



**tamho**

tennessee association of  
mental health organizations

## Child & Adolescent Services Directory

A Supplement to the TAMHO 2010-11 Membership Directory  
*(a copy of the comprehensive directory is available upon request)*



**ADDRESS** 42 Rutledge Street  
Nashville, TN 37210

**PHONE** 615-244-2220

**TOLL FREE IN TN** 800-568-2642

**FAX** 615-254-8331

## corporate member listing

### regular member category

The corporation eligible for regular membership in this Association shall have a not-for-profit status and be defined as a "community mental health center" in Tennessee Code Annotated, Title 33-1-101(6). A separate corporation that is a parent or affiliate of a corporation that meets the qualifications as presented above shall also qualify for regular membership in this Association so long as it also has not-for-profit status. Each corporation eligible for regular membership shall be licensed by the State of Tennessee pursuant to Tennessee Code Annotated, Title 33, Chapter 2, Part 4, and otherwise be in good standing. Likewise, each corporation that is eligible for regular membership in this Association shall endorse principles consistent with high quality community-based care and treatment and agree to comply with this Association's Standards of Conduct.

#### Carey Counseling Center, Inc.

408 Virginia Street  
Post Office Box 30  
Paris, Tennessee 38242  
731/642-0521  
*Robert D. Vaughn*  
Executive Director

**Corporate Office:** Paris

#### Service Areas

**City:** Camden (4), Dresden, Huntingdon (3), McKenzie, Paris (2), Tiptonville, Trenton (3), & Union City (2)

**County:** Benton, Carroll, Gibson, Henry, Lake, Obion & Weakley Counties

#### Case Management, Inc.

4041 Knight Arnold Road  
Memphis, Tennessee 38118  
901/821-5649  
*R. Bud Reese*  
Chief Executive Officer

**Corporate Office:** Memphis

#### Service Areas

**City:** Memphis (3)

**County:** Shelby County

#### Centerstone

1101 6th Avenue North  
Nashville, Tennessee 37208  
615/463-6600  
*Robert N. Vera, Ed.D.*  
Chief Executive Officer

**Corporate Office:** Nashville

#### Service Areas

**City:** Ashland City, Brentwood, Chattanooga, Clarksville (11), Columbia (8), Dickson (3), Estill Springs, Fayetteville, Gallatin, Hohenwald, Jackson, Lawrenceburg (2), Lebanon, Lewisburg (2), Madison, Nashville (11), Old Hickory, Pulaski, Shelbyville(2), Springfield, Tennessee Ridge, Tullahoma (4), & Waynesboro

**County:** Bedford, Cheatham, Coffee, Davidson, Dickson, Franklin, Giles, Hamilton, Houston, Lawrence, Lewis, Lincoln, Madison, Marshall, Maury, Montgomery, Robertson, Sumner, Wayne, Williamson, & Wilson Counties

#### Cherokee Health Systems

2018 Western Avenue  
Knoxville, Tennessee 37921  
865/934-6734  
*Dennis S. Freeman, Ph.D.*  
Executive Director

**Corporate Office:** Knoxville

#### Service Areas

**City:** Alcoa, Bean Station, Blaine, Englewood, Jefferson City, Knoxville (5), Lenoir City, Maynardville, Morristown, New Tazewell, Newport, Seymour, Talbott, & Washburn

**County:** Blount, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Loudon, McMinn, Sevier, & Union Counties

#### Comprehensive Counseling Network

2150 Whitney Avenue  
Memphis, Tennessee 38127  
901/353-5440  
*Janet Whaley*  
Executive Director

**Corporate Office:** Memphis

#### Service Areas

**City:** Memphis (2)

**County:** Shelby County

#### Fortwood Center

1028 East Third Street  
Chattanooga, Tennessee 37403  
423/266-6751  
*Earl Medley*  
President/CEO

**Corporate Office:** Chattanooga

#### Service Areas

**City:** Chattanooga (5)

**County:** Hamilton County

#### Frontier Health

1167 Spratlin Park Drive  
Post Office Box 9054  
Gray, Tennessee 37615  
423/467-3600  
*E. Douglas Varney*  
President

Bristol Regional Counseling Center  
26 Midway Street  
Bristol, Tennessee 37620  
423/989-4500

#### Holston Counseling Center

1570 Waverly Road  
Kingsport, Tennessee 37664  
423/224-1300  
Nolachuckey-Holston Area Mental Health Center  
401 Holston Drive  
Greeneville, Tennessee 37744  
423/639-1104

Watauga Behavioral Health Services

109 West Watauga Avenue  
Post Office Box 2226  
Johnson City, Tennessee 37605  
423/232-2600

**Corporate Office:** Gray

#### Service Areas

**City:** Tennessee: Blountville, Bluff City, Bristol (6), Elizabethton, Erwin, Gray, Greeneville (5), Johnson City (11), Kingsport (13), Mountain City, Rogersville, & Sneedville; Virginia: Big Stone Gap (6), Duffield (5), Jonesville (2), & Weber City

**County:** Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Unicoi, & Washington Counties

#### Helen Ross McNabb Center

201 W. Springdale  
Knoxville, Tennessee 37917  
865/637-9711  
*Andy Black*  
President/Chief Executive Officer

**Corporate Office:** Knoxville

#### Service Areas

**City:** Dandridge (2), Greeneville (1), Knoxville (10), Loudon, Louisville, Maryville (2), Morristown (2), & Sevierville

**County:** Blount, Greene, Hamblen, Jefferson, Knox, Loudon, & Sevier Counties

#### Pathways Behavioral Health Services

238 Summar Drive  
Jackson, Tennessee 38301  
731/541-8200  
*Pam Henson*  
Executive Director

**Corporate Office:** Jackson

#### Service Areas

**City:** Bolivar, Brownsville, Dyersburg, Jackson (2), Lexington, Martin, Milan, Tiptonville, & Union City

**County:** Dyer, Gibson, Hardeman, Haywood, Henderson, Lake, Madison, Obion, & Weakley Counties

#### Peninsula- a Division of Parkwest Medical Center

2347 Jones Bend Road  
Louisville, Tennessee 37777  
865/374-7100  
*Jeff Dice*  
Vice Pres. - Behavioral Health

**Corporate Office:** Louisville

#### Service Areas

**City:** Knoxville (3), Lenoir City, Louisville (2), Madisonville (2), Maryville (2), & Sevierville (2)

**County:** Blount, Knox, Loudon, Monroe, & Sevier Counties

#### Professional Care Services of West TN

1997 Highway 51 South  
Covington, Tennessee 38019  
901/476-8967  
*Jim Causey, Ph.D.*  
Executive Director

**Corporate Office:** Covington

#### Service Areas

**City:** Brownsville, Covington, Dyersburg, Millington, Ripley, & Somerville

**County:** Dyer, Fayette, Haywood, Lauderdale, Shelby, & Tipton Counties

#### Quinco Mental Health Center

10710 Old Highway 64  
Bolivar, Tennessee 38008  
731/658-6113  
*Darvis Gallaher, Ph.D.*  
Executive Director

**Corporate Office:** Bolivar

#### Service Areas

**City:** Bolivar, Decaturville (2), Henderson, Jackson, Lexington, Savannah, & Selmer

**County:** Chester, Decatur, Hardeman, Hardin, Henderson, Madison, & McNairy Counties

#### Ridgeview

240 West Tyrone Road  
Oak Ridge, Tennessee 37830  
865/482-1076  
*Robert J. Benning*  
Chief Executive Officer

**Corporate Office:** Oak Ridge

#### Service Areas

**City:** Harriman (3), LaFollette (3), Oak Ridge (7), & Oneida (2)

**County:** Anderson, Campbell, Morgan, Roane, & Scott Counties

#### Southeast Mental Health Center

3810 Winchester Road  
Post Office Box 18720  
Memphis, Tennessee 38181  
901/369-1420  
*Gene Lawrence*  
Executive Director

