* locating a talent pool of skilled candidates
* retaining a valued employee whose job is affected by illness, injury or disability
* accessing no-cost resources to save companies time and money
* finding ways to make businesses accessible to customers and employees with disabilities
* linking companies to multi-state resources

**Number of Individuals Served:** The number of individuals served by the Business Services Unit is included in the total number reported out for VR, cited earlier in this survey. Additionally, from October 2019 through August 2020, the Business Services Unit provided over 1,000 disability inclusion services to Tennessee businesses.

**Eligibility Requirements:** See the VR response for general budget and eligibility criteria, because the Business Services Unit is part of the larger VR program.

Additionally, all Tennessee businesses are eligible to receive services from the Business Services Unit for the purpose of recruiting and retaining individuals with disabilities to their workforce and for other disability inclusion services.

**Determination of Eligibility:** See the VR response for general budget and eligibility criteria, because the Business Services Unit is part of the larger VR program.

Additionally, all Tennessee businesses with opportunities for employment are eligible to receive services from the Business Services Unit.

## Technology Access Program

**Program Description:** The Tennessee Technology Access Program (TTAP) is a federally funded statewide program designed to increase access to, and acquisition of, assistive technology devices and services.

**Distinct Services Offered:** Through its four core programs: Funding Assistance, Device Demonstration, Device Loan and Device Reutilization, TTAP and a network of assistive technology centers help people with disabilities and their families find and get the tools that they need to live independent, productive lives where and how they choose.

Additionally, TTAP provides support through information and assistance, public awareness, technical assistance and training. The staff at each of the centers works closely with businesses, school systems, vocational rehabilitation and the medical community to increase the independence and productivity of persons with disabilities using assistive technology devices and services.

**Number of Individuals Served:** Approximately 3,700 individuals received direct services such as device loans, demonstrations, reutilized equipment, training and information & assistance. Numbers of individuals reached through public awareness activities are not reported.

**Eligibility Requirements:** Individuals of any age and disability can participate in TTAP services. Family members and professionals can help facilitate services, request information & assistance, participate in trainings and inquire about technical assistance.

**Determination of Eligibility:** There are no eligibility requirements. Any individual with a disability can participate in TTAP services.

## Disability Determination Services, DRS

**Program Description:** DDS operates by agreement between the State of Tennessee and the Social Security Administration to process Social Security and Supplemental Security Income disability claims. DDS maintains effective working relationships with the Social Security Administration’s Area Director’s office, 30 district and branch offices, five Office of Hearings and Appeals (OHA) offices, medical and psychological associations, legislative offices, the legal community and other state and local organizations that serve the disabled.

**Distinct Services Offered:** DDS strives to provide all persons applying for disability benefits with an accurate decision, processing their claim promptly and providing assistance to the public.

**Number of Individuals Served:** As this is a federal program, all of DDS budgeting and metrics are captured within federal fiscal years. For the timeframe requested, 78,973 claims were completed. This represents the last quarter of FFY19 and first three quarters of FFY20.

**Eligibility Requirements:** Individuals age 18 or older: A disabled individual, age 18 or older, has a medically determinable physical or mental impairment that results in an inability to engage in any substantial gainful activity (SGA) and

* is expected to result in death; or
* has lasted, or is expected to last, for a continuous period of not less than 12 months

Individuals under age 18: A disabled individual, under age 18, has a medically determinable physical or mental impairment or combination of impairments that causes marked and severe functional limitation(s) and either

* is expected to result in death; or
* has lasted, or is expected to last, for a continuous period of not less than 12 months

**Determination of Eligibility:** DDS follows all relevant guidelines for eligibility determination found in the Social Security Administration’s (SSA) Program Operations Manual System (POMS).

## State Rehabilitation Council

**Program Description:** Serving all citizens of Tennessee, the mission of the State Rehabilitation Council of Tennessee is to advise, evaluate and partner with the public vocational rehabilitation program in support of improving access to employment and promoting a diverse workforce statewide.

**Distinct Services Offered:** Not applicable.

**Number of Individuals Served:** Not applicable.

**Eligibility Requirements:** Not applicable.

**Determination of Eligibility:** Not applicable.

## Statewide Independent Living Council

**Program Description:** The mission of the Statewide Independent Living Council (SILC) of Tennessee is to promote and support the independent living philosophy through the implementation of the State Plan for Independent Living (SPIL). The Council is composed of members who provide statewide representation; the majority of whom are individuals with disabilities. SILC members are appointed by the Governor.

The SILC is required to hold regularly scheduled meetings that are open to the public. The purpose of the meetings are to review the Division of Rehabilitation Services, Centers for Independent Living and Statewide Independent Living Council’s responsibility under Title VII, relating to promoting a philosophy of independent living in order to maximize the leadership, empowerment, independence, and productivity of individuals with disabilities in accordance with the Rehabilitation Act of 1973 as amended by the Workforce Innovation and Opportunity Act of 2014.

**Distinct Services Offered:** SILC provides support and administrative functions regarding meeting the goals and objectives outlined in the State Plan for Independent Living (SPIL). To promote and support the independent living philosophy through the implementation of the SPIL.

SLIC promotes a philosophy of independent living in order to maximize the leadership, empowerment, independence, and productivity of individuals with disabilities in accordance with the Rehabilitation Act of 1973 as amended by the Workforce Innovation and Opportunity Act (WIOA) of 2014.

**Number of Individuals Served:** SILC does not provide direct customer services. SILC is a sub-recipient of DRS grant funding and is not a part of DRS operations.

**Eligibility Requirements:** Not applicable.

**Determination of Eligibility:** Not applicable.

## TN Council for the Deaf, Deaf-Blind and Hard of Hearing (TCDDBHH)

**Program Description:** The Tennessee Department of Human Services' Division of Rehabilitation Services recognizes the unique needs of individuals who are Deaf, Deaf-Blind and Hard of Hearing by offering specialized services to those individuals through the Vocational Rehabilitation program. These services are provided by specially trained counselors to work and communicate with persons who are deaf, deaf-blind or hard of hearing in order to provide services that enable the individuals served to enter, retain, or return to competitive employment.

**Distinct Services Offered:** Reference the VR section for list of distinct services offered.

**Number of Individuals Served:** Individuals served by the TCDDBHH are included in the total number served by Vocational Rehabilitation, cited earlier in the VR section.

**Eligibility Requirements:** See the VR response for general budget and eligibility criteria, as sensory services are part of the larger VR program.

**Determination of Eligibility:** See the VR response for general budget and eligibility criteria, because sensory services are part of the larger VR program.

## Blind and Visually Impaired Services

**Program Description:** Tennessee Services for the Blind and Visually Impaired is part of the Department of Human Services, Division of Rehabilitation Services. It provides a wide range of services to persons of all ages who are blind or visually impaired to assist them in maximizing their potential by providing a variety of individualized services to ensure freedom of choice and to allow independence in their lives which encompasses the workplace, school, community, and home.

**Distinct Services Offered:** VR Services are available to help eligible adults who are visually impaired to successfully compete with others in entering, returning to, or retaining employment. These services are coordinated by VR Counselors who have been specially trained to work with customers who are blind or visually impaired.

Within the Blind and Visually Impaired Program, services may include:

* Independent Living Services
* Tennessee Business Enterprises, Older Blind Services
* Services for individuals with combined Vision and Hearing loss and assistance with coping and adjusting to vision loss.

Services are customized to meet the needs of the customer who plays an active role in developing an Individualized Plan for Employment and choosing services and service providers.

**Number of Individuals Served:** Individuals served are included in the total number served by Vocational Rehabilitation, cited earlier in the VR section.

**Eligibility Requirements:** See the VR response for general budget and eligibility criteria, because sensory services are part of the larger VR program.

**Determination of Eligibility:** See the VR response for general budget and eligibility criteria, because sensory services are part of the larger VR program.

## Adult Protective Services

**Program Description:** Adult Protective Services staff investigate reports of abuse, neglect (including self-neglect) or financial exploitation of adults who are unable to protect themselves due to a physical or mental limitation.

**Distinct Services Offered:** APS staff assess the need for protective services and provide services to reduce the identified risk to the adult.

**Number of Individuals Served:** 7794 clients with one or more disabilities

This is based on the number of clients with one or more Reports Assigned for Investigation who had one or more of the following conditions listed under functional status:

* Developmentally Delayed
* Mental Dysfunction
* Physical Dysfunction

**Eligibility Requirements:** Vulnerable adults who due to a physical or mental dysfunction is unable to protect him/herself from Abuse, neglect, and exploitation.

**Determination of Eligibility:** APS intake and assessments

## Statewide Coordinated Community Response (CCR) Team

**Program Description:** This initiative by APS seeks to improve coordination among state agencies who work to prevent, identify, and address the abuse of elderly and vulnerable persons.

**Distinct Services Offered:** The Department is assigned to a subgroup of the CCR that focuses on financial exploitation.  This subgroup has surveyed various state agencies and mapped out workflows to educate agencies on the investigatory processes of other agencies.  This exercise has afforded the opportunity to educate other agencies to the mission and regulatory role of the Department.  Likewise, the Department has gained greater insight into how other agencies approach investigations and other responses to elder/vulnerable adult abuse.  Currently, this subgroup is working to identify gaps in the workflows.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## Adult Day Services

**Program Description:** The primary purpose of adult day services (ADS) is the protection of adults who are participants in adult day services centers.  Minimum requirements are designed to maintain adequate health, safety, and supervision of adults while in adult day services programs.

**Distinct Services Offered:** Many vulnerable adults do not need the services of institutional care such as nursing homes, but they still need services that will help them function to their fullest potential. They also need a place that will help them avoid feeling isolated or lonely, and one that will help their caregivers (such as family members) take some time to rest and care for themselves. Adult Day Care (also called “Adult Day Services”) is critical to helping meet these needs.

**Number of Individuals Served:** Data about individuals with disabilities served is currently not collected.

**Eligibility Requirements:** The Social Services Block Grant (SSBG) program in Tennessee provides funding for the Adult Homemaker Services and the Adult Day Care services. Services are limited to low-income elderly or disabled adults whose household income falls within 125% of the federal poverty guidelines or are referred by the DHS Adult Protective Services Program due to allegations of abuse, neglect, or exploitation.

