



## Resources for Financial Assistance

This guide was compiled to inform patients of programs that may be able to assist them through times of financial hardship. Each program has its own different eligibility requirements, so while we cannot guarantee enrollment, we can recommend places to start. Feel free to speak to staff if you have questions!

Statewide programs are listed first, on pages 1-4, followed by county specific programs (counties are listed in alphabetical order).

## State-Wide and Regional Programs

### LIHEAP for Utilities Assistance

**Program Information:** This program provides a substantial amount of utilities assistance once per year per household. Their emergency funding is not always available, but their general fund is often available, especially during the first half of the year (expect about 90 days to receive funding if approved for this). If you are unexpectedly unemployed, this is a great resource to apply for.

**Requirements:** Typically, funding is restricted to those who have social security numbers (though sometimes ). They have an income cut off as well (eligibility is based on the household income for the last 30 days).

**How to Apply:** There are a number of regional organizations that approve applications and distribute funds. They often have other forms of resource assistance, such as weatherization programs—feel free to look at the services listed at the individual agency websites!

- Cocke, Grainger, Hamblen, Jefferson, Monroe, and Sevier Counties residents can apply through the Douglas-Cherokee Economic Authority <https://www.dcea-liheap.org/> (we recommend calling ahead to see if funding is available as they do not keep a waitlist). Can also help with rent and/or water.
- Knox County residents can apply through CAC, <https://www.knoxcac.org/utility-assistance/>. They do keep a waitlist if funding is not currently available.

- Anderson, Campbell, Claiborne, Morgan, Scott, and Union residents can apply through ETHRA, <https://www.ethra.org/programs/26/low-income-home-energy-assistance-program-liheap>
- Cannon, Clay, Cumberland, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, Warren, and White residents can apply through UCHRA, <https://uchra.org/communityservices/>
- Bledsoe, Grundy, Marion, Meigs, McMinn, Rhea, Polk, and Sequatchie residents can apply through SETHRA, <https://sethra.us/services/housing-energy>.

## PROJECT HELP (for KUB Customers)

**Description:** Assists KUB customers with electricity bills.

**Contact:** 865-637-6700.

## Hospital Financial Assistance

**Description:** If you have been admitted to the hospital and are having difficulty paying the hospital bills, we recommend submitting an application to the hospital for financial assistance (you may also ask about financial assistance at any follow up appointments at that hospital). Most major hospitals have a process in place, but if you have a question as to whether or not the hospital you were admitted to has a program, please let SMLC staff know. You can often submit an application for several months following your admission, even up to eight months later in the case of UT Medical Center.

### How to Apply:

- For Covenant Hospitals, visit <https://www.covenanthealth.com/patients-visitors/financial-assistance/>
- For UT Medical Center, visit <https://www.utmedicalcenter.org/patients-visitors/insurance-billing>

**Additional Recommendation:** for ambulance or ER bills, call the number on the bill to see if you can set up a payment plan to pay just a little each month.

## Lifeline Phone Service Assistance

**Description:** Provides monthly benefits for phone or internet services.

**Eligibility Requirements:** There is an income requirement, and as a government program, benefits are only available to US citizens.

**Website:** <https://www.usac.org/lifeline/>

## American Job Center for Employment Assistance

**Description:** American Job Centers can assist those looking for employment or having employment difficulties. They have centers across the state and resources are also available online. Of particular interest to our patients, they can assist with how to search for a job and resume writing. You can also search for jobs online by keyword, employer, education, skills, salary, location, etc. and apply for positions online. For those in migrant or seasonal farm work, they can assist with advocacy, placement and support services if needed.

**Virtual American Job Center:** <https://www.tnvirtualajc.com/>

**List of American Job Centers:** <https://www.tn.gov/workforce/jobs-and-education/job-search1/find-local-american-job-center.html>

- Migrant and Seasonal Farm Work Information: <https://www.tn.gov/workforce/jobs-and-education/services-by-group/services-by-group-redirect/msfw.html>

## Pharmacy Discount Cards

### GoodRx

We are able to provide any patient with a GoodRx discount card—ask at your next appointment for one if you do not have one. Good Rx can reduce the cost of some medications when shown at the pharmacy, though not all medications are covered. Pharmacies often carry them as well so you can ask when you go to pick up your medications.

### CoverRx

Those who do have a social security card can also apply for CoverRx. The application is available online and only takes a few minutes to complete. SMLC staff can assist with enrollment as well, in person or over the phone. Cover Rx does have an income cut off so not all will qualify. Enrollment is for a year at a time, so re-enrollment will be necessary. Application link: <https://new.optumrx.com/coverrx>.

