

The Help Network Guide

**The 2010-11 Resource Guide
To Helping People with Basic
Needs Living in the Cleveland
& Bradley Co. Area**

Compiled by the Bradley Baptist Association

Greetings!

If you're a Pastor, church staff, or a lay leader that tries to help people with certain needs in life but sometimes find the need beyond what you are able to provide, then this Help Network Guide will be a valuable resource for you. In this guide is basic information about Ministries and Organizations that provide assistance and services to people living in Cleveland and Bradley County that have various basic needs in life. Sometimes the best help you can give to those with specific needs is connecting them to a place where that need can be addressed. Whenever the Christian Community can network together, the greater the Kingdom Work will be in providing others with help for today and hope for tomorrow ("From Him the whole body, joined and held together by every supporting ligament, grows and builds itself in love, as each part does its work." Eph. 4:16 NIV).

The first section of the Network Guide lists ministries of the Bradley Baptist Association and ministries of the Churches that are in the Bradley Baptist Association. These are ministries that are providing some type of assistance to people in need living in Cleveland and Bradley County.

The second section of the Network Guide lists ministries other Churches and Christian (Faith Based) organizations in our area that provide help for the needy. The third section of the Network Guide lists secular organizations and agencies that provide services for people in need. The last section lists help that is provided during the Thanksgiving and Christmas Holiday Season.

Please keep in mind that we can highly recommend the resources found in section 1, but sections 2-4 are simply information listings we have discovered. While we know about several of these and the high quality of work they do, we do not know about all. You still might want to found out some background information for these on your own for you to fill comfortable referring people.

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Community Ministries
of BBA Churches
and the Bradley
Baptist Association

BBA ASSISTANCE FOR HISPANICS

Address: 2707 North Ocoee Street, Cleveland, TN 37312

Phone: 472-0837

- Translation of documents, letters, notes, and other
- Interpretation for interviews and appointments—in person or over the phone
- Fill out applications, immigration forms, income tax returns, and other documents
- Notary Public Service (NOTE: A Notary Public is not an attorney. Do not be fooled)
- **Information** about services and government agencies
- Contacts with the Immigration service and national consulates
- ESL (English as a 2nd language) Centers pg. 8

Contact Person: Frances Irizarry 310-1152

BIG SPRING BAPTIST CHURCH CRISIS MINISTRY

Address: 1425 Hardwick St., Cleveland, TN. 37311

Phone: 472-1101

Services Provided:

- 1) **Clothing**
- 2) **Household items** (including some furniture)
- 3) **Food**

Hours of Operation: Tuesday 9:00 a.m. - 11:00 a.m.

(food is given out the last Tuesday of each month only)

Eligibility: Requires a SS#

Name of Director: Nancy Brown

CELEBRATE RECOVERY

Address: 340 Church St., Cleveland, TN. 37311 (First Baptist Church)

Phone: 476-5526

Services Provided:

Classes on depression as well as a support group for those dealing with depression.

Hours of Operation: Friday 6:30 p.m.—8:30 p.m.

Eligibility: Open to anyone

Name of Facilitator: Mike Waldrop

CHRISTIAN WOMEN’S JOB CORP

Address: Meets at North Cleveland Baptist Church

2815 North Ocoee Street, Cleveland, TN 37312

Phone: 298-2400 or 478-1417

Hours of Operation: Tuesday’s 9 a.m. – 12 noon

Contact person: Sue Bennett

CLINGAN RIDGE BAPTIST CHURCH AFTER SCHOOL PROGRAM

Address: 2412 Geogotown Road NW, Cleveland, TN 37311

Phone: 472-3511

Hours of Operation: After school: Monday’s 3:30 p.m. – 5:30 p.m.

Director: Chuck Hall

ESL (ENGLISH AS A SECOND LANGUAGE) MINISTRY CENTER

Services Provided:

ESL helps internationals living in Bradley County learn conversational English. The Bible is used and Christ's love is demonstrated as Volunteers from several BBA Churches reach out to people who need help adapting to a different culture and a different language.

LOCATIONS:

WESTWOOD BAPTIST CHURCH

Address: 4001 Georgetown Rd., Cleveland, TN. 37312

Phone: 472-1534

Hours of Operation: Tuesday & Wednesday 6:00 p.m.-8:00 p.m. Childcare is provided.

Director: Anna McAlister, PH: 423-284-4639

RIDGEVIEW BAPTIST CHURCH

Address: 1501 South Ocoee Street, Cleveland, TN 37311

Phone: 423-472-5119

Hours of Operation: Thursday 6:30 p.m.-8:00 p.m.

Director: Stephanie Kruse: PH: 423-303-6185

FIRST BAPTIST CHURCH COMMUNITY MINISTRIES

(Manna Ministry)

Address: 340 Church St., Cleveland, TN. 37311

Phone: 476-5526

Services Provided:

- 1) **Food**
- 2) **Help with Rent & Utilities (when funds are available)**
- 3) **Medical**
- 4) **Gas vouchers**

Hours of Operation: Monday - Thursday 9:00 a.m. - 12:00 p.m.