**Determination of Eligibility:** Services are limited to low-income elderly or disabled adults whose household income falls within 125% of the federal poverty guidelines or are referred by the DHS Adult Protective Service program due to allegations of abuse, neglect, or exploitation.

## Homemaker Program

**Program Description:** Homemaker Services are limited in-home personal care services designed to allow participants to remain in their own residence and maintain independence.

**Distinct Services Offered:** Services are limited to low-income elderly or disabled adults who are referred by the DHS Adult Protective Service program due to allegations of abuse, neglect, or exploitation

**Number of Individuals Served:** Not applicable.

**Eligibility Requirement:** Not applicable.

**Determination of Eligibility:** Not applicable.

## Child Care Resource and Referral Network

**Program Description:** The Child Care Resource and Referral Network provides support to a system of high-quality early child care for children in Tennessee through training, technical assistance, coaching, mentoring and quality assurance in the following areas: health and safety; infant/toddler best practices; family and group child care; center-based child care; and school-age child care.

Services reflect developmentally appropriate practices around core areas, including but not limited to supervision, behavior management, parent engagement/child consumer education, child outcomes, inclusion and kindergarten readiness.

**Distinct Services Offered:** The Child Care Resource and Referral Network offers onsite assistance to childcare providers through content specialists that include Infant-Toddler, Family Engagement, Health Safety and Well-Being and Quality Coaches who specialize in:

* the delivery of trainings
* resources and support for early childhood educators
* families and community partners that includes but is not limited to:
* communicating and working with vulnerable families
* children with disabilities
* support of developmental screenings
* monitoring and milestones
* promotion of social and emotional development and understanding of business operations.

The CCR&R also provides consumer education to families on how to access and find quality child care to meet the needs of their children and family.

**Number of Individuals Served:** Data about individuals with disabilities served is currently not collected.

**Eligibility Requirement:** TN CCR&R supports child care providers licensed by the Department of Human Services, Department of Education providers that participate in the Child Care Certificate Program, the families associated with these programs, and members of the general public that are seeking child care.

**Determination of Eligibility:** Providers or families are eligible based upon their relationship with the Department as described in the response to the eligibility requirement. or their general need for childcare. There are no other specific eligibility criteria.

## TRC Smyrna

**Program Description:** The [Tennessee Rehabilitation Center](https://www.tn.gov/content/dam/tn/human-services/documents/TRC_CAMPUS_MAP_REDESIGN.pdf) (TRC) Smyrna is a state-operated training center that provides career and technical education to prepare individuals with disabilities for greater independence and competitive integrated employment in their local communities. In addition to comprehensive vocational evaluation, TRC Smyrna provides vocational skills training in several Areas of Study and offers additional enhancement courses as needed to support individual students’ educational goals.

Students who attend TRC Smyrna participate in classroom instruction, hands-on-training, and campus life activities. Length of enrollment at TRC Smyrna varies depending upon individual students’ interest, abilities, and educational needs. Graduation is a highlight and memorable event for students completing their Area of Studyand entering the world of work.

**Distinct Services Offered:** Academic courses include:

* Automotive Detailing Technician
* Automotive Maintenance & Lubrication Technician
* Business Education Technology
* Certified Logistics Associate/Technician
* Certified Production Technician
* Customer Care, Food Service
* Manufacturing Assembly
* Pharmacy Technician
* Certified Nurse’s Aide
* Power Equipment

Additionally, TRC Smyrna offers a variety of enhancement courses, such a:

* social skills
* relationship building
* recreation and leisure
* academic studies
* self-advocacy
* good citizenship and many others

Educational supports, such as internships and job placement, disability services that include courses for the blind/visually impaired, ASD, accommodation development, etc., and other health services, such as medication management and monitoring, psychology, and behavioral supports are also available to students.

**Number of Individuals Served:** TRC Smyrna had 238 students enroll and attend intake from July 1, 2019 – June 30, 2020. This number was affected by the COVID-19 pandemic because the April 2020 incoming class was delayed. The impacted students will be enrolled through distance learning on October 5, 2020.

**Eligibility Requirement:** See the VR response for general budget and eligibility criteria, because TRC Smyrna is part of the larger VR program.

**Determination of Eligibility:** See the VR response for general budget and eligibility criteria, because TRC Smyrna is part of the larger VR program.

## Community Tennessee Rehabilitation Centers

**Program Description:** The Community Tennessee Rehabilitation Centers (CTRCs) are a part of the Network of Vocational Rehabilitation Services. There are seventeen CTRCs strategically located throughout the state. The CTRCs provide employment-focused rehabilitation services for eligible individuals in their local and surrounding areas.

**Distinct Services Offered:** The CTRCs offer the following rehabilitation services for eligible individuals:

* Comprehensive vocational evaluation
* Employee development services

**Number of Individuals Served:** Individuals served by the CTRCs are included in the total number served by Vocational Rehabilitation, cited earlier in the VR section.

**Eligibility Requirement:** See the VR response for general budget and eligibility criteria, because CTRCs are part of the larger VR program.

**Determination of Eligibility:** See the VR response for general budget and eligibility criteria, because CTRCs are part of the larger VR program.

## Independent Living Services

**Program Description:** The Independent Living Services Program provides services to eligible individuals of all ages with a severe visual impairment to enable them to live as independently as possible in their homes and communities.

Rehabilitation Teachers provide a wide range of independent living services to individuals in all areas of the state, including those living in rural counties, assisting individuals in adjusting to vision loss, in maintaining or increasing their independence in performing activities of daily living.

Services are provided on a one-on-one basis, and may include instruction of adaptive techniques, use of adaptive equipment and coordination of services which may be available from other agencies and organizations. Teachers are also active in establishing support groups in the communities.

**Distinct Services Offered:** All services are customized to meet the individual's needs and may include:

* Guidance and Counseling
* Functional Low Vision Evaluations
* Orientation and Mobility Services
* Instruction in Communication Skills such as braille, use of recording devices, books in alternative formats, etc.
* Instruction in Self Care Skills
* Home Management Training
* Instruction in Leisure Activities
* Information and Referral

**Number of Individuals Served:** 1,249 individuals received Independent Living Services from July 1, 2019 – June 30, 2020.

**Eligibility Requirement:** Individuals with a significant visual impairment that limits the individual’s ability to function independently in their home or community and it is expected the individual can benefit from Independent Living services to improve his/her ability to function independently in the home or community.

**Determination of Eligibility:** Independent Living Services staff conduct an interview and assessment to determine an applicant’s eligibility for services using existing information about the applicant’s presence of significant disability related to vision loss and the individuals desire and ability to maintain and increase independence.

## Tennessee Business Enterprise Program

**Program Description:** The Tennessee Business Enterprise (TBE) offers vocational training and employment opportunities for individuals who are legally blind.  The mission of this program is to provide high quality products and customer service while maximizing employment and economic opportunities for legally blind individuals. Federal and State laws grant TBE, under Randolph-Sheppard, a priority to operate vending and food service in Federal, State and local government buildings.

**Distinct Services Offered:** Tennessee Business Enterprises is a unique public/private partnership that enables independent businesspeople to work in concert with the State of Tennessee to provide vending and other food services to customers across the Tennessee. Tennessee Business Enterprises trains, licenses and supports blind individuals in operating vending and food service sites where they function much like an independent business owner.  Assistance is provided to these managers by TBE Consultants.

The type of facilities managed and operated by the licensed blind vendor include:

* Fully Automated
* Vending Locations
* Snack Bars
* Cafeterias
* Inmate Commissaries
* Over the Counter sales
* Micro Markets

**Number of Individuals Served:** 10 customers were served through Vocational Rehabilitation services related to TN Business Enterprises.

**Eligibility Requirement:** Individuals who are legally blind are eligible for the program. Additionally, see the VR response for general eligibility criteria, because TBE is part of the larger VR program.

**Determination of Eligibility:** See the VR response for general eligibility criteria, because TBE is part of the larger VR program.

# Tennessee Department of Intellectual and Developmental Disabilities (10 programs)

## 1915c waiver programs: Comprehensive Aggregate Cap Waiver, Statewide Waiver, Self- Determination Waiver

**Program Description:** 1915c waiver programs offer a continuum of services that are designed to support each person’s independence and integration into the community, including opportunities for employment and work in competitive integrated settings and engage in community life.

A person-centered planning process is used to identify services to be included in each waiver participants Individual Service Plan, based on the waiver participant’s individually identified goals and need for specific services to advance toward, achieve or sustain those goals.

**Distinct Services Offered:**

* Supported Living
* Supported Employment
* Semi-independent living
* Personal emergency response system
* Personal assistance
* Orientation and mobility for impaired vision
* Non-residential homebound support services
* Medical residential services
* Individual transportation services
* Family Model Residential supports
* Facility-based day services
* Environmental accessibility modifications
* Dental services
* Community participation supports
* Behavior respite services
* Behavior services
* Speech, language and hearing services
* Physical therapy
* Occupational therapy
* Nutrition services
* Nursing services

(All services can be found at: <http://www.tn.gov/didd/providers.html>)

**Number of Individuals Served:**

* Statewide Waiver: 4552
* Comprehensive Aggregate Cap: 1494
* Self-Determination Waiver:  1079

 Total: 7125

**Eligibility Requirement:** New enrollment closed in 2016.**Determination of Eligibility:** Not applicable.

## Family Support Program

**Program Description:** The Family Support Program provides flexible stipends of up to $4000 of support to families caring for loved ones with severe and/ disabilities. or developmental.

**Distinct Services Offered:**

* Respite care
* Day care services
* Home modifications
* Equipment
* Supplies
* Personal assistance
* Transportation
* Homemaker services
* Housing costs
* Health-related needs
* Nursing
* Counseling

Services are flexible and responsive to families and their needs. An essential element of the Family Support Program is family and consumer involvement. Local and District Councils have been established and meet on a regular basis to oversee and provide advice on the distribution of local services in their communities.

**Number of Individuals Served:** The Family Support Program served 4, 645 individuals with severe and/or developmental disabilities and their families from July 1, 2019 to June 30, 2020.