**Corporate Office:** Memphis

#### Service Areas

**City:** Memphis (17)

**County:** Fayette, Shelby, & Tipton Counties

#### Volunteer Behavioral Health Care System

118 N. Church Street  
Post Office Box 1559  
Murfreesboro, Tennessee 37133  
615/278-2240  
*Chris Wyr*  
CEO/President

**Corporate Office:** Chattanooga

#### Service Areas

**City:** Athens, Chattanooga (2), Cleveland, Cookeville, Crossville, Dayton, Franklin (2), Gallatin, Hendersonville, Jasper, Lafayette, Lebanon, Livingston, Madisonville, McMinnville, Mt. Juliet, Murfreesboro (4), & Smyrna

**County:** Bledsoe, Bradley, Cannon, Clay, Cumberland, DeKalb, Fentress, Franklin, Grundy, Hamilton, Jackson, Macon, Marion, McMinn, Meigs, Monroe, Overton, Pickett, Polk, Putnam, Rhea, Rutherford, Sequatchie, Smith, Sumner, Trousdale, VanBuren, Warren, White, Williamson, & Wilson Counties



## services typically provided through tamho member organizations

### Older Adults

#### Getting older can be a challenge

Mental illness can make the challenge of growing older seem even tougher. An estimated 15-25% of older adults struggle with behavioral health problems that threaten their independence, family relationships and recovery from other illnesses.

Consider the following:

- Older adults are at-risk for substance misuse and abuse, including: alcohol and other drugs, and prescription and over-the-counter medications
- Because they are likely to believe depression is a normal part of aging, 75% of depressed older adults fail to seek treatment
- Older adults sometimes cope with anxiety and other mental health issues by avoiding contact with others and becoming socially isolated.
- The physical problems of many older adults contribute to their isolation. Isolation increases their mental health symptoms.
- Americans 65 and older are disproportionately likely to die by suicide. The suicide rate of this population is 31% higher than that of the general population.
- Studies indicate that older adults without appropriate physical and mental healthcare have shorter life spans.

Addressing these challenges requires unique expertise.

#### A specialized, personal approach for older adults

Staff of TAMHO member organizations identify symptoms and develop individualized treatment plans for older clients. They coordinate mental healthcare with physical healthcare and other resources, using proven effective care models.

Services for Older Adults include:

- Crisis services
- Individualized needs assessment
- Psychiatric evaluation and treatment
- Medication evaluation and management-including prescription assistance if needed
- Individual and group counseling
- Substance abuse and addiction disorder treatment
- Case management
- In-home counseling
- Caregiver support and family counseling
- Assistance in accessing community services
- Education and support to help manage daily life
- Coordination with other healthcare providers
- Residential programs

#### Teamwork, education and recovery

At TAMHO member organizations, teams of psychiatrists, nurses, nurse practitioners, therapists and case managers coordinate care for older adults. They create and deliver individualized treatment plans designed to meet the goals of each client. They also educate older adults and family members, empowering them to play an important role in the process.

Their work goes beyond treatment. Because they realize that older adults can be hesitant to seek help, they can conduct screenings and even deliver some services at home. They serve as advocates and work to reduce barriers to care.

### Adults

#### Professional, confidential and compassionate care

Thousands of adults choose TAMHO member organizations for their care each year. Professional staff provides proven effective treatment in a supportive and caring environment. Recognizing that every individual is unique, they work with each client to personalize treatment plans to meet their recovery goals.

TAMHO member organizations provide treatment for:

- Stress
- Depression
- Trauma
- Anxiety
- Phobia
- Family problems
- Substance abuse or addiction
- Grief and other life adjustment challenges
- Anger management problems
- Other serious behavioral problems

Their services are trustworthy and completely confidential. With approximately 250 clinics located throughout Tennessee, help is close by.

Adult services include:

- Individual and group counseling
- Psychiatric evaluation and medication management
- Crisis services
- Substance abuse and addiction disorder treatment
- Intervention services for addictions
- Family counseling
- Residential services for addictions and serious mental illness

### Adolescents

#### In a challenging phase of life, help for the whole family

Adolescents, as well as their families, cope with new and sometimes painful challenges. TAMHO member organizations have a long, successful history of helping young adults overcome behavioral issues like depression, anger and substance abuse. They begin with individualized treatment plans designed to address specific needs. Clinical experts use proven treatment methods and support from parents, guardians and schools to create an environment of encouragement and trust essential for improvement.

TAMHO member organizations provide treatment for:

- Depression
- Trauma
- Anxiety
- Substance abuse
- Or other serious behavioral problems.

The progress of each adolescent is closely monitored and care is coordinated with parents, teachers and other healthcare providers. Clinical experts look for changes in discipline reports, school attendance, grades, hospitalizations and behavior at home. Most important, they look for positive changes in mood, coping and resilience. They are committed to helping youth do more than simply rebound from adversity; they prepare them for adulthood while helping them rediscover the simple joys of growing up.

Services for adolescents include:

- Individual and group counseling
- Psychiatric evaluation and medication management
- Case management
- School-based counseling and prevention services
- In-home counseling
- Substance abuse and addiction disorder treatment
- Crisis-intervention services
- Family counseling
- Residential group homes

### Children

#### Special care for the youngest client

TAMHO member organizations have developed a special approach to help children overcome behavioral health challenges. Counselors and therapists create an environment of trust to encourage young clients to open up and share their feelings. They develop individualized treatment plans to address the unique needs of each child. By teaming with families, schools and communities, TAMHO member organizations build a network of support that allows healing to occur.

Services are specifically designed to help children experiencing depression, anger, trauma, abuse, attention deficit and other issues. Services offered include:

- Outpatient services
- School-based services
- Community-based services
- Intensive in-home treatment
- Therapeutic preschool

Recognizing the importance of keeping families strong, many of programs include family counseling and parenting skills development — all aimed at creating an environment where young clients not only improve, but also thrive.

Services for children include:

- Individual and group counseling
- Psychiatric evaluation and medication management
- Case management
- School-based counseling and prevention services
- In-home counseling
- Substance abuse and addiction disorder treatment
- Crisis-intervention services
- Services for victims of abuse
- Family counseling

#### At TAMHO member organizations, everyone receives:

- Individualized needs assessment
- Assistance in accessing community services
- Education and support
- Coordination with other healthcare providers
- Evidence-based treatment

#### How can we help you?

For more information about services available through TAMHO member organizations, visit the interactive service access guide located on the TAMHO website at <http://www.tamho.org/service.php> or contact the TAMHO office by email or phone.