Eligibility: Application process - help is given based on individual need. It is recommended clients go to Red Cross/Emergency Aide Program

Name of Director: Carol Marr

FIRST BAPTIST CHURCH COUNSELING MINISTRY

Address: 340 Church St., Cleveland, TN. 37311

Phone: 476-5526

Services Provided:

First Baptist, Cleveland has a **licensed marriage and family therapist that provides free Christian counseling** for issues/crisis families are dealing with.

Hours of Operation: Call Barbara Coyle at church office for an appointment

Monday—Thursday 9:00 a.m.— 4:00 p.m.

Eligibility/Fees: No fees.

Name of Director/Counselor: Mike Waldrop

JAIL MINISTRY OF THE BRADLEY BAPTIST ASSOCIATION

Address: 2707 N. Ocoee St., Cleveland, TN. 37312

Phone: 476-5493

Services Provided:

Bible & tracts given out during the year. Evangelism, Bible Study, Prayer - provided weekly at the jail by BBA Volunteers. Christmas cards and socks given out at Christmas.

Hours of Operation: Men on Thursdays, Women on Tuesday and Thursday evenings

Contact Person: Lynn Dykes

LATENIGHT BASKETBALL OUTREACH

Address: 2707 N. Ocoee St., Cleveland, TN. 37312

Phone: 476-5493

Services Provided:

LateNight Basketball is a partnership between the Bradley Baptist Association and the Cleveland City Police Department that provides high school age teens and young 20s a safe and positive environment to go to on Friday Nights where volunteers from BBA Churches build relationships and share Christ through a series of 3 pt. Shootouts and 3 on 3 tournaments.

Hours of Operation: Usually held in November/December and March/April for 2 - 6 week sessions from 9:00 p.m. - approx. 11:30 p.m.

Location: It will either be at the Blythe Safe Haven, Boys/Girls Club or the Community Center.

Contact Person: Randy Bonner

MACEDONIA BAPTIST CHURCH LIVING BREAD FOOD MINISTRY

Address: 3119 Spring Place Rd. NE., Cleveland, TN. 37323

Phone: 479-1713

Services Provided:

Food (non-perishable food items). Recipients can come every two weeks.

Hours of Operation: Fridays 12:00 p.m. - 1:30 p.m.

Eligibility: Fill out a one time survey and receive food only every two weeks

Director's name: Nelda Wilhoit

OUTREACH OF THE BRADLEY BAPTIST ASSOCIATION

Address: 2707 N. Ocoee St., Cleveland, TN. 37312

Phone: 476-5493

Services Provided:

Home Repair to Low Income Families. Most of the work provided is exterior home repairs - roof, minor carpentry, painting, wheelchair ramps, landscaping/yardwork, etc.

Hours of Operation: Home repair projects take place during the months of June and July.

Home Assessments are made during March and April to those who have applied for help.

Eligibility: Must be a home owner and complete application process. It is recommended that applications be received by the end of March of each year to be considered for the summer.

Consideration is based on the need, and on the skill level of our volunteers.

Director's name: Randy Bonner

PROJECT HELPING HANDS OF THE BRADLEY BAPTIST ASSOCIATION

Address: 2707 N. Ocoee St., Cleveland, TN. 37312

Phone: 476-5493

Services Provided:

1) **Food**

2) **Toys for Children at Christmas**

3) **Clothes** (when available)

4) **Household Items** (limited)

Hours of Operation: Help is provided for the Thanksgiving and Christmas Seasons Only.

Applications are taken Oct. 9 - Nov. 1 tentative hours are 9:00 a.m.-

12:00 p.m. Mon. - Thurs.

Eligibility: Complete the application process during October 9 - November 1 (call for an appointment - walk-ins are welcome). Project Helping Hands connects families in need to assisting churches and agencies that provide basic assistance listed above during the Holiday Season.

Approval is based on need and the available resources from assisting churches and agencies.

Director's name: Randy Bonner

VALLEY VIEW BAPTIST STOREHOUSE MINISTRIES

Address: 4657 Spring Place Rd., Cleveland, TN. 37323

Phone: 473-4616

Services Provided:

1) Food

Hours of Operation: Every other Tuesday 9:00 a.m. - 12:00 p.m. & 5:00 p.m. - 7:00 p.m.
(Emergencies Daily)

Eligibility: Open to anyone (fill out application)

Director's name: Tammy Harrod

WESTWOOD BAPTIST CHURCH SERVICE CORP

Address: 4001 Georgetown Rd., Cleveland, TN. 37312

Phone: 472-1534

Services Provided:

Minor home repair for the elderly such as plumbing, patching leaky roofs, wheelchair ramps, etc...

Eligibility: Help is given based on need. Financial donations are accepted for work performed and go towards the cost of materials.