## Veterans Benefits

If you are a veteran, or have lost a spouse who was a veteran, and believe that you are not receiving all the benefits available for veterans, we recommend contacting the State of Tennessee in their Department of Veteran Services for a Veteran's Service Officer. You may also let clinic staff know, and we can make a direct referral.

## Mercy Medical Angels: Long Distance Medical Transportation

**Description:** Those needing to travel over 50 miles each way to a medical appointment can apply for a gas card or bus fare (or air travel for 200+ miles) through Mercy Medical Angels.

**How to Apply:** Complete an application online at <https://www.mercymedical.org/request-assistance>. They do require support document uploads. Assistance is only for appointments scheduled within 45 days of the application date.

# Programs by County

## Bradley County Programs

### **Catholic Charities of Chattanooga**

**Description:** Fosters human dignity of the vulnerable in our region through shelter, counseling, education, advocacy, and reverence for life. They can support low-income residents of Bradley County Tennessee with emergency and intervention assistance. Catholic Charities can offer information and may have limited financial assistance for bills and expenses.

**Contact:** (423) 267-1297

### **Salvation Army**

**Description:** Offers financial and emergency assistance and information. They may be able to help with utility assistance, fans, air conditioners, prescription expenses, gas bill assistance, as well as other forms of aid.

**Contact:** (423) 308-3467

### **Neighbors In Need**

**Description:** Assists with Rent and Utilities. Participation in additional programs such as job training and credit counseling may be required to receive financial assistance

**Contact:** (423) 472-0769

## Cocke County Programs

### **St. Vincent de Paul at the Church of Good Shepard**

- **Website:** <https://goodshepherdtn.org/saint-vincent-depaul>
- **Requesting Assistance:** If you require assistance maintaining permanency and live in Cocke County, call **423-623-5051** and leave a detailed message on the Saint Vincent DePaul voicemail stating the assistance that you need with your name and phone number (repeat name and number as well).
- **Types of Assistance:** We can help with many things including handicapped equipment (canes, walkers, etc.) medical bills, rent, electricity, food, and gas.

## Cumberland County Programs

### **St. Alphonsus Catholic Church Community Services**

**Location:** 151 St. Alphonsus Way, Crossville, TN 38555

**Contact:** (931) 484-8074

**Website:** <https://stalonline.org/st-alphonsus-community-services>

**Times:** Tuesdays and Wednesdays 10am-2pm (Food pantry closes at 1:30)

**Provides:** Financial assistance for water, power, housing/rent once every 6 months. Also provides food, clothing vouchers, and may be able to assist with gas/car parts.

**Additional Information:** Walk-ins permitted!

### **Bread of Life Rescue Mission**

**Location:** 281 Fourth Street, Crossville, TN 38555

**Contact:** (931) 707-0503

**Website:** [www.breadofliferescue.org](http://www.breadofliferescue.org)

**Provides:** Emergency shelter. Emergency help with rent and utilities bills up to \$50 as well as some clothing and household items.

### **Good Samaritans**

**Location:** 281 Tenth Street, Crossville, TN 38555

**Contact:** (931) 484-3225

**Website:** [www.cumberlandgoodsamaritans.org](http://www.cumberlandgoodsamaritans.org)

**Provides:** Emergency utility bills, rent, food assistance, scholarships, career resources, etc.

### **Creative Compassion**

**Address:** 20 Penny Ln, Crossville, TN

**Contact:** 931-456-6654

**Provides:** Rent, mortgage, utilities, and home repair financial assistance.

### **Crossville First Methodist Church**

**Times:** 1<sup>st</sup> and 3<sup>rd</sup> Tuesdays 9-11:30 am

**Address:** 100 Braun St. Crossville, TN

**Contact:** 931-484-3537

**Provides:** Assistance with rent, utilities, and deposits

### **Cumberland Fellowship Services**

**Times:** Tuesdays 9-11:30

**Address:** 608 W Ave Crossville, TN

**Phone:** 931-787-1355

**Provides:** Assistance for rent and utilities

## Grainger County Programs

### **Appalachian Outreach**

511 Municipal Dr  
Jefferson City, TN  
(865) 475-5611

[www.aoministry.org](http://www.aoministry.org)

*Food, clothing, home repair, counseling.*

### **Douglas Cherokee Economic Authority (Neighborhood Service Center)**

7765 Rutledge Pike  
Rutledge, TN 37861  
(865) 828-5228

[www.douglascherokee.com](http://www.douglascherokee.com)

*Assistance with utility bills, rent, crisis situations, food vouchers, commodities.*

*Applications for LIHEAP—see page one.*

### **St. John Paul II Catholic Mission**

161 Bryan Rd  
Rutledge, TN 37861

Contact Br. Joe Steen at (606) 202-3657 or the church office at (865) 992-7222

*Emergency relief for utilities, medical, transportation, rent needs.*

## Knox County Programs

### Knox Housing Assistance Program

- **Website:** <https://knoxhousingassistance.org/>
- Aims to provide housing stability to its residents. The Eviction Prevention provides rent and utility assistance to renters at risk of eviction and the Home Rehabilitation Program aids homeowners in emergency repairs. Requires information from both renters and landlords. Funding may not always be available.