## tamho member organizations

### AIM Center

#### Corporate Location

472 West ML King Boulevard  
Post Office Box 11586  
Chattanooga, TN 37402

Phone: 423/423-624-4800

Fax: 423/648-9135

Crisis Line: Not Identified

Central Intake: 423-702-8013

Website / URL: [www.aimcenterinc.org](http://www.aimcenterinc.org)

Social Media: No social media links identified

#### Service Areas

City: Chattanooga

County: Hamilton County



#### Mission Statement

AIM Center provides psychiatric rehabilitation services that enhance recovery in the living, working, learning, and social environments.



#### DCS LIAISON/ TRANSITION LIAISON

#### INTAKE PROCESS

### Carey Counseling Center, Inc.

#### Corporate Location

408 Virginia Street  
Post Office Box 30  
Paris, TN 38242

Phone: 731/642-0521

Fax: 731/642-1010

Crisis Line: 800/353-9918

Central Intake: 800/611-7757

Website / URL: [www.careycounselingcenter.org](http://www.careycounselingcenter.org)

Social Media: No social media links identified

#### Service Areas

City: Camden (4), Dresden, Huntingdon (3), McKenzie, Paris (2), Tiptonville, Trenton (3), & Union City (2)

County: Benton, Carroll, Gibson, Henry, Lake, Obion & Weakley Counties



#### Mission Statement

To provide competent, proactive and holistic mental health care services to the community, attending particularly to maximizing the independence of the SPMI (Severely and Persistently Mentally Ill) population, but also including innovative preventive and intervention services in the least restrictive setting clinically appropriate, and in a manner which will assure the greatest level of dignity and respect for the consumer.



#### DCS LIAISON/ TRANSITION LIAISON

#### INTAKE PROCESS

#### Andrea Chase, LPC, MHSP

Paris Site Director  
408 Virginia Street  
Paris, TN 38242

Phone: 731-642-0521

Cell: 731-571-7504

Fax: 731-642-1010

Email: [andreac@bhilc.org](mailto:andreac@bhilc.org)

Initial appointments call an access center at 1-800-611-7757. Access will take down current problems, insurance information, psychiatric/medical history, SSN, DOB, address, phone number, etc. Access will then schedule an appointment at the location choice.

We have offices in Paris, Camden, Huntingdon, Trenton and Union City. **DCS must attend the initial appointment and provide signatures.**

## Case Management, Inc.

### Corporate Location

4041 Knight Arnold Road  
Memphis, TN 38118  
Phone: 901/821-5600  
Fax: 901/901-821-5792  
Crisis Line: 901-577-9400  
Central Intake: 901-821-5865  
Website / URL: [www.cmi-memphis.org](http://www.cmi-memphis.org)  
Social Media: No social media links identified

### Service Areas

City: Memphis (3)  
County: Shelby County



### Mission Statement

The mission of Case Management, Inc. is to respond to the needs of families, to include adults and children in the Memphis and Shelby County area who are in need of behavioral health services by coordinating and providing diversified services to enhance their quality of life and maintain their independence and stability in the community.

### DCS LIAISON/ TRANSITION LIAISON

#### Harriet Gardner

4041 Knight Arnold Rd.  
Memphis, TN 38118  
Phone: 901-821-5600  
Fax: 901-821-5614  
Email: [hgardner@bellsouth.net](mailto:hgardner@bellsouth.net)

### INTAKE PROCESS

## Centerstone

### Corporate Location

Ella Hayes Center  
1101 Sixth Avenue North  
Nashville, TN 37208  
Phone: 615-463-6600  
Fax: 615-463-6603  
24-Hour Crisis Intervention Hotline:  
800-681-7444  
Initial Appointments: 888-291-HELP (4357)  
Website / URL: [www.centerstone.org](http://www.centerstone.org)  
Social Media: Follow this organization on the following  
social media site(s).  
  

### Service Areas

City: Ashland City, Brentwood, Chattanooga, Clarksville (11), Columbia (8), Dickson (3), Estill Springs, Fayetteville, Gallatin, Hohenwald, Jackson, Lawrenceburg (2), Lebanon, Lewisburg (2), Madison, Nashville (11), Old Hickory, Pulaski, Shelbyville(2), Springfield, Tennessee Ridge, Tullahoma (4), & Waynesboro  
County: Bedford, Cheatham, Coffee, Davidson, Dickson, Franklin, Giles, Hamilton, Houston, Lawrence, Lewis, Lincoln, Madison, Marshall, Maury, Montgomery, Robertson, Sumner, Wayne, Williamson, & Wilson Counties



### Mission Statement



**CENTERSTONE**

Centerstone's mission is to prevent and cure mental illness and addiction.

### DCS LIAISON/ TRANSITION LIAISON

#### John Page, A.C.S.W.

Senior VP for Child, Adolescent & Family Services  
1101 6th Avenue North  
Post Office Box 40406  
Nashville, TN 37204-0406  
Phone: 615-463-6627  
Fax: 615-463-6603  
Email: [john.page@centerstone.org](mailto:john.page@centerstone.org)

### INTAKE PROCESS

All appointments for intakes are scheduled through the Centerstone Central Intake & Referral line by calling 615-460-4357 in Davidson County. Outside of Davidson county, please call 1-888-291-4357.

All children, including those in state custody, must be accompanied by their legal guardian. Individuals 16 years of age and above may sign their own intake paperwork and releases on information. However, unless such a youth is living independently, we request that the guardian still attend the appointment, sign all paperwork, and be an active participant in the treatment planning process.

In cases where a child is living with someone other than their parent, documents verifying custody and the custodian's ability to consent for medical treatment need to be brought to the intake appointment. Such documentation will also be needed when a child is living with their parent but a custodial dispute is documented.

The legal guardian must be available during the intake process to answer any questions regarding information they might either have or have access to.

The legal guardian must attend psychiatric appointments both to help provide information and because their signature is required for consents for the use of psychotropic medications.

It is extremely helpful if social histories and copies of any recent evaluations can be made available to the intake clinician. The legal guardian needs to be available to sign all required updates to the needed paperwork (information releases, treatment/service plans, crisis plans, etc.). These are typically updated every six months at a minimum. The parent or guardian must be present for the duration of the intake session in order for Centerstone to complete assessment and initial treatment.

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## Cherokee Health Systems

### Corporate Location

2018 Western Avenue  
Knoxville, TN 37921

Phone: 865-934-6734

Appt: 866-231-4477

Fax: 865-934-6780

Crisis Line: 800-826-6881

Central Intake: Not Identified

Website / URL: [www.cherokeehealth.com](http://www.cherokeehealth.com)

Social Media: No social media links identified

### Service Areas

**City:** Alcoa, Bean Station, Blaine, Englewood, Jefferson City, Knoxville (5), Lenoir City, Maynardville, Morristown, New Tazewell, Newport, Seymour, Talbot, & Washburn

**County:** Blount, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Loudon, McMinn, Sevier, & Union Counties



### Mission Statement



To improve the quality of life for our patients through the integration of primary care, behavioral health and substance abuse treatment and prevention programs.