Contact Person: Byron Eidson

WESTWOOD BAPTIST TOUCH MINISTRY

Address: 4001 Georgetown Rd., Cleveland, TN. 37312

Phone: 472-1534

Services Provided:

The touch ministry has been established to **assist Single Parents in funding the down payment on purchasing a home.**

Eligibility: Must be a Single Parent with a child living in the home on permanent basis, live in the Cleveland/Bradley County area, must be able to qualify for a loan with a minimum of THDA guidelines, and must go through Assistance Questionnaire/Application process.

Contact Persons: Call Westwood Baptist Church for a list of approved lenders.

WATERVILLE FOOD MINISTRY

Address: 3722 Dalton Pike SE, Cleveland, TN 37323 (In the Family Life Center)

Phone: 472-5582

Services Provided:

Provides non-perishable food items. Application must be completed by applicants.

Service based on income and other services received.

Hours of Operation: 6:30 p.m.-7:30 p.m. the third Monday of each month.

Community Ministries
of Other Churches
and Christian
Organizations
in Bradley County

ANGEL FOOD MINISTRIES

155 South Ocoee Street

Cleveland, TN 37311

Phone: 479-5434

Services provided:

Low prices for bulk frozen foods. Accepting Food Stamps, cash, or money order.
Must bring a large box to pick up food. Different dates and times for food
Distribution.

BREAD FROM HEAVEN

Address: 2013 Gregory Lane NW

Phone: 339-0426

Services provided:

Food, clothing and summer outreach (Easter Egg Hunt)

Hours of operation: 24 hours a day.

Eligibility: Anyone with a need for food and clothing

Directors' names: Wesley and Nancy Garrison

CENTRAL CHURCH OF CHRIST FOOD PANTRY

Address: 200 25th Street NW., Cleveland, Tennessee 37312

Phone: (423) 476-8941

Services Provided: **Food from food pantry**

Hours of Operation: Monday 10:00 a.m.-12:00 p.m.

Eligibility: Anyone the first time, ID needed after first time

Director' name or Contact Person: Doug Matthews

CHURCH OF THE HARVEST

Address: 3900 Adkisson Dr. NW.

Phone: 479-4918

Services Provided:

Currently **food & clothes** are given out.

Hours of Operation: Wednesday nights at 6:30 p.m.

Eligibility: Anyone

Director's name or Contact Person: Ralph Hickey

DAWSON MCALLISTER ASSOCIATION

Address: P.O. Box 1835, Spring Hill, TN. 37174

Phone: 931/486-1515 **Live Hopeline: 1/800-394-HOPE (4673)**

Web site: <http://www.dawsonmcallister.com>

Services Provided:

Live Hopeline is a Christian Counseling Ministry designed to assist young adults, ages 13-21, in crisis situations.

Hours of Operation: Phone lines are open Monday through Friday from 2:00 p.m.-9:00 p.m.; weekends from 6:00 p.m.-12:00 p.m. (CST). Live Hopeline is also available online at the above website.

Eligibility: None

Director's name: Dawson McAllister

DIVORCECARE

Address: North Cleveland Church of God, 335 11th St. NE., Cleveland, TN 37311

Phone: (423) 476-5513

Services Provided:

Find help, discover hope and experience healing. We understand the hurt and pain of your separation and/or divorce because we have been there. You don't have to go through it alone!

DIVORCECARE FOR KIDS (DC4K)

Service Provided:

Our children hurt because of divorce and more often than not, we do realize it. **DC4K**

Is for ages 5-12 and combines games, activities, music, and videos to help them understand their own feelings of hurt and pain from their parent's divorce.

Hours: The groups meet every Monday from 7:00 to 8:30 pm at North Cleveland Church of God.

Call the church office for more info 8 a.m. -- 5 p.m., Monday through Friday

Eligibility: All divorced people and children, regardless of age

Director's Name: Ron & Cheryl Bothe

FAITH MEMORIAL OUTREACH (LITTLEFIELD'S)

Address: 910 17th St. NW, Cleveland, TN 37311

Phone: 476-6281

Services Provided:

Food

Hours of Operation: Opens at 8:00 a.m.—10:00 a.m. Monday through Friday.

Eligibility: Helps is provided to anyone (once every 14 days)

Director's name: Pastor Riggs

FAMILY WORSHIP CENTER

Address: 4271 Dalton Pike SE

Phone: 472-7644

Services provided:

Food, Clothing and Christian counseling.

Hours of operation: 5:30 p.m. - 8:00 p.m., Monday and Wednesday for clothing; 10:00 a.m.—3:00 p.m. Tuesday and Thursday for food.

Eligibility: Anyone in need of food, limited visits are discussed.

Name of Director: Charles McGowan

GOOD SAMARITAN MEDICAL CLINIC

Address: Corner of 8th and Walker Streets NE, P.O. Box 3330, Cleveland, TN. 37320

Phone: 478-7469

Services Provided:

Physicians, nurses and social workers will evaluate clients for medical and counseling needs. All clients can receive **free medical care**. Clients are responsible for dedications and lab tests.

General care only. No dental or vision care.