**Eligibility Requirement:** Persons with severe and/or developmental disabilities who meet eligibility criteria and who are residing in the community in an unsupported residential setting. Due to limited state funding, not all eligible individuals can be served. Family Support Local Councils which are made up of members of the local community develop priorities for funding and make all determinations regarding funding for eligible individuals/families in those communities.

**Determination of Eligibility:** Pursuant to T.C.A. § 33-5-209, after receiving input from the State Family Support Council, DIDD adopted policies and procedures in its Family Support Guidelines regarding eligibility. The Guidelines provide the detailed steps for eligibility determination.

## Tennessee Early Intervention System (TEIS)

**Program Description:** Tennessee's Early Intervention System is a voluntary educational program for families with children birth through age two with disabilities or developmental delays.

**Distinct Services Offered:**

* Occupational Therapy
* Physical Therapy
* Development Therapy
* Speech Therapy
* Nutrition Therapy
* Vision Services
* Social Work Services

**Number of Individuals Served:** For the 2019-2020 fiscal year, the cumulative count of active IFSPs was 14,636. We use this number to represent the number of children served by TEIS from July 2019 through June 2020.

**Eligibility Requirement:** In Tennessee, a child with a diagnosis from the list below, who meet the prematurity guidelines outlined below, or children whose evaluation results show they have a 25% delay in two developmental areas or a 40% delay in one area may be eligible for TEIS. A child may have a developmental delay if he or she is far behind other children their age in one or more of the five major skill areas:

* motor (crawling, walking, using their hands to play)
* communication (babbling, indicating wants and needs, talking)
* cognitive (thinking skills including making choices and solving problems)
* social (playing near or with other children or adults)
* adaptive (taking care of ones needs)

**Determination of Eligibility:** Eligibility is determined by a multi-disciplinary team that includes a developmental assessment, family report and review of medical records.

## Enabling Technology Program

**Program Description:** The Department currently has two Enabling Technology Model Homes.  These homes are located in Nashville on the former Clover Bottom Developmental Center campus and in Greeneville on the former Greene Valley Developmental Center campus.

These homes are designed to showcase the variety of residential technology options available to support a person to live more independently and also provide greater freedom to control their living environment through the use of sensors, remote supports and smart devices.

**Distinct Services Offered:** Support with activities of daily living, including employment and transportation, through various technologies.

**Number of Individuals Served:** 94

**Eligibility Requirement:** Individuals enrolled in the 1915c waivers.

**Determination of Eligibility:** Enrollment in 1915c waivers.

## Seating and Positioning Clinics

**Program Description:** The clinics are staffed with physical and occupational therapists with specialized expertise in evaluating individuals who have complex seating and positioning needs. Each clinic also houses a manufacturing shop with custom design fabricators who have extensive experience in the areas of construction, carpentry, upholstering, and electronics.

**Distinct Services Offered:**

* Comprehensive evaluation of seating and alternate positioning needs
* Modifications to resolve issues with current systems
* Custom manufacturing of molded seating systems
* Design and manufacturing of alternate positioning equipment
* Customization of commercial adaptive equipment
* Power wheelchair assessment, trial and training
* Integration of augmentative alternative communication (AAC) systems with seating and positioning
* Continuing education and training
* Training facility for student health professionals

**Number of Individuals Served:** 407

**Eligibility Requirement:** The clinics serve individuals of all ages who have wheelchair seating and positioning needs. They specialize in serving individuals with intellectual and developmental disabilities with complex needs.

**Determination of Eligibility:** Insurance or state funding eligibility is determined upon referral.

## Public Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID)

**Program Description:** The TN DIDD provides residential community Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID) at homes that provide 24-hour support and maintain the physical, intellectual, social and emotional capabilities of people supported. These homes are located in communities throughout the state. They meet all applicable federal and state code requirements for ICF/IID homes, are wheelchair accessible and have the added safety measure of fire sprinkler systems.

**Distinct Services Offered:** While providing daily services and supports, state employees are responsible for ensuring the daily health, safety and welfare of people supported. The services typically provided include:

* personalized care
* self-help training
* ambulating, communication and socialization skills
* intensive care for personalized habilitation training in self-help, language development, sensory stimulation and motor skills

**Number of Individuals Served:** 142

**Eligibility Requirement:** Individuals with intellectual disabilities who are residents of Tennessee and meet the criteria listed below.

**Determination of Eligibility:** An applicant for long-term services and supports must meet institutional level of care on a Pre-Admission Evaluation and choose ICF/IID services over home and community-based services.

## Harold Jordan Center

**Program Description:** Intensive, temporary residential service for people with behavioral health diagnoses who have also had contact with the criminal justice system.

**Distinct Services Offered:** Intensive behavioral health services, residential services, employment services.

**Number of Individuals Served:** 12

**Eligibility Requirement:** All persons with a documented diagnosis of intellectual or developmental disability, prior to the age of 18, are eligible for services provided at the Harold Jordan Center.

However, a prong of admission requires that persons supported within the Behavioral Stabilization Unit and the Day One program have a viable community provider identified, before admission, so as to reduce the risk of delayed discharge at the point at which the clinical team determines appropriateness of discharge

**Determination of Eligibility:** Eligibility, aside from the criteria listed above, is determined by the clinical team at the Harold Jordan Center. In the case of an admission into the forensic stabilization unit, referral through the appropriate court resources is combined with a determination of available and suitable accommodations as determined by census at the time of referral.

## Note: 3 additional programs are listed with TennCare: Employment and Community First CHOICES, Katie Beckett, and ICF/IIDs

# Department of Labor and Workforce Development (4 programs)

## Youth Programs

**Program Description:** Title I of the Workforce Innovation Opportunity Act (WIOA) affirms the Department of Labor's (DOL) commitment to providing high-quality services for youth beginning with career exploration and guidance; continuing support for educational attainment, opportunities for skills training in in-demand industries and occupations, and culminating with a good job along a career pathway, enrollment in postsecondary education, or a Registered Apprenticeship.

**Distinct Services Offered:** Paid and unpaid work experience, which may include the following types of work experiences:

* Summer employment opportunities and other employment opportunities throughout the year
* Pre-apprenticeship programs
* Internships and job shadowing
* On-the-job training opportunities

Other services include:

* Tutoring, study skills training, and dropout prevention
* Alternative secondary school services, or dropout recovery services
* Occupational skill training, which leads to recognized post-secondary credentials that align with in-demand industry sectors or occupations in the local area involved.
* Education offered concurrently with and in the same context as workforce preparation activities training for a specific occupation or occupational cluster
* Leadership development opportunities
* Supportive Services (Linkages to community services, transportation assistance, legal aid services, etc.)
* Adult mentoring
* Follow up services
* Comprehensive guidance and counseling (which may include drug and alcohol abuse counseling)
* Financial Literacy education
* Entrepreneurial skills training
* Career awareness, career counseling, and career exploration services
* Activities that help youth prepare for and transition to post-secondary education and training.

Specific programs include:

* YouthBuild
	+ a community-based alternative education program that provides job training and educational opportunities for at-risk youth ages 16-24. Youth learn construction skills while constructing or rehabilitating affordable housing for low-income or homeless families in their own neighborhoods. Youth split their time between the construction site and the classroom, where they earn their high school diploma or equivalency degree, learn to be community leaders, and prepare for college and other postsecondary training opportunities. YouthBuild includes significant support systems, such as a mentoring, follow-up education, employment, and personal counseling services, and participation in community service and civic engagement.
* Work-Based Learning
	+ a proactive approach to bridging the gap between high school and high-demand, high-skill careers in Tennessee. Students build on classroom-based instruction to develop employability skills that prepare them for success in postsecondary education and future careers. Through experiences like internships, apprenticeships, and paid work experience, juniors and seniors (16 years or older) may earn high school credit for capstone WBL experiences.

**Number of Individuals Served:** 621

**Eligibility Requirement:** In-School Youth (ISY) and Out-of-School (OSY) are eligible for WIOA Youth program. ISY must be:

* 14-21 years of age
* Attending secondary or post-secondary school
* Low-income

OSY must be:

* 16-24 years of age
* Not attending secondary or post-secondary school
* And one or more of the following:
* Basic skills deficient
* An English language learner
* An offender (any touch point with the justice system)
* Homeless
* An individual in foster care or aged out of foster care
* Pregnant or parenting o Individual with a disability
* A school dropout
* Within age of compulsory school attendance, but has not attended for at least the most recent complete school year
* Requires additional assistance to complete an education program or to secure or hold employment

**Determination of Eligibility:** Eligibility is assessed by the contracted youth provider serving the local area based on the eligibility criteria above.

## Senior Work Experience Program

**Program Description:** The Senior Community Service Employment Program (SCSEP) provides work-based training for seniors 55 and older, who are currently unemployed and in need of updating their skills. We have openings in several counties throughout Tennessee.

**Distinct Services Offered:** Assessments to determine individual needs for training consists of:

* upgrading existing skills
* developing new skills
* limited educational opportunities
* job counseling
* assistance in finding and keeping a job

Placement is closely matched with seniors’ personal goals when placed in a position in community service (nonprofit, public, or private sector) for approximately 20 hours per week Participants receive the federal minimum wage of $7.25 per hour.

Type of Work Experiences Available

* Teacher's aides
* Nurse's aides
* Library clerks
* Clerical workers
* Adult and child day care assistants
* Campground recreational coordinators
* Maintenance workers

**Number of Individuals Served:** 39

**Eligibility Requirement:** Individuals applying for the SCSEP must meet the following requirements:

* A legal resident of Tennessee
* 55 years of age and older
* Unemployed
* A family income at no more than 125% of the federal poverty level

**Determination of Eligibility:** Contracted SCSEP sub-grantees determine eligibility during the initial assessment process.

## SNAP Employment and Training

**Program Description:** The Supplemental Nutrition Assistance Program (SNAP) Employment and Training helps eligible participants achieve their vocational goals and increase self-sufficiency through funded education, skills training, and supportive services. SNAP E&T services are a combined effort between the Department of Human Services (TDHS), Department of Labor (TDLWD), and community partnerships.

**Distinct Services Offered:**

* Tuition and Training Services
* Textbooks
* Uniforms, Tools & Supplies
* Transportation Assistance
* Childcare
* Training for successful job search
* Job Retention Services

**Number of Individuals Served:** 111

**Eligibility Requirement:**

* At least 16 years old
* receiving SNAP benefits
* not receiving TANF (Families First) cash assistance
* willing and able to work upon program completion
* If you fit the criteria, then take the next step and connect with SNAP E&T!