**Together ... Enhancing Life**

### DCS LIAISON/ TRANSITION LIAISON

**Gina Hummel, Ph.D.**

### INTAKE PROCESS

To schedule an initial appointment, call the Cherokee Health Systems office closest to you, or call our main office number: (423) 587-7337. The scheduling secretary will need name, address, phone number, legal guardian, social security number, insurance information, and primary concerns. An initial appointment is usually scheduled in less than two weeks.

The child must be with the legal guardian for the initial appointment, in order to complete paperwork. Children in the custody of the Department of Children Services must be seen first with their DCS case manager, or with a DCS representative with legal rights to sign paperwork. We will need written history (social history) prior to the appointment to avoid wasted time. It is essential that we know the child's history before we begin treatment.

## Comprehensive Counseling Network

### Corporate Location

Frayser Family Counseling Center  
2150 Whitney Avenue.  
Memphis, TN 38127  
Phone: 901-353-5440  
Fax: 901-354-7432 / 901-353-5464  
Crisis Line: 901-577-9400  
Central Intake: 901-353-5440  
Website / URL: [www.ccnmemphis.org](http://www.ccnmemphis.org)  
Social Media: No social media links identified

### Service Areas

City: Memphis (2)  
County: Shelby County



### Mission Statement



Comprehensive Counseling Network is committed to providing an array of comprehensive and specialized services to assist the emotional well-being of individuals and families, children and adults, in the Memphis and Shelby County community. We believe we can make a difference in the lives of those we serve and are dedicated to empowering people in the process of improving their lives. We pledge to serve with respect and fairness to all individuals.

### DCS LIAISON

#### James T. Johnson, Ph.D.

C&Y Services Director  
4841 Summer Avenue  
Memphis, TN 38122  
Phone: 901-354-7417  
Fax: 901-821-5620  
E-mail: [terry@ccnmemphis.org](mailto:terry@ccnmemphis.org)

#### Judy Andreoli, MS

Intensive Case Mgt. Services Supervisor  
4841 Summer Avenue  
Memphis, TN 38122  
Phone: 901-354-7323  
Fax: 901-821-5620  
Pager: 901-269-3403  
E-mail: [judy@ccnmemphis.org](mailto:judy@ccnmemphis.org)

### TRANSITION LIAISON

#### Susan Bell, LCSW

Clinical Director  
4841 Summer Avenue  
Memphis, TN 38122  
Phone: 901-354-7333  
Fax: 901-821-5620  
E-mail: [susan@ccnmemphis.org](mailto:susan@ccnmemphis.org)

### INTAKE PROCESS

Intakes are completed on Tuesday and Thursday mornings.

Clients must arrive and sign in at the front desk between 8:30 – 9:30 am.

Their legal guardian must accompany all children presenting for intake.

Exception: A DCS caseworker may designate another individual to accompany the client to the intake as well as sign all necessary paperwork. A copy of this form for this process is in the DCS Handbook or the DCS caseworker can contact Dr. Johnson.

The intake interview process is a minimum of 90 minutes and depending on the number of intakes presenting, consumers should be prepared to spend a minimum of 2 hours and up to 4 hours.

Should the DCS worker identify special issues presenting difficulty in meeting the above time elements and/or the presentation of a legal guardian, he/she should contact Dr. Johnson to discuss alternative scheduling and/or a plan.

The DCS worker is strongly encouraged to present any previous social history and/or psychological reports to assist in the treatment planning.

*Should the DCS caseworker or any referral source experience difficulty with the above intake system or service delivery they should immediately contact Dr. Johnson, Ms. Andreoli, or Ms. Bell; listed above.*



## Fortwood Center

### Corporate Location

1028 East Third Street  
Chattanooga, TN 37403

Phone: 423-266-6751

Fax: 423-763-4650

Crisis Line: 888-242-1340

Central Intake: 423-266-6751

Website / URL: [www.fortwoodcenter.org](http://www.fortwoodcenter.org)

Social Media: Follow this organization on the following social media site(s).



### Service Areas

City: Chattanooga (5)

County: Hamilton County



### Mission Statement

Fortwood Center's mission is to improve the quality of life for individuals in Hamilton County and Chattanooga experiencing mental illness or emotional problems. The goal is to assess, enhance, improve and expand the range of mental health services that are designed to meet the needs of the Children, Adolescents and Adult community.

**Fortwood  
Center, Inc.**  
A MENTAL HEALTH PRACTICE

### DCS LIAISON

#### Donna Coleman

Manager of Case Management Services  
1028 E. Third Street  
Chattanooga, TN 37403  
Phone: 423-763-4627  
Fax: 423-763-4662  
E-mail: [dcoleman@fortwoodcenter.org](mailto:dcoleman@fortwoodcenter.org)

### INTAKE PROCESS

The most effective way for DCS to make a referral at Fortwood Center is to complete the referral form and fax it to the intake worker. We will complete the process with an intake appointment and fax it back to the DCS office.

### TRANSITION LIAISON

#### Mark Shively

Manager of Adult Services  
1028 E. Third Street  
Chattanooga, TN 37403  
Phone: 423-266-6751  
E-mail: [mshively@fortwoodcenter.org](mailto:mshively@fortwoodcenter.org)

## Frontier Health

### Corporate Location

Center of Tri-Cities  
Business Park  
1167 Spratlin Park Drive  
P.O. Box 9054  
Gray, TN 37615  
Phone: 423-467-3600  
Fax: 423-467-3710  
Crisis Line: 877-928-9062  
Central Intake: Not Identified  
Website / URL: [www.frontierhealth.org](http://www.frontierhealth.org)  
Social Media: No social media links identified

### Service Areas

**City:** Tennessee: Blountville, Bluff City, Bristol (6), Elizabethton, Erwin, Gray, Greeneville (5), Johnson City (11), Kingsport (13), Mountain City, Rogersville, & Sneedville; Virginia: Big Stone Gap (6), Duffield (5), Jonesville (2), & Weber City

**County:** Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Unicoi, & Washington Counties



### Mission Statement

Our mission is to provide quality services that encourage people to achieve their full potential.



#### KEY SUCCESS FACTORS:

1. Quality Performance and Service;
2. Recruitment, Development and Retention of Quality Staff;
3. Remain Community Focused While Fostering strategic Coalitions;
4. Fiscal Performance & Accountability;
5. Research and Clinical Development

### DCS LIAISON

#### Kathy Benedetto

Director of C&Y  
109 W. Watauga Ave.  
Johnson City, TN 37601  
Phone: 423-232-2700  
Fax: 423-232-2714

#### Melissa Birdwell, LCSW

C&Y Coordinator  
Phone: 423-224-1000  
Fax: 423-224-1023  
2001 Stonebrook Place  
Kingsport, TN 37660  
Counties served: Sullivan, Kingsport

#### Scott Hollenbeck

C&Y Coordinator  
Phone: 423-639-1104  
Fax: 423-636-8365  
401 Holston Dr.  
Greeneville, TN 37743  
Counties served: Greene, Hawkins, Hancoc

#### Tim Perry

C&Y Coordinator  
Phone: 423-989-4500  
Fax: 423-989-4582  
26 Midway St.  
Bristol, TN 37620  
Counties served: Sullivan

#### Harry Spurling

C&Y Coordinator  
Phone: 423-232-2700  
Fax: 423-232-2714  
109 West Watauga Avenue  
Johnson City, TN 37605  
Counties served: Washington, Carter, Unicoi

### TRANSITION LIAISON

#### Joe Page, LMFT

Division Director of Adult Services  
109 W. Watauga Ave.  
Johnson City, TN 37601  
Phone: 423-989-4500

### INTAKE PROCESS

#### TennCare Referrals and Private Referrals

Consumer calls Frontier Site for appointment. Consumer is advised they may be seen the next scheduled open intake day, but they are required to call the CSR between 8:00am-8:30am to verify their intent to show for the appointment.