Hours of Operation: 4:30 p.m.-8:00 p.m. Monday afternoon . Walk-ins no appointment necessary. 5:00 p.m. - Mondays for Hispanic Medical Clinic

Eligibility: Patients are accepted if they DO NOT carry TennCare or insurance of any kind.

Director's name: Dr. Ronald Coleman

LEE UNIVERSITY BACKYARD TUTORING

1120 North Ocoee St.

Phone: 614-8184

Services provided:

One on one free academic tutoring and mentoring in the East Cleveland and Park Terrace areas is provided. This service is provided by Lee University students.

Hours of operation: Tuesday and Wednesday evenings 4:00 p.m.— 6:00 p.m.

Eligibility: Any child (Kindergarten—12 Grade) in need of tutoring service.

Director's name: Dr. Gary Riggins

LEE UNIVERSITY PLAY THERAPY CENTER

Address: Blythe Safe Haven, 1075 Blythe Ave.

Phone: 423-728-3551

Services Provided:

The Lee University Play Therapy Center uses a **child therapy approach known as play therapy for children dealing with emotional or social difficulties caused by trauma, mental illness, or certain developmental delays.** The therapy is used to help children develop and improve self-expression and communication skills, emotional regulation, self-esteem, social skills, problem solving, stress management and self-control. Unlicensed graduate students are trained and supervised by licensed mental health professionals.

Hours of Operation: By appointment only.

Eligibility: Serves children ages 4 - 12. Contact the center for more info.

LEE UNIVERSITY DEVELOPMENTAL INCLUSION CLASSROOM (LUDIC)

Phone: 614-8190

Fax: 614-8180

Services Provided:

LUDIC is a school for Autistic or developmental disabled children from ages 3 to 12.

Children can be referred to the program by Cleveland or Polk County school systems or there is also a private pay option.

NEW HOPE PREGNANCY CENTER

Address: 4526 Mouse Creek Road, & 1075 Blythe Ave., P.O. Box 5183,
Cleveland, TN 37320

Phone: 479-5825 (Business), 479-6683 (24 Hour Hotline)

Website: www.newhopepcc.org

Services Provided:

All services are free and confidential. New Hope Pregnancy Care Center provided free pregnancy tests, option counseling, adoption referrals and information and abortion recovery support. Baby and maternity items are available through earn while You Learn educational program.

Hours of Operation: 24 Hour Hotline at 479-6683,

Business Hours: 9:00 a.m. - 5:00 p.m. Monday - Thursday,

Clients Hours: 10:00 a.m.-5:00 p.m. Monday & Wednesday,

12:00 p.m.-5:00p .m. Tuesday, 12:00 p.m.-7:00 p.m. Thursday

Director's name: Yaunna Higgins

NEW LIFE COMMUNITY KITCHEN

Address: 155 S. Ocoee St., Cleveland, TN 3731

Phone: 479-5434

Services Provided:

To provide in-house lunch for those who are in need. Also provide food assistance helping out with groceries.

Hours of Operation: 10:00 a.m.—2:00 p.m. Monday—Saturday and Sunday 12:30 p.m.—2:00 p.m.

Eligibility: Those unable to provide a lunch meal for themselves.

Director's Name: Pastor Ron Moore

NEW LIFE FOOD PANTRY

Address: 155 S. Ocoee St., Cleveland, TN 3731

Phone: 479-5434

Services Provided:

To provide **food assistance by helping out with groceries.** They are also an Angel Food Ministries Site where people can order \$60 worth of food for \$25. (www.angelfoodministries.com)

Hours of Operation: Tues., Wed., Thurs. - sign-up from 10:am.-12:30pm. Food is given out at 1:00pm.

HOTLINES:

Anger Hotline: 423-479-1557

Arthritis Hotline: 1-800283-7800

Arson Hotline: 423-728-7060

Asthma and Allergies Hotline: 1-800-727-8462

Contact Helpline: 423-476-2250

Cover Kids: 888-698-2920

Family Violence Program: 423-476-3886

Financial: 1-800-843-2256

Headache Hotline: 1-800-843-2256

Heart Hotline: 1-800-242-8721

H.O.P.E. Center Inc.: 423-744-0599 or 24 hour hotline 423-745-5289

Middle Tennessee Poison Center: 1-800-222-1222

Social Security Administration National Helpline: 1-800-772-1213

TN Meth Task Force: 1-877-TNMETH

Uninsured of Tennessee: 1-800-356-6767

NEW LIFE MATERNITY HOME

Contact Address: 155 S. Ocoee St., Cleveland, TN 3731

Phone: 479-5434

Services Provided:

A beautiful two story brick **home for pregnant women.**

Contact Person: Jennifer Willoughby

NIGHT OF CARE

Address: North Cleveland Church of God, 335 11th Street NE, Cleveland, TN 37311

Phone: 423-476-5513

Services provided:

Divorce care for adults and children.

Eligibility: Any adult and children age 5-13.

RAPHA CRISIS COUNSELING HOTLINE

1-800-383-HOPE

Services Provided:

Christian counseling hotline for all types of issues and crisis people of all ages are dealing with.