**Determination of Eligibility:** Eligibility is determined by TN Department of Human Services and a referral for enrollment is sent to TN Department of Labor and Workforce Services staff and appropriate Third-Party Partners.

## Job Placement for Veterans

**Program Description:** Finding a meaningful career after military service can feel overwhelming but our American Job Centers across the state offer variety of services that include resource centers, job fairs, workshops, employment strategies, WIOA Scholarships, career counseling, job search assistance, access to job training and certifications, and labor market information. Our American Job Centers have dedicated Disabled Veteran Outreach Program Specialist (DVOP) staff who themselves have served in the military and are ready to assist veterans in finding long term suitable employment and gain access to training and education opportunities.

**Distinct Services Offered:** DVOP representatives provide services to a targeted population of veterans and eligible spouses who have significant barriers to employment or challenges, and who are economically or educationally disadvantaged to compete in today’s labor market.

DVOP representatives can assist veterans with overcoming barriers to employment, coordinate community resources, and gain access to education and job training that will give you a competitive advantage.

Local Veteran Employment Representative (LVER) staff conducts employer outreach to promote to employers the advantages of hiring veterans. LVER staff also plan and participate in job fairs, conduct job clubs, coordinate with apprenticeship and internship programs, business organizations, unions in promoting and advocating the benefits of training programs for veterans.

**Number of Individuals Served:** 479

**Eligibility Requirement:** Veterans and other eligibility persons

**Determination of Eligibility:** Refer to [Veteran’s Program Letter 03-14](https://www.dol.gov/sites/dolgov/files/VETS/legacy/files/VPL-03-14.pdf) [Change 1](https://www.dol.gov/sites/dolgov/files/VETS/legacy/files/VPL-03-14-Change-1.pdf) & [Change 2](https://www.dol.gov/sites/dolgov/files/VETS/legacy/files/VPL-03-14-Change-2.pdf).

# Department of Mental Health and Substance Abuse Services (15 programs)

## Regional Mental Health Institutes

**Program Description:** The Tennessee Department of Mental Health and Substance Abuse Services (TDMHSAS) owns and operates four Regional Mental Health Institutes (RMHI) located in Bolivar, Chattanooga, Memphis, and Nashville.  All four RMHIs are accredited by The Joint Commission and have deemed status with the Centers for Medicare and Medicaid Services (CMS). Program interventions and services include, but are not limited to, the following: medication management; individual and group therapy; illness management and recovery; psychosocial rehabilitation; peer support; alcohol and drug treatment and intervention; forensic evaluations; and identification of community-based resources and community linkage.

The links below include more information about each of the RMHIs, details for patients and families, and employment opportunities.

**Distinct Services Offered:** Specific services at Moccasin Bend Mental Health Institute in Chattanooga are listed here: <https://www.tn.gov/behavioral-health/hospitals/moccasin-bend.html>

Specific services at Middle Tennessee Mental Health Institute in Nashville are listed here: <https://www.tn.gov/behavioral-health/hospitals/middle-tennessee.html>

Specific services at Western Mental Health Institute in Bolivar are listed here: <https://www.tn.gov/behavioral-health/hospitals/western.html>

Specific services at Memphis Mental Health Institute in Memphis are listed here: <https://www.tn.gov/behavioral-health/hospitals/memphis.html>

**Number of Individuals Served:** During FY20, the four RMHIs served 312 individuals with a diagnosis of an intellectual disability (excluding autism and Asperger’s).

**Eligibility Requirement:** The RMHIs serve patients who meet Title 33 involuntary commitment criteria. Therefore, patients are hospitalized on an emergency involuntary basis. The RMHIs also provide inpatient services for individuals from jails and court-ordered, pre-trial evaluations in accordance with Title 33. All four RMHIs are Joint Commission accredited and authorized TennCare providers.

**Determination of Eligibility:** Anyone needing the services provided at one of the four RMHIs must first meet the criteria outlined in Tennessee Code Annotated, Title 33. Eligibility for an emergency involuntary hospitalization is determined by two independent evaluations; one completed by a Mandatory Prescreening Agent, physician or psychologist with Health Service Provider designation who is not affiliated with the admitting facility and the second completed by the admitting physician of the receiving psychiatric facility.

In addition, the RMHI’s will accept those court ordered to the facility for forensic assessment/ treatment or for Mandatory Outpatient Treatment non-compliance.

## Peer Recovery Services

**Program Description:** The Certified Peer Recovery Specialist Training program provides peer-led training throughout the state for people with lived experience of mental illness, substance use disorder or co-occurring disorder who are seeking state certification as Peer Recovery Specialists.

**Distinct Services Offered:** Training in preparation for certification as Peer Recovery Specialists.

**Number of Individuals Served:** 415

**Eligibility Requirement:** Any adult, eighteen (18) years of age and over, who has lived experience of mental illness and/or substance use disorder and has been pre-approved for the training.

**Determination of Eligibility:** Eligibility is determined through a training application process and scored rubric.

## Peer Support Centers

**Program Description:** The Peer Support Centers are peer-run programs where people with mental illness or co-occurring disorders of mental illness and substance use disorder come together to learn about recovery, find support, make friends, and socialize. All 45 Peer Support Centers are 100% staffed by people who are in recovery from mental illness or co-occurring disorders of mental illness and substance use disorder and who have been trained to provide peer support. The Peer Coordinator of each Peer Support Center must be state certified as a Certified Peer Recovery Specialist.

**Distinct Services Offered:**

* Recovery education
* support groups
* opportunities for socialization

**Number of Individuals Served:** 7,995

**Eligibility Requirement:** Any adult, eighteen (18) years of age and over, who has lived experience of mental illness or co-occurring disorders of mental illness and substance use disorder.

**Determination of Eligibility:** Eligibility by self-identification.

## Peer Recovery Call Center

**Program Description:** The Peer Recovery Call Center program operates a call center staffed by Certified Peer Recovery Specialists who assist callers with questions about mental health or addiction treatment or support services and refer callers to appropriate treatment resources; and provide peer-delivered assistance through other media such a Facebook and email.

**Distinct Services Offered:** Referrals to mental health and substance use disorder resources.

**Number of Individuals Served:** 335

**Eligibility Requirement:** Anyone in the counties served in need of mental health and substance use disorder resources.

**Determination of Eligibility:** No eligibility criteria.

## Certified Peer Recovery Specialist Conference

**Program Description:** The Certified Peer Recovery Specialist Conference occurs each year in October to provide continuing education, networking opportunities, and awards for Tennessee’s Certified Peer Recovery Specialists.

**Distinct Services Offered:** Continuing education workshops for Certified Peer Recovery Specialists.

**Number of Individuals Served:** 300

**Eligibility Requirement:** Any adult aged eighteen (18) or older who registers for the conference.

**Determination of Eligibility:** Conference registration.

## Peer Intensive Care Services

**Program Description:** The Peer Intensive Care Services program features Certified Peer Recovery Specialists employed by the Tennessee Mental Health Consumers’ Association providing peer support services in Tennessee’s Regional Mental Health Institutes and Crisis Stabilization Units to help people return to their local communities successfully.

**Distinct Services Offered:** Peer support services.

**Number of Individuals Served:** 257

**Eligibility Requirement:** Any adult, eighteen (18) years of age and over, who has been admitted to a Crisis Stabilization Unit or Regional Mental Health Institute and who voluntarily enrolls in the Peer Intensive Care program.

**Determination of Eligibility:** Voluntary enrollment by any adult, eighteen (18) years of age and over, who has been admitted to a Crisis Stabilization Unit or Regional Mental Health Institute.

## Consumer Advisory Board

**Program Description:** The mission of the Consumer Advisory Board is to voice an informed perspective on policy and planning issues that impacts the recovery, resiliency, and rights of persons with mental illness and substance use disorder.

**Distinct Services Offered:** Monthly conference calls include resource speakers.

**Number of Individuals Served:** 35 board members.

**Eligibility Requirement:** Any adult, eighteen (18) years of age and over, who has lived experience of mental illness and/or substance use disorder and is available to fill a board opening in their region of the state.

**Determination of Eligibility:** Eligibility is determined through board openings.

## Art for Recovery

**Program Description:** The Art for Recovery program is a middle Tennessee program of recovery-focused art education and support for persons with mental illness and/or substance use disorder.

**Distinct Services Offered:** The Art for Recovery program provides art education and support for persons with mental illness and/or substance use disorder.

**Number of Individuals Served:** 375

**Eligibility Requirement:** Any adult, eighteen (18) years of age and over, insured or uninsured, who has lived experience of mental illness and/or substance use disorder and resides in middle Tennessee.

**Determination of Eligibility:** Eligibility is determined by the program where the service is being provided.

## Behavioral Health Safety Net

**Program Description:** The Behavioral Health Safety Net of TN (BHSN of TN) provides core behavioral health services to Tennesseans lacking insurance coverage.  These services are community based; inpatient care is not covered.

**Distinct Services Offered:** Services provided by this program include:

* assessment
* evaluation
* diagnostic
* therapeutic intervention
* case management
* transportation
* peer support services
* psychosocial rehabilitation services
* psychiatric medication management
* labs related to medication management and pharmacy assistance coordination.

**Number of Individuals Served:** 39,034

**Eligibility Requirement:** If you are 18 years of age or older, have a serious mental illness, and have no behavioral health insurance, you may qualify for the Behavioral Health Safety Net of TN program. In order to qualify for the Behavioral Safety Net Program, you must have

* a [qualifying mental health diagnosis](https://www.tn.gov/content/dam/tn/mentalhealth/documents/BHSN_Provider_Manual_FY21.pdf#page=44)
* a household income [at or below 138% of the Federal Poverty Level](https://www.tn.gov/content/dam/tn/mentalhealth/documents/BHSN_138FPL_Eligiblity_6.24.2020.pdf)

and are

* a Tennessee resident, 18 or older
* a U.S. Citizen or [qualified alien](https://www.tn.gov/content/dam/tn/mentalhealth/documents/BHSN_Provider_Manual_FY21.pdf#page=37)
* not currently in an inpatient facility or nursing home
* not an inmate or incarcerated
* ineligible for VA benefits, TennCare, or have filled out a TennCare application
* lacking private health insurance which covers behavioral health benefits, or all behavioral health benefits have been exhausted for the year

As of September 2013, individuals who have Medicare Part B and meet all other eligibility requirements for the BHSN program may be enrolled.