Consumers calling in the a.m. on the same business day may be given an appointment that day, depending on any open slots.

Consumers are given first come, first choice on open intake times based on the order of calls beginning at 8:00am. In the rare occurrence that all intake slots are filled, consumers will be given first priority on the next business day provided they call and inform CSR of their intent to show.

#### Medicare Only, Medicare/TennCare Referrals

Medicare only consumers will follow the same procedures as TennCare and Private referrals with the following exceptions:

The CSR upon completion of referral data sheet will inform the consumer of the Medicare intake appointment dates, which is based on limited providers at the respective site. The Medicare consumer will be asked (required) to call on that Medicare scheduled day to confirm attendance (between 8:00am and 8:30am).

#### Private Insurance, EAPs, CEAPs, Contracts, Sites with Fairview Services

Private insurance, EAPs, CEAPs and other contracts for specific consumers are to be given a scheduled appointment within the guidelines of Frontier contracts or insurance requirements. In addition, the CSR ensures they are placed with an approved provider.

The consumers in the category are asked to call and confirm their intent to attend the appointment on the scheduled day by 8:30am.

#### Tennessee Department of Health Consumers

Consumers follow the same process as TennCare referrals and private referrals to access services.

When the consumer calls the next open intake day, between 8:00 and 8:30am, an appointment will be scheduled for one hour to complete the ASI and 30 minutes to begin the clinical intake. The CSR will notify the consumer that a total of two hours will be needed for the initial appointment to include 30 minutes for administrative paperwork.

**\* Please remember our #1 concern is always the consumer and their timely access to services. Every effort should be made to accommodate consumers presenting with special issues (i.e. DCS referrals, no phone, work restrictions, emergencies, etc.).**

## Generations Mental Health Center

### Corporate Location

P.O. Box 640  
 McMinnville, TN 37111  
 Phone: 931-815-1212  
 Fax: Not Identified  
 Crisis Line: 800-704-2651  
 Central Intake: 931-815-3871  
 Website / URL: [www.generationsgaiter.com](http://www.generationsgaiter.com)  
 Social Media: No social media links identified

### Service Areas

City: Cookeville, Martin, McMinnville, & Tullahoma  
 County: Bedford, Cannon, Coffee, Cumberland, DeKalb, Fentress, Franklin, Gibson, Henry, Jackson, Obion, Overton, Putnam, Shelby, Smith, Van Buren, Warren, White, & Weakley Counties



### Mission Statement

GMHC is dedicated to establishing and maintaining a standard of excellence in providing community behavioral health care and developmental services to citizens in the Middle Tennessee area in order to enhance the quality of life for those in need of such care and the family members of those served.



### DCS LIAISON/ TRANSITION LIAISON

### INTAKE PROCESS

## Grace House of Memphis

### Corporate Location

329 North Bellevue Street  
 Memphis, TN 38105  
 Phone: 901/722-8460  
 Fax: 901/722-9023  
 Crisis Line: Not Identified  
 Central Intake: 901/722-8460  
 Website / URL: [www.gracehousememphis.org](http://www.gracehousememphis.org)  
 Social Media: No social media links identified

### Service Areas

City: Memphis  
 County: Shelby County



### Mission Statement

Grace House of Memphis, Inc.'s mission is to provide the highest quality of care possible to women who are experiencing major life problems due to substance use disorders or co-occurring disorders in an environment that preserves and promotes the dignity of the woman served without regard to race, color, creed, gender, economic or social circumstances, or sexual orientation, or national origin. No woman is denied treatment because of a lack of resources. Treatment is intended to return her to an acceptable level of spiritual, physical, emotional, social, and occupational functioning. Our primary goal is to help each addicted woman and her loved ones begin a lifelong process of recovery.



### DCS LIAISON/ TRANSITION LIAISON

### INTAKE PROCESS

***This TAMHO member organization does not provide children and youth services.***

## Helen Ross McNabb Center

### Corporate Location

201 W. Springdale  
Knoxville, TN 37917

Phone: 865-637-9711

Fax: 865-541-6673

Crisis Line: 865-539-2409

Central Intake: 865-637-9711

Website / URL: [www.mcabbcenter.org](http://www.mcabbcenter.org)

Social Media: Follow this organization on the following  
social media site(s)

[facebook](#)

### Service Areas

City: Dandridge (2), Greeneville, Knoxville (10), Loudon, Louisville, Maryville (2), Morristown (2), Sevierville

County: Blount, Greene, Hamblen, Jefferson, Knox, Loudon, & Sevier Counties



### Mission Statement

Helen Ross  
McNabb



Helen Ross McNabb Center

*Improving the lives of the people we serve.*

Center, Inc. is a regional private, not-for-profit, integrated system of substance abuse, mental health, and social services. Our mission is simple – improve the lives of the people we serve. We will succeed by embracing the differences among staff and people in the community as fundamental to our success, and fostering and advocating respect for diversity throughout the organization and the communities we serve; encouraging the creativity of our staff, empowering them to find new and better ways to fulfill our mission; listening to our customers and to one another; maintaining a well-trained and highly motivated staff; surpassing the standards of excellence in all that we do; practicing fiscal responsibility and programmatic innovation

### DCS LIAISON

#### Barbara Webb

201 West Springdale Ave.  
Knoxville, TN 37917

Phone: 865-637-9711 ext: 1140

Fax: 865-541-6691

E-mail: [barbara.webb@mcnabb.org](mailto:barbara.webb@mcnabb.org)

### TRANSITION LIAISON

#### Jeana Keller

201 West Springdale Ave.  
Knoxville, TN 37917

Phone: 865-637-9711 ext: 3086

Fax: 865-541-6691

E-mail: [jeana.keller@mcnabb.org](mailto:jeana.keller@mcnabb.org)

### INTAKE PROCESS

1. All appointments for intakes are scheduled through the Helen Ross McNabb Children and Youth Center in Knoxville. Please call 637-9711 x1140.
2. All children in state custody must be accompanied by their legal guardian/foster parent or DCS worker. In cases where neither of those persons are able to come, the DCS contract provider agency supervisor/designee can sign the intake paperwork. Please bring appropriate documentation that the child is in your legal care. Clients 16 years or older can sign their own releases, consents and intake paperwork.
3. It is helpful for the child/youth to have the person with them that is most involved with his/her treatment in order to gain the most knowledge about the client's situation and symptoms.
4. Please bring any supportive documentation: social history, prior treatment records, etc.