SUMMIT COUNSELING CENTER

Address: 6400 Lee Highway, Suite 106, Chattanooga, TN. 37421

Phone: 423-855-0402

Services provided:

Summit Counseling provides **Christian, Biblically Oriented Counseling**, meeting the spiritual, relational and emotional needs of people.

Hours of Operation: 9:00 a.m. - 7:00 p.m. Mon., Tues., Thurs., 9:00 a.m. - 5:00 p.m. Wed.

Fee: There is a fee but a sliding scale based on income is used.

Director's name: Dr. Jim Price

TEEN CHALLENGE INTERNATIONAL OF CHATTANOOGA

Address: PO Box 2280, Chattanooga, TN 37409

Phone: 423-756-5558

Web site: <http://www.teen-challenge.com>

Services Provided:

Teen Challenge a residential Christian based discipleship program that helps those with life controlling problems (see our Mission Statement). We evangelize people who have drug, alcohol, and other addictions - changing their lives with a success rate far above that of traditional secular rehabilitation programs.

Eligibility: Application Process

THE CARING PLACE

Address: 130 Inman St., Cleveland, TN 37311

Phone: 472-4414

Services Provided:

- 1) Clothing**
- 2) Food**
- 3) Infant Formula**
- 4) Laundry Detergent**
- 5) Free Counseling Services**
- 6) Rent & Utilities (possibly in the near future)**

Eligibility: Requires a SS#

Director: Reba Terry

THREE SPRINGS OF DUCK RIVER

Address: 168 Three Springs Rd., Nunnally, TN. 37137

Phone: 931/729-5040

Services Provided:

Residential program that incorporates an outdoor therapeutic model to work with **boys, ages 13-17, that are experiencing significant emotional, behavioral, and substance abuse issues.** Utilizes group, individual, and family counseling. Also seeks to incorporate Christian values and teachings in their treatment to help guide young men in their spiritual lives.

Director's name: Dean Porterfield & Diedre Butte

VITA TAX MINISTRY

Address: 2707 North Ocoee Street, Cleveland, TN 37312

Phone: 476-5493

Director: France Irizarry

Service Provided:

Free tax service is offered by the Bradley Baptist Association from February through April. Scheduled appointment only.

WESLEY MEMORIAL UNITED METHODIST CHURCH

Address: 3405 Peerless Rd. NW

Phone: 472-9578 ext. 106

Services Provided:

Emergency funds for rent, utilities.

Hours of Operation: During church office hours, 8:00 a.m. - 4:30 p.m.

Eligibility: Case by case basis - they try to help with a little amount for as many people as possible.

Director's name: Rev. Robert Smith

WOMEN AT THE WELL

Address: 881 Co. Road 655, Athens TN 37302

Phone: 423-745-0010

Services provided:

Women At The Well is a ministry for women with life controlling problems. They provide a long term residential home, referral service, and presentations.

Hours of operation: 7:00 a.m.—9:30 p.m.

Eligibility: Application process which includes a series of medical tests to be completed prior to admission.

Director's Name: Robin Nation

YOUTH DEVELOPMENT INTERNATIONAL

Address: Horizon Christian Fellowship, P.O. Box 178408, San Diego, CA. 92177-9908

Phone: 858/292-5683 Crisis Hotline: 1/800/Hit-Home (800-448-4663)

Web site: <http://www.800hithome.com>

Services provided:

Youth Development International's 800-number hotline is manned by **Christian Volunteers who offer immediate help to youth in crisis**, including shelter, food and clothing. YDI maintains a referral list of shelters in the United States and Canada for runaways and abused youth.

Hours of operation: 24 hours a day.

YOUTH VILLAGES

Address: Franklin Building, Suite 200, 5726 Marlin Road, Chattanooga, TN 37411

Phone: 423-954-8890 Crisis line: 1-866-791-9225

Fax: 423-954-8880

<http://www.youthvillages.org/about Us.aspx>

The Chattanooga professional staff provides home-based counseling and therapeutic foster care to children and families in Bledsoe, Bradley, Coffee, Franklin, Grundy, Hamilton, Marion, McMinn, Meigs, and Monroe, Polk, Rhea and Sequatchie counties. Youth Villages also serves East Tennessee through offices in Knoxville, Johnson City and Morristown. Seventy-five percent of Youth Villages children have multiple problems, which may include developmental or learning disabilities.

Community Services
Provided by
Secular Organizations
and Agencies
in Bradley County

AA-ALCOHOLICS ANONYMOUS

Address: 5932 Pinegrove Trail, Suite 104, Chattanooga, Tennessee 37421

Phone Number: 423-499-6003 Fax: (423) 499-3566

Services Provided:

Support group for people who seek information or share common problems or concern about drinking alcohol. Group meetings are held many times a week at various locations in all parts of the community. There are groups for teens as well as adults.

Hours of Operation: 24 Hr Coverage

Director's name: Charlotte Dawson, Office Manager

ACTION COUNSELING & CONSULTING

Address: 151 Durkee Rd., Cleveland, TN., 37323

Phone: 339-2713

Services Provided:

Intensive Outpatient Therapy for individuals/families affected by drug and alcohol abuse.