Anyone who receives BHSN services and is 65 or older will be treated as having Medicare Part B.

These two groups are eligible for 4 services: Case Management, Medication Training and Support, Peer Support, and Psychological Rehabilitation Services.

If any individual is enrolled in Medicare Part B and has chosen a Medicare Advantage Plan, they may enroll in the BSHN program if they meet all other eligibility requirements, as long as their Advantage Plan doesn’t cover the 4 approved services above or benefits of the plan have been exhausted for the year.

**Determination of Eligibility:** To apply for safety net assistance one simply makes an intake appointment with one of these agencies (see Safety Net Provider Contact List) and indicates interest in applying for the safety net program.  If eligible for the program (see eligibility requirements below), the agency will assist you in completing the enrollment form and will submit it for approval.  If approved, Behavioral Health Safety Net services must be received at the Community Mental Health Agency where you applied for safety net assistance.

## Individual Placement and Support (IPS) Supported Employment

**Program Description:** In partnership with the Department of Human Services - Vocational Rehabilitation and our network of community providers, TDMHSAS offers services in the Individual Placement and Support (IPS) Supported Employment model.  There are 14 IPS supported employment providers, 11 of which partner with DHS/VR to deliver IPS services.  Through this program, people have obtained a variety of jobs from nursing, lifeguards, to warehouse workers.

**Distinct Services Offered:** People receive assistance in obtaining employment, and once employed, supports are provided to assist in maintaining the job.  Zero Exclusion is at the Heart: According to research, “practitioners cannot predict who will be successful in IPS”.  During research trials, people who wanted to work were able to succeed despite problems with drugs/alcohol, ongoing symptoms, homelessness, and other issues. Therefore, IPS programs practice the philosophy of “Zero Exclusion”. This means that anyone who expresses a desire to work is eligible to participate in the program. There are no predetermining factors (such as legal histories, symptoms of mental illness, current substance use, missed appointments, etc.) that would disqualify them to receive IPS services.\*  Employment Specialists focus on the job seeker’s strengths, supports, and interests to create individualized support services to assist the client in being successful on the job.

**Number of Individuals Served:** In fiscal year 2020, IPS Supported Employment teams served 1,118 people, 119 of which were transition-aged youth.

**Eligibility Requirement:** Anyone who expresses a desire to work is eligible to participate in the program. There are no predetermining factors (such as legal histories, symptoms of mental illness, current substance use, missed appointments, etc.) that would disqualify them to receive IPS services.

**Determination of Eligibility:** Eligibility is determined when a person expresses interest in work…when fidelity to the model is observed, this should be the only criteria.

## Housing and Homeless Services

**Program Description:** In the TDMHSAS Office of Housing and Homeless Services, we aim to support the housing needs of people living with mental illness as they find a new life in recovery.  Through partnerships with local service providers, supportive communities, and tireless advocates, we're able to help people find stable living situations to support their recovery.

**Distinct Services Offered:**

* Creating Homes Initiative
* Homeless Outreach Services
* Permanent Supportive Housing
* Targeted Transitional Support
* SSI/SSDI Outreach, Access and Recovery (SOAR)
* Housing and Life Skills for Young Adults

**Number of Individuals Served:** 13,502 individuals experiencing mental illness and/or substance use disorders were served by programs within Housing and Homeless Services during SFY 2020.

**Eligibility Requirement:** The vast majority of programs within Housing and Homeless Services serve individuals age 18 and over with a mental health diagnosis or a co-occurring (mental illness and substance use disorder) disorder.  One program (Children & Youth Homeless Outreach Project) serves children experiencing SED or SMI and their families, and another program (Emerging Adults) serves individuals between age 18 and 26 experiencing mental illness.  Some programs have income requirements as well.

**Determination of Eligibility:** Age, diagnosis and/or income verification via documentation or mental health services/care provider.

## Crisis Services and Suicide Prevention

**Program Description:** Help for mental health emergencies.

**Distinct Services Offered:**

* TN Statewide Crisis phone line and text feature
* Mobile Crisis (map: https://www.tn.gov/behavioral-health/need-help/children-and-youth/mobile-map.html)
* Crisis services for children and youth
* Crisis walk-in centers
* Crisis stabilization units
* Crisis respite services

**Number of Individuals Served:** The Office of Crisis and Suicide Prevention began capturing data regarding number of IDD individuals served in the crisis continuum in July of 2020. From July 1, 2019-June 30, 2020, 5,007 individuals were served.

There is currently no data being captured specific to the individuals with disabilities within the Suicide Prevention grant work.

**Eligibility Requirement:** Crisis Services: Any individual experiencing a behavioral health crisis: access to service 24 hours a day/7 days per week/365 days per year.

Suicide Prevention: MH101: Those who work with youth and youth ages 10-18; School and Community Youth Screen: Those who work with youth and youth ages 10-18; CONNECT2: Youth and young adults ages 10-24 at risk for suicide; TSPN: No exclusions; NSPL: No exclusions; Youth and Young Adult: Those who work with youth and youth ages 10-24; Project TN: Those who work with youth and youth ages 10-24.

**Determination of Eligibility:** Crisis Services: Any individual experiencing a behavioral health crisis is eligible to access crisis services for telephonic triage, needs assessment and referral.

Suicide Prevention: Eligibility is dependent on program scopes and goals as defined by the grant awarded. MH101: Program specifically for youth suicide prevention; School and Community Youth Screen: Program specifically for youth suicide prevention; CONNECT2: Program specifically for youth suicide prevention and enhanced follow up services for those ages 10-24; TSPN: suicide prevention efforts are statewide and for all demographics; NSPL: efforts are towards increasing answer rates statewide, serving all ages and demographics; Youth and Young Adult: Program specifically for youth suicide prevention; Project TN: Program specifically for youth suicide prevention.

## Services for Children, Youth, Young Adults, and Families

**Program Description:** The Tennessee Department of Mental Health and Substance Abuse Services along with its dedicated and professional network of community service providers and sister agencies has a vast array of services for young people ranging in age from infant to young adult.

**Distinct Services Offered:**

* Early Intervention and Prevention Program
* Child Care Consultation
* RIP: Regional Intervention Program
* Erase the Stigma
* Project BASIC: Better Attitudes and Skills in Children
* Planned Respite
* Respite Voucher
* School Based Behavioral Health Liaisons
* Violence & Bullying Prevention
* System of Care
* Emotional Fitness Centers
* Family Support and Advocacy
* Certified Family Support Specialist Program
* Clinical High Risk for Psychosis
* First Episode Psychosis Initiative
* Healthy Transitions II

**Number of Individuals Served:**

* Early Intervention and Prevention Program - 132
* Child Care Consultation - 617
* RIP: Regional Intervention Program - 343
* Erase the Stigma – 30,224
* Project BASIC: Better Attitudes and Skills in Children – 1,682
* Planned Respite - 128
* Respite Voucher - 286
* School Based Behavioral Health Liaisons – 7,463
* Violence & Bullying Prevention – 576
* System of Care - 214
* Emotional Fitness Centers - 554
* Family Support and Advocacy – 52,566
* Certified Family Support Specialist Program – NA
* Clinical High Risk for Psychosis – 7
* First Episode Psychosis Initiative - 157
* Healthy Transitions II – 11

**Eligibility Requirement:** Varies by program.

**Determination of Eligibility:**

* + Early Intervention and Prevention Program
		1. Children aged 0-11;
		2. Child resides in Renewal House with mother undergoing A&D rehabilitation. Child needs some mental health service or mother needs parenting skills;
	+ Child Care Consultation
		1. Be an educator interested in learning the Pyramid Model
	+ RIP: Regional Intervention Program
		1. Children aged 0-6;
		2. Child has a moderate to severe behavior problem;
		3. Families can self-refer to RIP - no outside referral necessary, no diagnosis necessary;
		4. No income limitations;
		5. Child must enter the program before the 6th birthday;
		6. Parent must commit to participating in the program along with the child for two 2-hour sessions per week, during two treatment phases.
	+ Erase the Stigma
		1. Children, youth, and young adults aged 0-24;
		2. Attend school
	+ Project BASIC: Better Attitudes and Skills in Children
		1. Children aged 5-8;
		2. Children must be in Grades K-3 of an elementary school served by Project B.A.S.I.C.;
		3. All children in those grades in the school receive mental health promotion services;
		4. Children in the served population who need mental health treatment are identified and referred to treatment services.
	+ Planned Respite
		1. Children and youth aged 2-15;
		2. Reside in Shelby; Sullivan, Washington, Unicoi, Carter; Madison; Anderson, Knox; Hamilton, Rutherford, Sumner
		3. Children must have a diagnosis of Serious Emotional Disturbance or qualify at the clinical level on the CBCL.
	+ Respite Voucher
		1. Children and youth aged 0-15;
		2. Child must have a Serious Emotional Disturbance or Autism;
		3. Income limits apply.
	+ School Based Behavioral Health Liaisons
		1. Children and youth aged 5-18;
		2. Youth with serious emotional disturbance or substance use or abuse disorders or youth who are at risk of such;
		3. Reside in Carter, Hawkins, Sullivan, Washington, Unicoi, Johnson, Greene; Cocke, Hamilton, Blount, Loudon, Knox; Williamson, Rutherford, Coffee; Humphreys, Decatur; Crockett, Madison, Gibson; Morgan, Roane, Anderson,; Dickson, Hickman, Maury, Davidson; Macon, Trousdale, Wayne, Houston; Cannon, Benton; Dyer; Chester; Lake, Hardeman
	+ Violence & Bullying Prevention
		1. Children and youth aged 10-14;
		2. Youth in grades 4th – 8th;
		3. Reside in Bedford, Coffee, Montgomery, Rutherford, Stewart, Bradley, Hamilton, Marion, Robertson
	+ System of Care
		1. Children, youth, and young adults aged 0-21;
		2. Is experiencing emotional or behavioral concerns that affect their daily life (i.e. having trouble in school, with their family, with peers or adults, with law enforcement, or children’s services);
		3. Is having difficulty or is at-risk of psychiatric hospitalizations, residential placement, or DCS custody;
		4. Has been, is currently, or is at-risk of being kicked out of pre-school, child care, school home, etc.;
		5. Is willing and interested in participating.
	+ Emotional Fitness Centers
		1. Children, youth, and young adults aged 0-24;
		2. Children, youth and families in faith-based communities in need of a screening for mental health and/or substance abuse services;
		3. Reside in Shelby County.
	+ Family Support and Advocacy
		1. Parents/Caregivers of children, youth, and young adults, aged 0-24, who have been diagnosed with a Serious Emotional Disturbance (SED)
	+ Certified Family Support Specialist Program
		1. Individuals eligible to become a Certified Family Support Specialist (CFSS) per the [Certification Manual](https://www.tn.gov/content/dam/tn/mentalhealth/documents/CFSS%20Handbook%20Revised_6-4-18.pdf)
	+ Clinical High Risk for Psychosis
		1. Youth and young adults aged 12-25 who are at clinical high risk for developing psychosis.
	+ First Episode Psychosis Initiative
		1. Youth/young adult 15-30 years of age experiencing first-episode psychosis (FEP) for more than one week but less than 24 months.
	+ Healthy Transitions II
		1. HT1 - Youth/young adult 16-25 years of age with or at risk of developing a serious mental health condition or co-occurring disorder HT2 - Youth/young adults 16-25 years of age with a serious mental health condition or co-occurring disorder