## LifeCare Family Services

### Corporate Location

446 Metroplex Drive, A200  
Nashville, TN 37211

Phone: 615/781-0013

Fax: 615/781-0688

Crisis Line: Not Identified

Central Intake: 877-881-0359

Website / URL: [www.lifecarefamily.org](http://www.lifecarefamily.org)

Social Media: No social media links identified

### Service Areas

City: Columbia, Cookeville, Franklin, Lawrenceburg, Lebanon, Nashville (2), & Pulaski

County: Cumberland, Davidson, DeKalb, Fentress, Giles, Hickman, Jackson, Lawrence, Lincoln, Maury, Overton, Putnam, Smith, White, Williamson, & Wilson Counties



### Mission Statement



... promoting mental and emotional healing through interactive and preventative approaches.

A process that encourages one's faith, builds healthy relationships and promotes a journey whereby each individual learns value and purpose in preserving our most God given institution: "The Family"

### DCS LIAISON/ TRANSITION LIAISON

#### Charles Boyd

Director of Case Management  
446 Metroplex Drive, Suite A-100  
Nashville, TN 37211

Phone: 615-781-0013 ext: 16

Fax: 615- 781-0688

E-mail: [charles.boyd@lifecarefs.org](mailto:charles.boyd@lifecarefs.org)

#### Doris Hickman, M.S.S.W.

Director of Case Management  
665 S. Jefferson Avenue  
Cookeville, TN 38501

Phone: 931-528-0051 ext: 208

Fax: 931- 528-0021

E-mail: [doris.hickman@lifecarefs.org](mailto:doris.hickman@lifecarefs.org)

### INTAKE PROCESS

For our Nashville office; please call our intake line at (615) 781-0013 Ext. 10 and for our Cookeville office; please call (931) 528-0051 Ext. 10. Please give at least a 24 hours notice of cancellation.

LifeCare Family Services accepts referrals from individuals, physicians, clergy, HMO's, managed-care organizations and community agencies.

Please bring your insurance card and a list of medications and doctors.

Eligibility for our current CTT program is that the youth must be diagnosed as SED /or meet the criterion established by the TennCare partners program.

## Mental Health Cooperative

### Corporate Location

275 Cumberland Bend  
Nashville, TN 37228  
Phone: 615/726-3340  
Fax: 615/726-1680  
Crisis Line: 800-809-9957 (Davidson)  
Crisis Line: 888-844-2005 (Dickson)  
Crisis Line: 888-882-8696 (Sumner)  
Central Intake: 615-743-1555  
Website / URL: [www.mhc-tn.org](http://www.mhc-tn.org)  
Social Media: No social media links identified

### Service Areas

City: Antioch, Clarksville, Columbia, Dickson, Gallatin, Murfreesboro, & Nashville  
County: Bedford, Cannon, Cheatham, Coffee, Davidson, Dickson, Giles, Hickman, Houston, Humphreys, Lawrence, Lewis, Macon, Marshall, Maury, Montgomery, Robertson, Rutherford, Stewart, Sumner, Trousdale, Williamson, & Wilson Counties



### Mission Statement

The Mental Health Cooperative, Inc. assists persons with a serious and persistent mental illness live successfully in their environments of choice with the least amount of professional intervention possible. We help individuals achieve success and satisfaction in their living, learning, working and social roles so that each can live productively outside the formal mental health system. We focus on recovery from the catastrophic consequences of mental illness so that, even when symptoms persist, mental illness does not have to be the central focus of the individual's life. We promote involvement of family members and friends in the individual's recovery. We believe and practice the statement ... There is life after diagnosis!



### DCS LIAISON

**Michael Kirshner, LPC, MHSP**  
Community Liaison Director  
275 Cumberland Bend Drive  
Nashville, TN 37228  
Phone: 615- 742-1623  
Fax: 615- 687-1799  
E-mail: [mkirshner@mhc-tn.org](mailto:mkirshner@mhc-tn.org)

### TRANSITION LIAISON

**Ruth van Bergan, LPC, MHSP**  
Director of Case Management  
275 Cumberland Bend Drive  
Nashville, TN 37228  
Phone: 615-726-3340  
Fax: 615-743-1680  
E-mail: [rvanbergan@mhc-tn.org](mailto:rvanbergan@mhc-tn.org)

### INTAKE PROCESS

Intake assessments are offered within 24 hours of referral in most cases and can be easily scheduled by calling the Intake Line at 615/743-1555. Later evening appointments are available for those who need to come after work.

Intake assessments take place at all three sites and in the community when possible, including consumer's residence, school, hospital, group home, treatment center, correctional facility or DCS.

Transportation is not a barrier to needed care at the Mental Health Cooperative. MHC will schedule/provide transportation as needed.

Siblings and community supports are welcome to join consumer at initial assessment. There are toys to keep the young ones occupied and coffee and magazines for our adult friends.

All children must have a legal guardian present for the initial assessment. Those 16 years old and above may sign their own paperwork without a guardian however parent/guardian support is always recommended outside of special circumstances.

## Park Center

### Corporate Location

801 12th Avenue South  
Nashville, TN 37203  
Phone: 615/242-3831  
Fax: 615/242-3580  
Crisis Line: Not Identified  
Central Intake: 615-708-7586  
Website / URL: [www.parkcenternashville.org](http://www.parkcenternashville.org)  
Social Media: Follow this organization on the following social media site(s).



### Service Areas

City: Nashville  
County: Davidson County



### Mission Statement

Park Center restores hope, provides opportunities and promotes recovery of persons with mental illness through holistic services that focus on their needs, choices and strengths.



### DCS LIAISON/ TRANSITION LIAISON

**This TAMHO member organization does not provide children and youth services.**

### INTAKE PROCESS

## Pathways Behavioral Health Services

### Corporate Location

238 Summar Drive

Jackson, TN 38301

Phone: 731-541-8200

Fax: 731-541-8327

Crisis Line: 800-372-0693

Central Intake: 800-587-3854

Website / URL: [www.wth.net/home\\_pathways.cfm](http://www.wth.net/home_pathways.cfm)

Social Media: No social media links identified

### Service Areas

**City:** Bolivar, Brownsville, Dyersburg, Jackson (2), Lexington, Martin, Milan, Tiptonville, and Union City

**County:** Dyer, Gibson, Hardeman, Haywood, Henderson, Lake, Madison, Obion, & Weakley Counties



### Mission Statement

Pathways of  
Tennessee's

mission . . . High

Quality, Compassionate Behavioral Healthcare



### DCS LIAISON

#### Pam Henson, LPC

Clinical Director

238 Summar Drive

Jackson, TN 38301

Phone: 731- 935-8270

Fax: 731- 935-8327

E-mail: [pam.henson@wth.org](mailto:pam.henson@wth.org)

#### Debra Powell, MS

Clinical Manager

357 Hannings Lane

Martin, TN 38237

Phone: 731- 587-3854

Fax: 731- 587-3850

E-mail: [debra.powell@wth.org](mailto:debra.powell@wth.org)

### TRANSITION LIAISON

#### Pat Taylor, LCSW

Adult Case Management

238 Summar Drive

Jackson, TN 38301

Phone: 731-421-4540

Fax: 731- 935-8327

E-mail: [pat.taylor@wth.org](mailto:pat.taylor@wth.org)

### INTAKE PROCESS

The DCS worker would call Pathways of Tennessee Access Center at 1-800-587-3854 and ask for an intake appointment in the county desired. The worker will need to provide basic demographic information at this time.