### Knoxville-Knox County Community Action Commission

- **Website:** <https://www.knoxcac.org/utility-assistance/>
- Applications for Project Help and LIHEAP (see page 1). Project Help is for those who have KUB. The number to apply is: (865) 637-6700. Their income cut-off is much higher, but you they are only for those with a final utilities cut off notice.

### Ladies of Charity

- **Website:** <https://www.ladiesofcharityknox.org/rent-utility-assistance>
- Can help with \$75 toward past due balances. Applications on website. Funding is not always available.

### Compassion Coalition

- **Website:** <https://compassioncoalition.org/>
- **Requesting Assistance:** Call (865) 251-1591 with your name and what assistance you need. Add that you have been referred by St. Mary's Legacy Clinic. They will add your name to their log and reach out as soon as they are able to (about 1-2 days).

### St. Vincent de Paul Societies

- There are two societies in Knoxville, connected to All Saint's Parish and St. John Neumann. You can call and leave a message explaining what types of assistance you are needing—they provide outreach, material/financial support and prayer—and they will reach back out. Funding varies month by month.
- **Contacts to Request Assistance:**
  - All Saints: 865-474-8618 | [stvincentdepaul@allsaintsknoxville.com](mailto:stvincentdepaul@allsaintsknoxville.com)
  - St. John Neumann: Request contact from SMLC staff.

### Centro Hispano

- *Bilingual Resource for Latinos and Members of Minority Communities*
- **Provides:** Referrals to community resources, small business help and more
- **Website:** [info@centrohispanotn.org](mailto:info@centrohispanotn.org)
- **Phone:** (865) 522-0052



## Meigs County Programs

### The Caring Place

- **Address:** 130 Wildwood Avenue, Cleveland, TN 37311
- **Phone:** (423) 472-4414
- **Provides:** Case management, food, clothing and spiritual support
- Can serve Meigs and Rhea county residents who meet their criteria of need.

## Meigs & McMinn Programs

### SETHRA

- **Provides:** Accepts applications for LIHEAP (see page 1) and has other assistance programs such the crisis intervention programs, prescription assistance for elderly households and home weatherization program for seniors/those on disability.
- **Phone:** 423-745-8095

### United Way of McMinn & Meigs Counties:

- **Address:** 313 Maple Street, Athens, TN 3703
- **Phone:** (423) 745-9606
- **Details:** Funding sometimes available for utility, rent, food assistance at [www.uwmcminn-meigs.com](http://www.uwmcminn-meigs.com)

## McMinn County Programs

### Coordinated Charities

- **Description:** Is sometimes able to provide financial assistance by phone.
- **Phone:** 423-745-9625

### MyRide TN McMinn

- **Provides:** rides to essential appointments for McMinn County residents over the age of 60.
- **Phone:** (423) 266-5781

## Putnam County Programs

### Upper Cumberland Human Resources Agency (UCHRA)

- **Website:** <https://uchra.org/communityservices/>
- **Provides:** Utilities assistance (LIHEAP), home weatherization, food services, senior services, and more. They do have their own qualification progress—but a great place to start, especially for seniors and those with disability.

### Helping Hands of Putnam County

- **Website:** <https://www.facebook.com/HelpingHandsPutnamCo/>
- **Provides:** Emergency services such as food, utilities, medical expenses, rent and gas vouchers to doctor appointments.

### The Cookeville Human Fund

- **Website:** <https://www.cookevillehumanfund.com/about>
- **Assistance:** Can help in a variety of emergency situations.

### Genesis House

- **Website:** <https://genesishouseinc.com/services/>
- **Provides:** temporary shelter, food, clothing, baby items, household items and hygiene items along with counseling and court services. They support both men and women.

## Rhae County Programs

### Food Pantry of Dalton - We Care Community Services, Inc.

- **Address:** 1273 Dayton Mountain Hwy P.O. Box 307, Dayton, TN 37321
- **Website:** <https://www.wecaredayton.com/home>
- **Contact:** (423) 775-4333 | Email: [info@wecaredayton.org](mailto:info@wecaredayton.org)
- **Request** housing, food, or emergency assistance.