## Faith Based Initiatives

**Program Description:** The goals of the Faith-Based Initiative are to:

* Connect individuals struggling with addiction to treatment
* Increase knowledge of what addiction is
* Facilitate understanding of substance use disorder treatment and recovery
* Understand the continuum of care and collaborate with it
* Spread awareness of the Faith-Based Initiative certification and its requirements
* Help groups understand and implement the best practice model
* Promote and improve effectiveness of the faith-based initiative and how it connects the community with recovery and support services

**Distinct Services Offered:**

* Recovery congregations
* Lifeline Peer Project is established to reduce stigma related to the disease of addiction and increase access to substance abuse recovery like Alcoholics Anonymous and Narcotics Anonymous meetings.
* Emotional Fitness Centers offer: no cost mental health and substance abuse screenings, as well as community events and training regarding mental health and substance abuse issues

**Number of Individuals Served:** This data isn’t tracked.

**Eligibility Requirement:** Church members, community members, or anyone interested in receiving services.

**Determination of Eligibility:** Information not provided.

## Older Adult Services

**Program Description:** Older Adult Programs serve adults who have mental health needs and their families and caregivers.

**Distinct Services Offered:** The Older Adult Program provides Care Management Services which may include outreach, screening, assessment, linkage, in home therapy and other supportive services as needed. In addition community mental health education is provided to promote public awareness and knowledge about geriatric mental health concerns. Care Management services are provided to individuals over 50 who are not eligible to receive those services from any other source such as TennCare.

**Number of Individuals Served:** 373 individuals who have a mental health diagnosis.

**Eligibility Requirement:** Individuals over 50 who have a mental health diagnosis and are referred for case/care management and do not have a source of payment.

**Determination of Eligibility:** By the agency’s interdisciplinary team and eligibility under the contract.

# Department of Military (3 programs)

## Scheduling A Hiring Authority

**Program Description:** Hiring authorities are used to hire People with Disabilities in the Federal sector consider individuals with an intellectual disability, a severe physical disability, or a psychiatric disability are eligible consideration for Schedule A Hiring Authority designation. Schedule A Hiring Authority is an exception to the traditional hiring process. Potential applicants can apply for Federal employment by using Schedule A.

**Distinct Services Offered:** Schedule A streamlines the hiring process for persons with disabilities and cuts the hiring process form 4-12 months to weeks. With Schedule A hiring, a posting of a job is not required. This process applies to permanent, temporary, or time-limited appointments.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## Workforce Recruitment Program

**Program Description:** The Workforce Recruitment Program (WRP) is a recruitment and referral program that connects Federal sector employees with highly motivated college students and recent graduates with disabilities who are eager to prove their abilities in the workplace through summer or permanent jobs.

**Distinct Services Offered:** Information not provided.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## Computer/Electronic Accommodations Program

**Program Description:** The Computer/Electronic Accommodations Program (CAP) is another program the Tennessee National Guard (TNNG) utilizes for providing equal opportunity to individuals with disabilities.

**Distinct Services Offered:** The program provides assistive technology and accommodations to ensure people with disabilities have equal access to the information environment in the Department of Defense (DoD) and throughout the Federal government.

CAP also provides services to teleworkers with disabilities. CAPS’s services include:

* Assistive technology and training
* Conduct needs assessments and technology demonstrations
* Provides installation and integration
* Conducts training on disability management and creating an accessible environment
* Supports the compliance of federal regulations

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

# Department of Safety and Homeland Security (1 program)

## Highway Patrol

**Program Description:** Highway Patrol Officers receive annual training to recognize and manage encounters with persons with mental or developmental difficulty or disability.

**Distinct Services Offered:** Information not provided.

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

# TennCare (10 programs)

## CHOICES

**Program Description:** TennCare CHOICES in Long-Term Services and Supports (or CHOICES for short) is a Medicaid Managed Long-Term Services and Supports (MLTSS) program that offers nursing facility services and home and community-based services (HCBS) for adults 21 years of age and older with a physical disability and seniors (age 65 and older).

**Distinct Services Offered:** CHOICES offer services to help a person live in their own home or in the community. These services are called Home and Community Based Services or HCBS.  These services can be provided in the home, on the job, or in the community to assist with daily living activities and allow people to work and be actively involved in their local community.  CHOICES also provide care in a nursing home if needed.

* Personal care visits
* Attendant care
* Home-delivered meals
* Personal Emergency Response System
* Adult day care
* In-home respite care
* In-patient respite care
* Assistive technology
* Minor home modifications
* Pest control
* Community-Based Residential Alternatives that include the following:
* Assisted Care Living Facility
* Community Living Supports
* Community Living Supports – Family Model
* Critical Adult Care Home
* Companion Care

**Number of Individuals Served:** Over the course of the fiscal year July 1, 2018-June 30, 2019, the program served a total of 38,835 unduplicated people, including 15,281 in HCBS and 23,554 in NFs. Unduplicated counts are not yet available for FY 2020.

**Eligibility Requirement:** TennCare CHOICES is for adults (age 21 and older) with a physical disability and seniors (age 65 and older). To qualify for and remain in CHOICES Groups 1 and 2, you must:

* Need the level of care provided in a nursing home; AND
* Qualify for Medicaid long- term services and supports

To qualify for Medicaid long-term services and supports: (1) Your income can't be more than $2,349 per month (If it is, you may be able to set up a Qualifying Income Trust); (2) The total value of things you own can't be more than $2,000 (The home where you live doesn't count); AND (3) You can't have given away or sold anything for less than what it's worth in the last five (5) years.

To qualify for and remain in CHOICES Group 3, you must:

* Be “at risk” of needing the level of care provided in a nursing home unless you receive home care; AND
* Be getting SSI (Supplemental Security Income) payments from the Social Security Administration

There are three CHOICES groups:

**CHOICES Group 1** is for people of all ages who receive nursing home care.

**CHOICES Group 2** is for adults (age 21 and older) with a physical disability and seniors (age 65 and older) who qualify to receive **nursing home care**, but choose to receive home care services instead.

**CHOICES Group 3** is for adults (age 21 and older) with a disability and seniors (age 65 and older) who don’t qualify for nursing home care, but need a more moderate package of home care services to delay or prevent the need for nursing home care.

To enroll in CHOICES and receive home care services:
(1) Your TennCare health plan (or Managed Care Organization) must be able to meet your needs safely at home; AND

(2) If you qualify for nursing home care, the cost of your home care can't be more than the cost of nursing home care. The cost of your home care includes any home health or private duty nursing care that you need. If you don’t qualify for nursing home care, but are “at risk” of needing nursing home level of care, the cost of your CHOICES home care can’t be more than $15,000 per year. That doesn’t include the cost of any minor home modifications you may need.

**Determination of Eligibility:** CHOICES eligibility is determined through online submission of a Pre-Admission evaluation (PAE) assessment to TennCare Long Term Services and Supports. The PAE is completed by an external entity (NF, Hospital, MCO, AAAD, PACE) after an in-person assessment of the person’s ability to perform certain activities of daily living (ADLs) as defined in TennCare rules and the need for certain skilled or rehabilitative services.  Clinical staff in LTSS determine the medical “level of care” for the individual based on the PAE and supporting documentation, as well as the person’s eligibility within the defined target population for the program. For individuals choosing Medicaid reimbursed care in a nursing facility, a PASRR evaluation is also required.

## Employment and Community First CHOICES

Note: jointly administered with DIDD

**Program Description:** Employment and Community First CHOICES is an integrated Medicaid MLTSS program that provides essential services and supports (HCBS, physical and behavioral health, pharmacy and dental services) in a coordinated and cost-effective manner for people of all ages who have an intellectual or developmental disability (I/DD). The program is specifically designed to align incentives around helping people with I/DD achieve employment and live as independently as possible in their communities. It offers a more cost-effective way of serving people with I/DD while also demonstrating improved employment, health and quality of life outcomes.

**Distinct Services Offered:** Employment and Community First CHOICES offers a comprehensive array of 14 different employment services, designed with technical assistance from subject matter experts with the federal Office of Disability Employment Policy (ODEP), that create a pathway to employment, even for individuals with significant disabilities. Value-based reimbursement for employment services help to ensure that employment outcomes are achieved and align incentives to support fading of paid supports (and increased independence) over time.