At the intake appointment, the DCS worker will need to bring the following:

- Insurance information
- Past psychiatric treatment
- Current medications
- PCP information
- Medical history
- Current problems/symptoms

Note: The DCS worker must attend the intake and any appointments for medication evaluation or management. The therapist may ask the DCS worker to attend therapy appointments.

## Peninsula – a Division of Parkwest Medical Center

### Corporate Location

Post Office Box 789  
Louisville, TN 37777-0789  
Phone: 865-970-9800  
Fax: 865-970-1884  
Crisis Line: 865-539-2409  
Central Intake: 865-970-9800  
Website / URL: [www.peninsulabehavioralhealth.org](http://www.peninsulabehavioralhealth.org)  
Social Media: No social media links identified

### Service Areas

City: Knoxville (3), Lenoir City, Louisville (3), Madisonville (2), Maryville (2), & Sevierville (2)  
County: Blount, Knox, Loudon, Monroe, & Sevier Counties



### Mission Statement

Peninsula is a community owned organization committed to improving the health of the people we serve. We are a united team, pledged to a common vision, mission and values and to God through service to our fellow men and women.



### DCS LIAISON

**Wade A. Horton, MS**  
C&Y CTT Team Leader  
210 Simmons St.  
Maryville, TN 37801  
Phone: 865- 640-5022  
Fax: 865- 983-4518  
E-mail: [whorton@covhlth.com](mailto:whorton@covhlth.com)

### INTAKE PROCESS

### TRANSITION LIAISON

**Mark B Potts, LCSW**  
Director of Clinical Services  
6800 Baum Drive  
Knoxville, TN 37919  
Phone: 865- 374-7106  
Fax: 865- 374-7101  
E-mail: [mpotts@covhlth.com](mailto:mpotts@covhlth.com)

## Professional Care Services of West TN

### Corporate Location

1997 Highway 51, South  
Covington, TN 38019  
Phone: 901-476-8967  
Fax: 901-476-2498  
Crisis Line: 800-353-9918  
Central Intake: 901-476-8967  
Website / URL: [www.pcswnn.org](http://www.pcswnn.org)  
Social Media: No social media links identified

### Service Areas

City: Brownsville, Covington, Dyersburg, Millington, Ripley, & Somerville  
County: Dyer, Fayette, Haywood, Lauderdale, Shelby, & Tipton Counties



### Mission Statement

Professional Care Services is an agency composed of caring and involved professionals who are trained to respond to the health needs of their community through assessment, intervention, treatment, rehabilitation and support. The agency exists as part of the community, and, as such, invites you to participate with us in helping to create an environment that fosters and sustains positive health for us all.



### DCS LIAISON/ TRANSITION LIAISON

**Janice Davidson, LCSW**  
Clinical Director  
1997 Highway 51 South  
Covington, TN 38019  
Phone: 901- 476-8967  
Fax: 901-476-2498  
E-mail: [janiced@bhilc.org](mailto:janiced@bhilc.org)

### INTAKE PROCESS

The procedure the DCS worker follows in order to set up the initial appointment at PCS, Inc. is as follows.

The worker will call the appropriate county office listed above, and specify that the client has never been seen as a patient before.

The intake coordinator will take down pertinent information (psychiatric history, current problems/symptoms, insurance information, medical history, social security number, date of birth, address, phone number, etc.) and will schedule the initial intake appointment.

The worker will be able to leave a message on the intake coordinator's voice mail if she is currently assisting someone else. The worker will then return the call and set up the appointment at the time.

If the DCS worker has a problem with this process, they can call 731-635-3968 and speak with Martha Williams, LCSW. It is important for DCS to understand that they must attend the initial intake and initial psychiatric evaluation appointment.

## Quinco Mental Health Center

### Corporate Location

10710 Old Highway 64  
Bolivar, Tennessee 38008  
Phone: 731-658-6113  
Fax: 731-658-6165  
Crisis Line: 800-467-2515  
Central Intake: 800-532-6339  
Website / URL: Not Identified  
Social Media: No social media links identified

### Service Areas

City: Bolivar, Decaturville (2), Henderson, Jackson, Lexington, Savannah, & Selmer  
County: Chester, Decatur, Hardeman, Hardin, Henderson, Madison, & McNairy Counties



### Mission Statement

**QUINCO** Mental Health Centers  
*Real Help. Real Care.*

... providing evidence based psychiatric treatment and recovery services resulting in outcomes that are meaningful to the person and communities we serve.

### DCS LIAISON

**Marlin Medlin**  
C&Y Services Coordinator  
45 Executive Drive, Suite A  
Jackson, TN 38305  
Phone: 731- 664-2111  
Fax: 731- 664-1988  
E-mail: marlin.medlin@quincomhc.org

### TRANSITION LIAISON

**Darvis Gallaher**  
Clinical Director  
10710 Old Highway 64  
Bolivar, TN 38008  
Phone: 731- 658-6113  
Fax: 731- 664-1988  
E-mail: darvis.gallaher@quincomhc.org

### INTAKE PROCESS

All appointments for intakes are scheduled through Quinco MHC Access Center at 800-532-6339. Most routine requests can be scheduled within 14 days of request and an urgent care intake can usually be scheduled within 48 hours.

All children must be accompanied to the initial intake by their legal guardian (DCS case manager). The legal guardian will also be required to attend all appointments the child has scheduled with the medical practitioner (MD, nurse practitioner). Please bring social histories, permanency plans, and any pertinent medical history information to the intake session.

If there are any problems with getting an intake appointment scheduled in a timely manner, call Marlin Medlin, C&Y Director, at 731-664-2083, Ex.14.

## Ridgeview

### Corporate Location

240 West Tyrone Road  
Oak Ridge, TN 37830  
Phone: 865-482-1076  
Fax: 865-481-6179  
Crisis Line: 800-870-5481  
Central Intake: 800-834-4178  
Website / URL: [www.ridgeviewresources.com](http://www.ridgeviewresources.com)  
Social Media: No social media links identified

### Service Areas

City: Harriman (3), LaFollette (3), Oak Ridge (7), & Oneida (2)  
County: Anderson, Campbell, Morgan, Roane, & Scott Counties



### Mission Statement

Ridgeview is committed to providing a high quality regional system of services focused on the treatment of mental illness and alcohol and drug related problems, prevention services, and appropriate social service and support to the individuals and families we serve.



### DCS LIAISON

**Lisa Scheer**  
Case Management Team Leader  
240 W. Tyrone Rd.  
Oak Ridge, TN 37830  
Phone: 865-481-6170 ext. 1191  
Fax: 865- 482-5338  
Email: lscheer@ridgevw.com

### TRANSITION LIAISON

**Stacy Park**  
Director of Outpatient Care  
240 W. Tyrone Rd.  
Oak Ridge, TN 37830  
Phone: 865-483-1076  
Fax: 865- 482-5338  
Email: spark@ridgevw.com

### INTAKE PROCESS

The following is the procedure a DCS worker should use to set up an initial appointment at Ridgeview Psychiatric Hospital:

For the children in Anderson, Morgan or Scott Counties, the worker should call 865-482-1076 and tell the receptionist that they wish to schedule an **intake appointment**.

For children in Roane County, they should call the Louise Singleton Center at 865-882-1164.

In Campbell County, the office number is 423-562-7426.