DUI School held 1st Saturday of every month 8:00 a.m.— 9:00 p.m.

Eligibility/Fees: Varies by case

Director's name/Counselor: Dr. Linda Wells

ADDITIONAL HOTLINES

Abused Women & Children Assistance 1-800-799-SAFE

Alcohol & Substance Abuse Hotline 1-800-622-2255

Cancer Hotline 1-800-227-2345

Child Abuse Hotline 1-800-422-4453

Child Support State Hotline 1-800-838-6911

Diabetes Hotline 1-800-232-3472

Drug Hotline 1-800-622-4357

National Runaway Switchboard 1-800-621-4000

Smoking Hotline (American Cancer Society) 1-800-227-2345

Suicide Hotline 1-800-784-2433

AMERICAN RED CROSS

Address: 125 Inman St. SE, P.O. Box 2314, Cleveland, TN. 37320

Phone: 472-1595

Services Provided:

Services to the military and veterans and their families, disaster preparedness, relief and community education, instruction in water safety, CPR, first aid, baby-sitting and nursing assistant, international services including language bank, hospital volunteers, youth involvement and HIV/AIDS education are available. **Help with rent, utilities, etc. for emergency only.**

Hours of Operation: 9 a.m. – 5 p.m., Monday through Friday

Eligibility: Need for Service

Director's name: Julia Wright

BICU (Bradley Initiative Credit Union)

Address: 1075 Blythe Ave. (located in the Blythe Neighborhood Safe Haven)

Phone: 559-1181

Services Provided:

A community developmental banking and savings institution that helps low income families and individuals become more self sustaining. The Bradley Savings Initiative is a **matching savings program** for low-income individuals and families.

Financial budgeting classes are also offered through BICU.

Hours of Operation: 9:00 a.m.-5:00 p.m., Monday—Friday

Eligibility: Based on income and residence

Name of Manager: Denis Collins

BOYS AND GIRLS CLUB

Hours: 3:00 p.m.-8:00 p.m. Monday-Friday during school & Summer hours 6:00 a.m.-5:30 p.m.

Eligibility: Any boy or girl between ages of 6-18. Birth certificate required. Membership and registration fees \$10.00 annually.

Services Provided:

Provides youth guidance by a variety of programs to meet the interests and needs of all boys and girls. Programs provided are recreational, instructional, social interest clubs, and field trips. Membership/registration fees \$10.00 annually (may be optional).

Serving Bradley, Polk, Meigs, and McMinn Counties. Also provides summer programs.

Locations:

385 3rd Street SE, Cleveland, TN 37311 (Main Site)

Phone: 472-6826

1035 Blythe Avenue, Cleveland, TN 37311

Phone: 339-2226

Cleveland State Community College Unit

3535 Adkisson Drive, Cleveland, TN 37312

Phone: 614-8761

George Johnson Teen Center

387 3rd St SE, Cleveland, TN 37311

Phone: 559-8299

Reba M. Powers Unit

1204 Lay St, Cleveland, TN 37311

Phone: 559-8074

Web-address: boysandgirlsclub.info

BIG CITY UNIVERSITY (BCU)

North Cleveland Church of God

335 11TH Street NE, Cleveland, TN 37312

Phone: 883-6163

Hours of Operation: After school: 2:30 p.m.-5:00 p.m.

Director: Stephanie Reffner

Themed learning environments for students in Bradley County School system. Designed to provide safe environment and enrich positive learning experiences for children that will help them develop emotionally, socially, cognitively, and physically. By fun, entertaining, interactive play, and hands-on experiments, students can relate, remember and respond to lessons they “experience”. Tutoring provided four days per week by college students.

BRADLEY-CLEVELAND COMMUNITY SERVICES AGENCY

155 6TH Street, P. O. Box 3297, Cleveland, TN 37311

Phone: 479-4111 or Fax: 479-4133

Services Provided:

Bradley-Cleveland Community Services Agency is a non-profit organization servicing Cleveland and Bradley County. It develops and administers programs for and with the low-income people in the planning and conduct of the agency and serves as an advocate for low-income families. Services offered include:

●Home Delivered Meals●Senior Activity Center

●Congregate Meals●Walker Street Nutrition

Hours: 8:00 a.m.-4:30 p.m., Monday through Friday

Eligibility: Varies with service provided

Name of Director: Harry Johnson

BRADLEY COUNTY HEALTH DEPARTMENT

Address: 201 Dooley St. SE , P.O. Box 1398 , Cleveland, TN 37364-1398

Phone: (423) 728-7020

Services Provided:

Communicable disease control, immunizations, pregnancy testing, maternal and child health care management (HUG), family planning, medical health care services for adults, nutritional counseling, children’s special services, environmental control, infant follow-up, sexually-transmitted disease testing, WIC, birth and death certificates, homemaker home health aid service, breast feeding support service. Clinical services are by appointment.

Hours of Operation: 7:30 a.m. – 4:30 p.m., Monday through Friday.