Other categories of supports include:
**Employment wrap-around services:**

* Independent Living Skills Training
* Community Integration Support Services
* Community Transportation

**Independent Community Living Supports:**

* Personal Assistance
* Community Living Supports
* Community Living Supports-Family Model
* Assistive Technology, Adaptive Equipment and Supplies
* Minor Home Modifications

**Self-Advocacy Supports:**

* Decision Making Supports
* Individual Education and Training
* Peer-to-Peer Support Navigation for Person-Centered Planning, Self-Direction, Integrated Individual Self/Employment, and Independent Community Living
* Community Support Development, Organization and Navigation

**Family Empowerment Supports:**

* Respite
* Supportive Home Care (SHC)
* Family Caregiver Education and Training
* Family-to-Family Support
* Health Insurance Counseling/Forms Assistance (TDCI)

**Adult Dental and Therapy Supports:**

* Adult Dental Services
* Specialized Consultation and Training
* The newest benefits integrate intensive HCBS with behavioral health treatment services for people with I/DD who also have co-occurring mental health conditions or complex behavior support needs: Intensive Behavioral Family Centered Treatment and Stabilization Supports
* Intensive Behavioral Community Transition and Stabilization Services

**Number of Individuals Served:** As of June 30, 2020, the ECF CHOICES program serves 1,857 individuals with DD and 1,420 individuals with ID.

**Eligibility Requirement:** To qualify for Employment and Community First CHOICES, a person must:

* Have an intellectual disability or other developmental disability.
* Qualify financially for Medicaid LTSS.
* Meet nursing facility level of care or be at risk of nursing home placement without HCBS.

**Determination of Eligibility:** Eligibility for Employment and Community First CHOICES is determined through online submission of a Pre-Admission evaluation (PAE) assessment to TennCare Long Term Services and Supports. The PAE is completed by an external entity (MCO or DIDD) after an in-person assessment of the person’s ability to perform certain activities of daily living (ADLs) as defined in TennCare rules and the need for certain skilled or rehabilitative services.  Clinical staff in LTSS determine the medical “level of care” for the individual based on the PAE as well as the person’s eligibility within the defined target population for the program.

## Katie Beckett

Note: jointly administered with DIDD

**Program Description:** Tennessee’s proposed Katie Beckett program will provide services and supports for children under the age of 18 with disabilities and/or complex medical needs who do not qualify for TennCare because of their parent’s income or assets. Tennessee’s proposed Katie Beckett program will consist of two parts. Part A will target children with the most significant disabilities or complex medical needs for full TennCare eligibility. Part B will be a Medicaid diversion program that provides a capped package of essential services and supports for qualifying children. In addition, a “Continued Eligibility” demonstration category will allow children currently enrolled in TennCare but determined to no longer qualify for Medicaid in any open Medicaid category to remain eligible for Medicaid if they would qualify for Part A but cannot enroll in Part A because there is not a program slot available.

**Distinct Services Offered:**

Children enrolled in Katie Beckett Part A will be entitled to full Medicaid benefits provided under the Federal Early Periodic Screening, Diagnosis and Treatment Program as well as up to $15,000 per calendar year in wraparound services as follows: Self-directed respite and/or supportive home care; and/or

Agency-based Home and Community Based Services (HCBS) to include Respite, Supportive Care, Assistive Technology, Minor Home Modifications, Vehicle Modifications, Community Integration Support Services, Community Transportation, Family caregiver education and training, decision making supports, family to family support, community support development, organization and navigation, and health insurance counseling/forms assistance.

**Katie Beckett Program Part B -**Children in Part B will not be enrolled in Medicaid. They will receive a capped benefit package up to $10,000 a year in services for their child. Families will have the flexibility to choose any or all of the following services based on the needs of the child:

* Health Insurance premium assistance;
* Automated health care and related reimbursement (a flexible spending-like approach);
* Individualized therapeutic support services;
* Self-Directed respite and/or supportive home care; and
* Agency-based HCBS to include Respite, Supportive Care, Assistive Technology, Minor Home Modifications, Vehicle Modifications, Community Integration Support Services, Community Transportation, Family caregiver education and training, decision making supports, family to family support, community support development, organization and navigation, and health insurance counseling/forms assistance.

**Number of Individuals Served:** The Katie Beckett program is still pending CMS approval; however, Katie Beckett Part A will serve up to 300 children with the most significant disabilities or complex medical needs, and Part B will serve up to 2,700 children with disabilities or complex medical needs.

**Eligibility Requirement:** Katie Beckett Part A will target (and prioritize enrollment of) children with the most significant disabilities or complex medical needs who meet institutional level of care. As required by state law, in order to be eligible for the new eligibility group and to enroll into Part A, a child must:

* Be under age 18;
* Have medical needs that are likely to last at least twelve months or result in death and result in severe functional limitations based on medical eligibility criteria developed specifically for children;
* Qualify for care in a medical institution – a hospital, nursing facility, or ICF/IID (even though services will be provided at home); and,
* Qualify for supplement security income (SSI) due to the child’s disability – except for parents’ income and/or assets.

Additionally, a licensed physician must agree and certify that in-home care will meet the child’s needs, the cost of providing the child’s care at home (including traditional Medicaid benefits and wraparound HCBS) cannot exceed the estimated Medicaid cost of institutional care, and the child cannot be Medicaid eligible or receiving long-term services and supports in another Medicaid program.

Katie Beckett Part B will serve children in a new demonstration “Medicaid Diversion Group.” In order to be eligible to enroll into Part B, a child must:

* Be under age 18;
* Have medical needs that are likely to last at least twelve months or result in death and result in severe functional limitations based on medical eligibility criteria developed specifically for children; and
* Qualify for care in a medical institution- a hospital, nursing facility, or ICF/IID (even though services will be provided at home) or be “at risk” of institutional placement.

In addition, the child cannot be TennCare-eligible or receiving long-term services and supports in another Medicaid program.

**Determination of Eligibility:** Families will complete an online referral. Financial eligibility will be determined by TennCare based only on the child’s income and assets (the parents’ income and assets are not deemed to the child for purposes of eligibility).

Medical (level of care) eligibility assessments and determinations for Part B will be performed by DIDD using criteria developed specifically for children.

Medical (level of care) eligibility assessments for Part A will be performed by an objective third part (Ascend), also using criteria developed specifically for children. TennCare will make final Part A eligibility determinations.

## Private Intermediate Care Facilities for Individuals with Intellectual and Developmental Disabilities (ICF/IIDs)

Note: jointly administered with DIDD

**Program Description:** An ICF/IID is a medical institution that provides specialized health or rehabilitative services for individuals with an intellectual disability or related conditions in a protected residential setting. These facilities are licensed and required to provide intensive specialized supports and services designed to assist individuals with intellectual disabilities to function at their greatest ability.

**Distinct Services Offered:** Residential support and active treatment.

**Number of Individuals Served:** From July 1, 2018 to June 30, 2019, 864 individuals were served by the private ICF/IID program in Tennessee.

**Eligibility Requirement:** Individuals must have an intellectual disability and meet the established Medicaid level of care criteria to receive care in an ICF/IID.

**Determination of Eligibility:** ICF/IID eligibility is determined through online submission of a Pre-Admission evaluation (PAE) assessment to TennCare Long Term Services and Supports. The PAE is completed by qualified assessor after an in-person assessment of the person’s ability to perform certain activities of daily living (ADLs) as defined in TennCare rules and the need for specialized services.  A psychological evaluation is also required, including documentation of an intellectual disability. Clinical staff in LTSS determine the medical “level of care” for the individual based on the PAE.

## PACE

**Program Description:** The Program of All-Inclusive Care for the Elderly (PACE) provides comprehensive medical and social services to certain frail, community-dwelling elderly individuals, most of whom are dually eligible for Medicare and Medicaid benefits. An interdisciplinary team of health professionals provides PACE participants with coordinated care. For most participants, the comprehensive service package enables them to remain in the community rather than receive care in a nursing home.

**Distinct Services Offered:**

* Adult day care
* Dental services
* Emergency services
* Durable Medical Equipment
* Home care services
* Hospital care
* Laboratory/X-ray services
* Meals
* Medical specialty services
* Nursing home care
* Nutritional counseling
* Occupational therapy
* Optometry
* Physical therapy
* Prescription drugs
* Preventative care
* Primary care (including doctor and nursing services)
* Recreational therapy
* Respite
* Social services
* Social work counseling
* Transportation

**Number of Individuals Served:** Every enrollee in the PACE program has a disability; the running average for FY19-20 was 282 enrollees per month.

**Eligibility Requirement:**

* You must be 55 years of age or older;
* You must meet nursing facility level of care;
* You must live in Hamilton County;
* You must be able to live in a community setting without jeopardizing your health or safety.

**Determination of Eligibility:** To qualify for and remain in PACE, an applicant must need the level of care provided in a nursing home and financially qualify for Medicaid long- term services and supports. Both the financial and medical eligibility decisions are made by TennCare.

## Money Follows the Person (MFP)

**Program Description:** Money Follows the Person (MFP) is a federally funded grant awarded to TennCare in 2011 with the purpose of assisting the state to transition people from nursing homes and institutions to home and community based care, and to also assist the state to rebalance their long term care expenditures. Tennessee’s MFP demonstration concluded in December 2018.

During its operation, Tennessee's MFP program aligned with the CHOICES and Employment and Community First CHOICES program and the State’s 1915(c) Home and Community-Based Services (HCBS) waivers for older adults, adults with physical disabilities, and individuals with an intellectual disability to help transition eligible individuals from institutions into qualified residences in the community, and help rebalance the State’s LTSS expenditures. More than 2,600 individuals were transitioned from institutions to the community under MFP during the program’s operation.

**Distinct Services Offered:** Except for a transition allowance made available under the Section 1915(c) waivers, MFP did not offer specific services. Services were provided through existing HCBS programs—CHOICES, Employment and Community First CHOICES and the Section 1915(c) waivers. MFP funding made available additional resources to help support the state’s transition efforts.

**Number of Individuals Served:** Tennessee’s MFP program ended December 31, 2018. No new transitions or new individuals were served during the time period of July 1, 2019 – June 30, 2020.

**Eligibility Requirement:** Tennessee’s MFP program ended December 31st, 2018. While the program was active, eligibility to participate in MFP required the individual to be a Medicaid beneficiary who resided in an institution (e.g., nursing facility, intermediate care facility for individuals with intellectual disabilities) for at least 90 days prior to transitioning to a qualified community residence.