### United Way Of Rhea County

- **Address:** P.O. Box 669, 224 4th Avenue Suite 101, Dayton, TN 37321
- **Phone:** (423) 775-5633
- **Emails:** Office - [rheauwoffice@gmail.com](mailto:rheauwoffice@gmail.com) | Solutions Coordinator - [adrake@rheaunitedway.org](mailto:adrake@rheaunitedway.org)
- **Hours of Operation:** Monday thru Wednesday 10 - 4 and Friday 10 – 2

**Also see SETHRA and the Caring Place in the Meigs/McMinn Sections**

## Scott County Programs

### **ALQI (Appalachian Life Quality Initiative)**

- **Address:** 436 Church Avenue, Suite 1, Oneida, TN 37841
- **Phone:** 423-569-2677
- **Services:** Utility assistance (cut off, deposit, bill pay). Additionally, limited food assistance, clothing assistance, dental assistance, health/hygiene items, cleaning supplies, diapers, paper products, furniture.

### **Pinnacle Resource Center**

- **Phone:** 423-663-3333
- **Additionally:** Emergency rent/utilities assistance, as well as shelter & food pantry.
- **Requirements:** May request form of identification and a piece of mail to verify address. They will not verify your income.

### **Morgan Scott Project**

- **Provides:** emergency help on a case-by-case basis for items such as hearing aids, glasses, food, utility bills, and medication costs. Also, food distribution, toiletries and others.
- **Address:** 1022 Old Deer Lodge Pike, Deer Lodge, TN 37726
- **Phone and Website:** (423) 965-3131 | [www.morganscottproject.org](http://www.morganscottproject.org)

### **Elgin Church of Christ**

- **Address:** 130 Rugby Highway, Elgin, TN 37732
- **Phone:** 423-527-4423
- **Services:** Limited financial assistance, and other services.

### **ETHRA (East Tennessee Human Resource Agency)**

- **Address:** 727 W 3rd Avenue, Oneida, TN 37841
- **Phone:** 423-286-6929
- **Services:** LIHEAP (see page 1), utility deposit assistance, housing assistance, shelter referrals, rent deposit assistance, current or past due rent/mortgage assistance, first month rent assistance, prescription co-pay assistance, transportation, Job Access program to provide clients rides to and from work through the transportation department, household items for victims of fire or domestic violence referrals to Ecumenical Warehouse in Oak Ridge for furniture, appliances, etc. and more.

### **Oneida Schools Family Resource Center**

- **Address:** 436 Church Street, Oneida, TN 37841
- **Phone:** 423-569-3303
- **Services:** Clothing assistance, health/hygiene items, cleaning supplies, diapers, paper products, furniture, school supplies, and more.

## Sevier County Programs

### Sevier United

- **Website:** <https://www.sevierunited.org/>
- Can refer and provide limited resources. Great starting place.

### Sevier County Neighborhood Center

- **Information:** Douglas Cherokee Economic Authority provides limited resources for low-income area in several areas once a year. Please call 865-453-7131 for an appointment. They are located at 750 Old Knoxville Hwy, Sevierville, TN 37862 (before the Fair Grounds).

### Smoky Mountain Area Rescue Ministries (SMARM).

- **Provides:** Emergency Housing, Rental Assistance, Utility Assistance, clothes.
- **Address:** 229 Forks of the River Pkwy Sevierville, TN 37862.
- **Requirements:** county resident, employed, document verification for household
- **Phone and Website:** 865-908-3153 | [www.smarm.org](http://www.smarm.org)

### Salvation Army

- Sevier County Tennessee provides emergency assistance and grants for paying cooling and utility bills, up to \$50.00 once per year and clothing resources.
- **Phone** 865-908-4010
- **Address:** 809 West Main Street, Sevierville

### C.R.O.S.S. Ministries

- \*Seymour service area only\*
- Services Provided: Food, Rental Assistance, Rent / Utility Deposit, Utilities Assistance
- Address: 406 Boys Creek Hwy, Seymour, TN
- Phone: 865-579-6192

### Family Resource Center

- Address: 324 Cedar St., Sevierville, TN 37862
- Contact: Shannon Sullivan 865-428-7999
- Helps link families to health care and social services.

### Tennessee Valley Coalition to End Homelessness

- **Phone:** 1-877-488-8234
- **Requirements:** Funds and assistance to pay rent or mortgage to stabilize living situation when eviction is imminent. Must have some type of sustainable monthly income.

### Douglas-Cherokee Economic Authority, Inc.

- LIHEAP applications (see page 1)
  - Spanish line for LIHEAP: 423-202-8935 (Lydia Miller)
- Note: Douglas Cherokee Housing Authority can also help with government housing applications at their office.