Fees: Some Charge, Sliding Scale based on income, Private Insurance, Medicare, TennCare

Eligibility: Residents of the State of Tennessee

Director’s Name: Eloise Waters

BRADLEY COUNTY JUVENILE SERVICES

Address: 1620 Johnson Boulevard, Cleveland, TN

Hours of Operation: 8:30 a.m.-4:30 p.m.

Contact: Terry Gallagher

FAX: 423-476-0538

CLEVELAND EMERGENCY SHELTER

Address: 745 Wildwood Ave., P.O. Box 3297, Cleveland, TN 37320-3297

Phone: 478-1458

Services Provided:

Providing emergency shelter, food and information/referral to those in need.

Clients can be housed from 4:00 pm until 7:30 am; but must be out of the shelter by 7:30 am. Exceptions will be made for families with small children or during inclement weather conditions.

Hours: Check in time 4 p.m. - 10 p.m., Monday through Friday

Eligibility: Those without a home and in need of temporary shelter

Name of Director: Dwight Donahoo

CLEVELAND HOUSING AUTHORITY

Address 450 Walker St., Cleveland, TN 37311

Phone: 479-8855

Hours of Operation: 8:30 a.m. – 4:30 p.m., Monday, Tuesday, Thursday, and Friday.

Services Provided:

Rental properties are provided based on income. Applications are taken by appointment.
Vacancies are filled from a waiting list.

CHATTANOOGA ROOM IN THE INN

Address: 230 N. Highland Park Avenue, Chattanooga, TN 37404

Phone: 624-6144

Services Provided:

Temporary (up to 90 days) shelter for homeless women and children/goal oriented programs and services.

CLEVELAND FAMILY YMCA

Address: 220 Urbane Road, Cleveland, TN 37312

Phone: 476-5573

Services Provided:

Provides after-school child care to all Bradley County Elementary Schools. Fees based on income. Discount for YMCA members and educators.

Hours of Operation: after-school: 3:00 p.m. – 5:45 p.m. summer: 7:00 a.m. – 6:00 p.m.

Contact: Sonya Key

CLEVELAND URBAN AREA TRANSIT AUTHORITY (Urban Transportation)

Phone: 478-1396 or 478-3053

Services Provided:

Provides **low-cost transportation** in the city, \$1 per stop (seniors are 50 cents per stop, children under 4 are free). Several different fare rates are available including a monthly unlimited fare of \$20 (\$10 for seniors). Tickets can be purchased at City Hall, Medical Center Pharmacy, Super Discount Pharmacy, Medi-Mart Pharmacy and the Transit Center.

Hours of Operation: 6:00 a.m. -7:00 p.m., Monday through Friday

Eligibility: Anyone in need of transportation services offered. Routes will take you to several different destination points in Cleveland including Bradley Hospital, Grocery Stores, Library, & more.

EMERGENCY AID/ UNITED WAY COMMUNITY SERVICES PROGRAM

Address: 85 Ocoee St. SW, P.O. Box 193, Cleveland, TN 37364-0193

Phone: 479-8575

Services Provided:

Fund other agencies (20)

Hours: 8:00 a.m.—5:00 p.m.

Name of Director: Brenda Abel

FAMILIES FIRST

Address: 950 Star Vue Drive SW, Suite 1, Cleveland, TN 37311

Phone: (423) 478-0300 Hotline: 1-888-863-6178

Services Provided & Eligibility:

Provides income maintenance in the form of a monthly grant for eligible low income families where dependent children are present and there is only one parent or if one is disabled. From application to award usually takes 45 days.

Hours of Operation: 8:00 a.m. - 4:30 p.m., M-F

HABITAT FOR HUMANITY

Address: 243 Broad St., P.O. Box 303, Cleveland, TN 37364-0303

Phone: 476-6947

Services Provided:

To provide affordable housing for families with a financial need. Based on an ability to make low monthly payments and a willingness to participate in the program. Part of the selection process is examining the existing structure the family resides and making the determination that it can be considered a sub-standard house.

Office Hours: 8:00 a.m.- 4:30 p.m. Monday - Friday

Eligibility: Financial Need

Name of Director: Matthew Carlson

HABITAT HOME STORE

Address: 140 Edwards St., Cleveland, TN 37311

Phone: 473-4610

Services Provided:

To provide used household items at a reasonable cost to the needy includes furniture, appliances, building materials and other items. Proceeds go to Habitat.

Hours of Operation: 9:30 a.m.-5:30 p.m. Tuesday - Friday, 10:00 a.m.-2:00 p.m.

Saturday

Eligibility: Anyone

Director's Name: Kim Oliver

HARBOR SAFE HOUSE

Address: Confidential Location, Main Office at Family Resource Agency on Michigan Ave.

Phone: 476-3886 (Hotline), 479-9339 (Main Office)

Services Provided:

Emergency shelter for abused women and children, 24 hr. crisis hotline, Monday night support group for victims of domestic violence, Tuesday night support group for adult victims of child molestation or rape, free counseling of domestic violence & rape.