**Determination of Eligibility:** Eligibility for the respective HCBS program is determined in accordance with criteria and processes for that program. Tennessee’s Managed Care Organizations (MCOs) and DIDD determined eligibility for MFP participation based on the criteria listed above. MCOs and DIDD completed in person assessments with individuals living in a facility setting to determine if the person was eligible and appropriate for transition and met said criteria.

## TennCare Select

**Program Description:** TennCare Select is not a program. It is a statewide health plan that provides services to certain populations who are more difficult to serve because of their health care needs, their mobility, and/or their geographic location, including children in State custody. It also serves as a back-up in any area of the state either in the event of the unexpected exit of an existing risk MCO or a need for additional capacity.

Blue Cross Blue Shield of Tennessee (BCBST) is contracted with TennCare and Volunteer State Health Plan to operate TennCare Select.

**Distinct Services Offered:** TennCare Select administers Medicaid benefits to eligible members, including the following services:

* Inpatient and outpatient hospital and physician services
* TennCare Kids
* Preventive care
* Lab and X-Ray
* Hospice care
* Dental
* Vision
* Home Health
* Pharmacy
* Durable medical equipment and medical supplies
* Emergency and non-emergency medical transportation
* Renal dialysis
* Private duty nursing
* Speech, Physical, Occupational therapy
* Organ/tissue transplant and donor procurement
* Reconstructive breast surgery
* Chiropractic
* Psychiatric inpatient hospital services, including physician services
* 24-hour psychiatric residential treatment
* Outpatient mental health services, including physician services
* Inpatient, residential, and outpatient substance abuse benefits
* Behavioral health intensive community-based treatment
* Psychiatric rehabilitation services
* Behavioral health crisis services

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** The following populations are eligible for TennCare Select:

* Children under the age of twenty-one (21) years who are eligible for Supplemental Security Income
* Children in state custody and children leaving state custody for six (6) months post-custody as long as the child remains eligible
* Children under the age of twenty-one (21) years in an institutional eligibility category who are receiving care in a Nursing Facility or an ICF/IID, and children and adults in a Home and Community Based Services 1915(c) waiver

Enrollees living in areas where there is insufficient MCO capacity to serve them

**Determination of Eligibility:** TennCare determines eligibility to enroll in Select Community

## TennCare Kids Dental Services

**Program Description:** TennCare Kids dental checkups, services and treatments are available to help your children keep their teeth and gums healthy.

**Distinct Services Offered:** Children are encouraged to see their dentist every 6 months for a FREE dental exam beginning at age 1, or earlier if needed. To keep their bodies healthy, children need to have healthy teeth and gums.

**Number of Individuals Served:** More than 800,000 children under age 21 enrolled in TennCare were eligible for dental services

**Eligibility Requirement:** The TennCare Children’s program is for All TennCare children, 0 through 20 years of age, including children with disabilities.

**Determination of Eligibility:** Children who are eligible for Medicaid are eligible for dental services.

## School-Based Medicaid

**Program Description:** The School-Based Medicaid program allows school districts to seek Medicaid payment for medically necessary services (related services) provided to Medicaid eligible children in the school setting.

**Distinct Services Offered:** These are medical services available to children through the Medicaid program. The medical service must be included in the student’s IEP, including information regarding the medical service type, amount, and frequency. The services recorded in the IEP must be consistent with services that would be included in the IEP for any student with similar needs, regardless of TennCare eligibility.

**Number of Individuals Served:** In FY 2020, 78,388 TennCare enrollees received school-based services defined as any TennCare medically necessary, covered service billed with the place of service code (03).

**Eligibility Requirement:** Students enrolled in a TennCare MCO (i.e., UnitedHealthcare Community Plan, BlueCare Tennessee, Amerigroup and TennCare Select) and have an IEP. School-based services must be a TennCare covered service and meet TennCare’ s medical necessity criteria.

**Determination of Eligibility:** The school district and any provider treating the student must be contracted (in-network) with the student’s assigned MCO to be reimbursed by TennCare for any school-based service. Additionally, school-based services must be a TennCare covered service, specified in the student’s IEP, and meet TennCare’ s medical necessity criteria.

## TennCare Kids (EPSDT)

**Program Description:** Early Periodic Screening, Diagnosis and Treatment, or EPSDT, is a program of checkups and health care services for children from birth until age 21 to detect and treat health problems. The Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit provides comprehensive and preventive health care services for children under age 21 who are enrolled in Medicaid. EPSDT is key to ensuring that children and adolescents receive appropriate preventive, dental, mental health, and developmental, and specialty services. EPSDT checkups are FREE for all children who have TennCare. In Tennessee, the EPSDT program covered by TennCare is called TennCare Kids.

**Distinct Services Offered:** EPSDT is comprised of the following screening, diagnostic, and treatment services:

* Screening services: comprehensive health and developmental history, comprehensive unclothed physical exam, appropriate immunizations, laboratory tests, health education
* Vision services
* Dental services
* Hearing services
* Additional health care services found to be medically necessary to treat, correct or reduce illnesses and conditions
* Diagnostic services
* Treatment of all physical and mental illnesses or conditions discovered by any screening or diagnostic procedures

**Number of Individuals Served:** 36,088 children with disabilities were served during SFY2020. Children with disabilities were identified using the individual disabled indicator in the TennCare Monthly Production Table.

**Eligibility Requirement:** All Medicaid eligible children qualify for EPSDT.

**Determination of Eligibility:** For most categories eligibility is determined using Tenncare’s eligibility determination system which processes applications submitted via phone, fax, paper or online through Tenncare connect or at the Federally facilitated marketplace. SSA determines eligibility for SSI recipients.

# Tennessee Department of Treasury (1 program)

## ABLE TN

**Program Description:** Tennessee Achieving a Better Life Experience (ABLE TN) is a savings program designed to help Tennessee residents with disabilities put aside money to pay for qualified expenses.

**Distinct Services Offered:** ABLE TN can help individuals plan and save for future expenses with benefits including:

* Tax-free earnings
* No impact to federal benefits (For ABLE TN account balances less than $100,000)
* Diverse investment options
* Low fees
* Convenient online contributions and management

**Number of Individuals Served:** At June 30, 2020, ABLE TN held 2,172 accounts for individuals with disabilities.

**Eligibility Requirements:** A Tennessee resident who has been diagnosed with a disability on or before age 26 may qualify to open an ABLE TN account.

**Determination of Eligibility:** Clients may utilize the ABLE TN online tool: <https://able.treasury.tn.gov/AbleAssist/index.html>. But eligibility is determined by certification of the individual opening the account. There are no requirements for submission of personal health records or copies of an individual’s diagnosis.

# Department of Transportation (1 program)

## Multimodal Division – Federal Transit Administration (FTA) Section 5310: Enhanced Mobility of Senior and Individuals with Disabilities

**Program Description:** The Multimodal Division supports mobility for all through public transportation, bicycling and pedestrian infrastructure, complete streets and transportation demand management. The Division's Office of Public Transportation administers state and federal transit grants, provides compliance oversight, and works in partnership with transit agencies to support ridership, mobility, and accessibility.

The Division’s Office of Mobility and Accessible Transportation administers the FTA Section 5310 Program for the Enhanced Mobility of Seniors and Individuals with Disabilities in rural and small urban areas, and administers state matching grants for the program in large urban areas. The purpose of the Federal Transit Administration (FTA) Section 5310 program is to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding the transportation mobility options available to seniors and individuals with disabilities.

**Distinct Services Offered:** Distinct services offered within the 5310 program include Mobility Management and Capital Rolling Stock projects. Rolling Stock projects are limited to the purchase of ADA-accessible replacement and expansion vehicles.

Beyond the 5310 program, the Division’s Office of Multimodal Planning and the Active Transportation Program implement TDOT's Multimodal Access Policy, works to expand pedestrian, bicycle, and low-speed mobility access, and facilitates communications and coordination. The Active Transportation Program serves as a liaison between TDOT and bicycle and pedestrian stakeholders.

In 2020, the Division added an Office of Mobility and Accessible Transportation. This Office was created by the “Tennessee Accessible Transportation and Mobility Act of 2020,” and is established in TCA.

**Number of Individuals Served:** 33,956 Individuals with disabilities.

**Eligibility Requirement:** Private, non-profit organizations and local governmental authorities located in rural and small urban areas may apply for FTA 5310 funds and state match through TDOT. In large urban areas, the 5310 designated recipient may apply to TDOT for state matching funds for eligible projects.

Eligible projects must be public transportation projects specifically designed and carried out to meet the needs of seniors (age 65+) and/or individuals with disabilities (any qualified individual with a disability). Projects may be open to other populations, in order to facilitate transportation services in the most integrated setting.

**Determination of Eligibility**: TDOT awards FTA Section 5310 funds annually in rural and small urban areas through a competitive call for projects. State matching and Critical Trips funds for eligible projects in large urban areas are awarded by request on a case by case basis.

# Veterans Affairs (3 programs)

## Veterans Benefits Administration

**Program Description:** Information not provided.

**Distinct Services Offered:**

* GI Bill and other education benefits
* Certificate of Eligibility for a VA-backed home loan
* Life insurance
* Pre-discharge disability claim
* Converting life insurance after separation
* Educational and career counseling
* Veteran Readiness and Employment (VR&E)
* Disability compensation
* Veterans Pension program
* Widows Pension program
* Dependency Indemnity Compensation
* Total Disability Individual Unemployability
* Aid and attendance or housebound allowance
* Disability housing grants
* Pre-need eligibility determination for burial in a VA national cemetery

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## Veterans’ Health Administration

**Program Description:** Information not provided.

**Distinct Services Offered:**

* Medical Facilities
* Regular checkups with your primary care provider
* Appointments with specialists (like cardiologists, gynecologists, and mental health providers).
* Home health
* Geriatric (elder) care
* Medical equipment,
* Prosthetics
* Prescriptions
* Social Workers
* Caregiver Program
* VA Medical Records
* Community Care
* Urgent Care

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.

## National Cemetery Administration

**Program Description:** Information not provided.

**Distinct Services Offered:**

* Gravesite
* Perpetual Care
* Government Headstone or marker
* Burial Flag
* Presidential Memorial Certificate
* Burial Allowance

**Number of Individuals Served:** Information not provided.

**Eligibility Requirement:** Information not provided.

**Determination of Eligibility:** Information not provided.