

Each day, Tennessee Department of Human Services (TDHS) employees and partners work toward the collective goal of building a thriving Tennessee. Through our programs and services, TDHS directly impacts millions of Tennesseans from birth through the golden years with a myriad of services intended to help meet their essential needs and to improve overall well-being. The following list is a snapshot of the services administered by TDHS. For more information, visit www.tn.gov/humanservices.

ADULT PROTECTIVE SERVICES (APS) <https://www.tn.gov/humanservices/adults/adult-protective-services.html>

Adult Protective Services investigates reports of abuse, neglect (including self-neglect) or financial exploitation (of government funds) of adults who are unable to protect themselves due to a physical or mental limitation. To report suspected abuse of a vulnerable or elderly adult, call 1-888-APS-TENN (1-888- 277-8366), TTY dial 711 or 1-800-848-0298. Report online at: <https://reportadultabuse.dhs.tn.gov>.

CHILD CARE SERVICES <https://www.tn.gov/humanservices/for-families/child-care-services.html>

Child Care Services plans, implements, and coordinates activities and programs to ensure quality, and the health and safety of children in licensed care.

Child and Adult Care Licensing is the regulatory body that licenses and monitors child care and adult care facilities across Tennessee with the goal of ensuring the health and safety of young children and vulnerable adults in care. To report suspected licensing violations or possible illegal child care operations, call the Child Care Complaint Hotline at (800) 462-8261. You can also e-mail your information to ChildCareServices.DHS@tn.gov.

The Child Care Certificate Program (Child Care Payment Assistance, including Smart Steps) provides child care payment support primarily to families who are working, in post-secondary education programs, those participating in the Families First program and others. Child care payment assistance not only allows parents and guardians a sense of security while they work or pursue educational goals, it also promotes children's learning and development in quality child care environments.

The Child Care Assessment Program provides a detailed, objective, formal report to child care educators/professionals. Child Care Assessment staff use a quality measurement instrument to assess each licensed provider annually and establish the Star-Quality Report Card Rating and Evaluation System for child care facilities.

Child Care Resource and Referral Centers are free child care location and counseling services located in communities across the state. Parents can receive information regarding the components of quality care and what to look for when choosing quality care. For more information, call 1-866-827-3372.

Contact information for local child care assistance offices can be found at:

<https://www.tn.gov/humanservices/for-families/child-care-services/child-care-assistance-office-locator.html>

CHILD SUPPORT PROGRAM <https://www.tn.gov/humanservices/for-families/child-support-services.html>

The Child Support Program promotes parental responsibility to meet the financial needs of children and their families. Services include: locating parents; establishing paternity; establishing and enforcing financial and medical support orders; modification of child support orders and collecting and disbursing child support collections. Contact information for your local Child Support office can be found at: <https://www.tn.gov/humanservices/for-families/child-support-services/child-support-office-locator.html> or call the Child Support Information Line at (615) 313-4880.

COMMUNITY SERVICES BLOCK GRANT (CSBG)

<https://www.tn.gov/humanservices/for-families/community-services-block-grant.html>

The Community Services Block Grant enables community-based contracts with local governments and non-profit organizations that provide a wide range of support services to low income individuals and families. For more information, contact the CSBG Unit at (615) 313-4892 or e-mail CSBG.DHS@tn.gov.

FAMILIES FIRST <https://www.tn.gov/humanservices/for-families/families-first-tanf.html>

Families First, the state's Temporary Assistance for Needy Families (TANF) program, is a workforce development and employment program. The Families First program emphasizes work, training, and personal responsibility. It is temporary and has a primary focus on gaining self-sufficiency through employment. The Families First program helps participants reach this goal by providing temporary cash assistance, transportation, child care assistance, educational supports, job training, employment activities, and other support services. Contact information for your local DHS office can be found at: <https://www.tn.gov/humanservices/for-families/supplemental-nutrition-assistance-program-snap/office-locator-family-assistance.html> or contact the Family Assistance Service Center at (615) 743-2000 (Nashville area) or 1-866-311-4287.