One of the reception staff will ask the worker for pertinent information such as full name, date of birth, social security number, address, phone number, type of insurance and who has custody of the child. A DCS worker must sign the consent to treatment forms and releases prior to the intake appointment. This can be done at the intake or the worker can come in prior to the scheduled time and fill out the papers. If no one authorized to sign these forms has done so by the time of the intake appointment, the child cannot be seen and another appointment must be scheduled.

Depending on the demand for our services at the time of the call, an intake appointment may be scheduled at the time of the initial call or the worker may be told that the case will be placed on a waiting list and they will be called as soon as an appointment is available.

If the worker feels they need to have the child seen quickly, please have them call Lisa Scheer, DCS Liaison at 865-481-6170 ext. 1191 or Mike Sterling, Director of C&Y at ext. 1205 to discuss the situation.



## Southeast Mental Health Center

### Corporate Location

3810 Winchester Road  
 P.O. Box 18720  
 Memphis, TN 38181  
 Phone: 901-369-1420  
 Fax: 901-369-1433  
 Crisis Line: 901-577-9400 (adults) or  
 901-752-7334 (children)  
 Central Intake: 901-369-1400  
 Website / URL: [www.semhcinc.com](http://www.semhcinc.com)  
 Social Media: No social media links identified

### Service Areas

City: Memphis (17)  
 County: Fayette, Shelby, & Tipton Counties



### Mission Statement

Southeast Mental Health Center, Inc. aims to assure broad access to a system of high quality behavioral health; to promote mental health in our community; to care for those whose health and well being is at risk; to administer clinically appropriate care, which is affordable and tailored to individual needs; to restore persons affected by mental illness and chemical dependency to the fullest participation possible in the community.



### DCS LIAISON/ TRANSITION LIAISON

**Laurie Powell, LCSW**  
 C&Y CTT Clinical Supervisor  
 Post Office Box 18720  
 3810 Winchester Road  
 Memphis, TN 38181-0702  
 Phone: 901-369-1420  
 Fax: 901-369-1479  
 Email: [lauriej38112@yahoo.com](mailto:lauriej38112@yahoo.com)

### INTAKE PROCESS

The worker will call 901-369-1400, and ask for the intake department, specifying that the client has never been seen as a patient before. The call will be transferred to the intake coordinator who will take down pertinent information (psychiatric history, current problems/symptoms, insurance information, medical history, social security number, date of birth, address, phone number, etc.) and will schedule the initial intake appointment. The worker will be able to leave a message with a clerk if the intake coordinator is currently assisting someone else. The intake coordinator will then return the call and set up the appointment at that time. If the DCS worker has a problem with this process, they can call that same phone number and ask for Laurie Powell. It is important for DCS to understand that they must attend the initial intake and initial psychiatric evaluation appointment.

## Vanderbilt Community Mental Health Center

### Corporate Location

Vanderbilt University Medical Center  
 Department of Psychiatry  
 Vanderbilt Community Mental Health Center  
 1500 21<sup>st</sup> Avenue South  
 Nashville, TN 37212  
 Phone: 615-322-2028  
 Fax: 615-936-0130  
 Crisis Line: 615-327-7000  
 Central Intake: 615-322-2028  
 Website / URL: [www.mc.vanderbilt.edu/psychiatry](http://www.mc.vanderbilt.edu/psychiatry)  
 Social Media: No social media links identified

### Service Areas

City: Nashville  
 County: Davidson County



### Mission Statement

The Vanderbilt Community Mental Health Center is dedicated to providing high quality, cost-effective public-sector behavioral healthcare and operates based on the philosophy that quality, cost-effective, behavioral healthcare is best delivered in the least restrictive environment, is member and family focused, and is delivered in as non-intrusive a manner as possible.

### DCS LIAISON/ TRANSITION LIAISON

**Kathy Gracey**  
 Director of Programs  
 1601 23rd Avenue South  
 Suite 311  
 Nashville, TN 37212  
 Phone: 615-327-7291  
 Fax: 615-343-4595  
 E-mail: [kathy.gracey@vanderbilt.edu](mailto:kathy.gracey@vanderbilt.edu)

### INTAKE PROCESS

All appointments for intakes are scheduled through the intake and referral line by calling 327-7009. It is best if the legal guardian or someone who can provide the necessary information call to schedule the appointment. Information you will be asked to schedule the apt include:

- Demographic information (child's name/DOB/SS #/address/ insurance information/PCP's name)
- Current of previous mental health treatment information.
- Brief description of current concerns / needs.

Callers will be asked to bring any information if available that might be helpful, such as previous evaluations, lists of any medications.

Intake appointments usually take 60-90 minutes to complete.

All children, including those in state custody, must be accompanied by their legal guardian. Individuals 16 years or older may sign their own paperwork, however we request that the guardian still attend the appointments and be an active participant. Documentation of custody will need to be provided in cases in which there are concerns/disputes about custody.

The intake process:

During the initial intake appointments, the child and guardian will meet with a Mental Health Therapist. During this appointment, information about the child will be obtained and initial treatment/service recommendations will be given. Services available at this clinic include individual and family therapy, and psychiatric/medication services.

Medication prescriptions are not provided at the intake appointment.

# Volunteer Behavioral Health Care System

## Corporate Location

118 N. Church Street  
Post Office Box 1559  
Murfreesboro, TN 37133-1559  
Phone: 615-278-2241  
Fax: 615-904-9182  
Crisis Line: 800-704-2651  
Central Intake: 877-567-6051  
Website / URL: [www.vbhcs.org](http://www.vbhcs.org)  
Social Media: No social media links identified

## Service Areas

**City:** Athens, Chattanooga (2), Cleveland, Cookeville, Crossville, Dayton, Franklin (2), Gallatin, Hendersonville, Jasper, Lafayette, Lebanon, Livingston, Madisonville, McMinnville, Mt. Juliet, Murfreesboro (4), & Smyrna

**County:** Bledsoe, Bradley, Cannon, Clay, Cumberland, DeKalb, Fentress, Franklin, Grundy, Hamilton, Jackson, Macon, Marion, McMinn, Meigs, Monroe, Overton, Pickett, Polk, Putnam, Rhea, Rutherford, Sequatchie, Smith, Sumner, Trousdale, Van Buren, Warren, White, Williamson, & Wilson Counties



## Mission Statement

The mission of the Volunteer Behavioral Health Care System is to empower those who utilize our services in such a manner as to enable them to develop to their potential and improve their quality of life. Volunteer also strives to create a professional environment where employees are empowered to be creative and self-directed where incentives are such that they can maintain or improve their quality of life. This is to be accomplished in an environment which allows Volunteer to generate an adequate level of financial security.



## DCS LIAISON

**Darryl Cunningham**, Clinical Services Coordinator  
Phone: 423-634-8884  
Email: [dcunningham@vbhcs.org](mailto:dcunningham@vbhcs.org)  
Chattanooga, TN  
DCS Region: Chattanooga-Hamilton County

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## INTAKE PROCESS

Please contact the person designated in your area for intake procedure assistance.

Volunteer offers a variety of mental health services for children, including alcohol and drug treatment and sexual offender treatment in select locations.

For more information about Volunteer Behavioral Health Services, please visit our website at [www.vbhcs.org](http://www.vbhcs.org).



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