NUTRITION PROGRAMS <https://www.tn.gov/humanservices/children/dhs-nutrition-programs.html>

The Child and Adult Care Food Program provides eligible institutions reimbursements for nutritious meals served to participants who meet age and income requirements.

The Summer Food Service Program provides reimbursements for nutritious meals served to children 18 or younger in areas across the state where poor economic conditions exist when school is out for the summer. Persons older than 18 who are mentally or physically disabled and who participate in school programs for the disabled are also eligible to participate.

For more information regarding the **Child and Adult Care Food Program** and/or the **Summer Food Service Program**, call (615) 313-4749.

SOCIAL SERVICES BLOCK GRANT <https://www.tn.gov/humanservices/for-families/social-services-block-grant.html>

Social Services Block Grant programs function as the primary support network for elderly and adults with a disability to help them maintain independence or prevent adult abuse, neglect, and exploitation. Services are facilitated through Adult Protective Services. For more information, call (615) 532-6250.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP, formerly known as Food Stamps)

<https://www.tn.gov/humanservices/for-families/supplemental-nutrition-assistance-program-snap.html>

The Supplemental Nutrition Assistance Program (SNAP) helps to ensure eligible low-income families and individuals receive benefits to supplement a household's monthly food budget, maintain good health, and allow them to direct more of their available income toward essential living expenses. Contact information for your local DHS office can be found at: <https://www.tn.gov/humanservices/for-families/supplemental-nutrition-assistance-program-snap/office-locator-family-assistance.html> or contact the Family Assistance Service Center at (615) 743-2000 (Nashville area) or 1-866-311-4287.

DIVISION OF REHABILITATION SERVICES (DRS) <https://www.tn.gov/humanservices/disability-services.html>

The Vocational Rehabilitation Program (VR) provides a variety of individualized services to persons with disabilities in preparation for their employment in the competitive labor market. VR advocates employment outcomes for customers that are consistent with their individual strengths, resources, abilities, capabilities and informed choice.

Services for the Blind and Visually Impaired (SBVI) provides vocational rehabilitation services to individuals who are blind or have vision loss. Rehabilitation teachers and assistants enable clients to live more independently in their homes and communities. Additionally, the unit operates the Tennessee Business Enterprises Program (TBE), which provides entrepreneurial opportunities for legally blind individuals to operate food service facilities in state and in federal government buildings.

The Tennessee Council for the Deaf, Deaf-Blind and Hard of Hearing (TCDDDBHH) has the responsibility for ensuring that state and local public programs and services are accessible to deaf, hard of hearing, late deafened, and Deaf-Blind citizens. TCDDDBHH coordinates communication, information, public awareness, and advocacy services through six regional community service centers.

The Tennessee Rehabilitation Center in Smyrna provides vocational evaluation, pre-vocational and vocational training, training for vision impairment and traumatic brain injury, physical rehabilitation and employment readiness services. Support services are also offered to include Autism Spectrum Disorder (ASD) services, Deaf, Hard of Hearing, and Deaf/Blind services, speech services and psychological services.

Community Tennessee Rehabilitation Centers provide employment related services to applicants and eligible customers of the Vocational Rehabilitation program. Vocational evaluation, employee development and employment services are designed to assist individuals with disabilities to reach gainful employment.

The Tennessee Technology Access Program (TTAP) promotes awareness about and access to assistive technology devices and services <https://www.tn.gov/humanservices/ds/ttap.html>. For more information, call (615) 313-5183, 1-800-732-5059 or 1-800-270-1349 (TTY).

Disability Determination Services (DDS) processes Social Security Disability Insurance and Supplemental Security Income applications for the federal Social Security Administration. For a status on a pending disability claim, call 1-800-342-1117.

For more information regarding Rehabilitation Services, call (615) 313-4891; TTY (615) 313-5695; or TTY 1-800-270-1349.