Hours of Operation: Office hours— 8:30 a.m.-5:30 a.m. Mon.-Fri., Hotline 24 hours

Eligibility: 18 yrs or older unless married. People in need of their help are met at Police Station or Hospital for an assessment procedure. Anyone who indicates they have been abused is eligible for support group or

Contact Person: Jennifer Ladd, Shelter Program Mg.

Angie Faulkner at the Main Office

HEAD START Family Resource Agency

Address: 3680 Michigan Ave., Cleveland, TN 37323

Phone: 479-9339

Services Provided:

Head Start and P-K is a comprehensive **pre-school program that serves three and four year-olds and their families**. Some of the support services include free medical and dental services for the children. Parents receive training for parenting skills, nutrition, health, resume writing and other job seeking skill. Parents are also encouraged to complete their G.E.D. or college education, and they are given assistance for locating other support services. Full-day/full-year pre-school and daycare are also available in Bradley and McMinn Counties to assist parents in college or at work. Currently there are 238 classrooms offering part-day/part-year pre-school services in four counties, and 5 classrooms that offer pre-school with before and after care services in two counties.

Hours of Operation: 6:30 a.m-5:30 p.m., Monday through Friday; some centers, 6:30 a.m.- 5:30 p.m. Monday through Friday.

Eligibility: Based on family income and age of child.

Name of Director: David Kelly

HIWASSEE MENTAL HEALTH CENTER

Address: 9405 South Ocoee Street, P O Box 1499, Cleveland, TN 37361

Phone: (423) 479-5454

Services Provided:

Non-profit organization that Provides comprehensive mental health care for children and adults. Offers treatment for short-term stress, anxiety, depression, family problems, long-term mental illness. Programs incorporate support and rehabilitation for mentally ill. Provides clinical services, day treatment center, half-way house, and substance abuse services. Serves Bradley, and Polk Counties. Alternate phone - 24 hr coverage.

Hours of Operation: 8:00 a.m. - 5:00 p.m., M-F; 24 Hr Emergency coverage: 1-800-704-2651

HOUSING WITHIN REACH

Address: AIM Center, 1506 B McCallie Ave., Chattanooga, TN 37404

Phone: 423-624-6605

Website: www.housingwithinreach.org

Services Provided:

The purpose of Housing within Reach is to provide an effective, consumer-directed, accessible housing resource system for Tennesseans diagnosed with mental illness or co-occurring disorders, that will assist them in living in quality, safe, affordable, permanent housing. Our purpose is also to educate the public about the realities of mental illness, the stigma of mental illness and co-occurring disorders, and provide a more welcoming environment for residents of Tennessee neighborhoods

Hours of Operation: Access the Housing Resource Website Project for easy access to Housing Options, Funding Sources and other Housing-Related Information. Call the number above for more information.

Contact Person: Gina Turley

LEGAL AID OF EAST TENNESSEE

Address: 85 Central Ave. NW., Cleveland, TN 37311

Phone: 479-8577, 1-800-445-3219 (Toll Free)

Services Provided:

Free legal advice, legal education and for some - legal representation. Legal Aid helps with some of the following issues: Landlord Tenant or Housing, SSI or Disability, Food Stamps and Families First, TennCare/Medicaid and Medicare, Elder Abuse or Exploitation, Health Care, Employment, Utility Problems, Consumer Problems, Family Problems, Education or Community Based Problems.

Hours of Operation: 8:30 a.m.-5:00 p.m. Monday - Friday

Eligibility: Based on family size, income as well as case type.

Contact Person: Debra House

LEGAL AID OF EAST TENNESSEE ADVICE CLINICS

1075 Blythe Avenue, Cleveland, TN 37311

Time: 10:00 a.m.—12:00 p.m. For more information, call 479-8577

NANCY'S HOUSE

Address: P.O. Box 5086, Cleveland, TN 37320

Phone: 559-8592

Services Provided:

Confidential support groups for those infected and affected with HIV/AIDS, case management, client activities, resource library, speaker's bureau, consultation and advocacy.

Hours of Operation: 9 a.m. -- 5 p.m., Monday through Friday

Eligibility: Those who are HIV-positive / AIDS and their families

Name of Director: Ginny Stone

REACH ADULT EDUCATION CENTER

Address: 1450 Strawberry Lane (formerly East Cleveland Elementary School)

Phone: 473-8473

Services provided:

Bradley County Adult Education provides GED persons wishing to complete their high school education through the GED program. **ESOL** provides English for speakers of other languages to help them improve their reading and writing proficiency. **REACH** Adult High School provides the opportunity for adults who dropped out of high school to go back to school to earn their high school diplomas. For more information, call the center.

Hours of operation: Monday through Thursday from 8:00 a.m. to 8:30 p.m. and Friday from 8:00 a.m. to 12:30 p.m.

Director's name: Zoe Renfro

SETHRA/C.U.T.A.S. TRANSPORTATION

Address: 1250 Old Chattanooga Pike, Cleveland, TN 37311

Phone: 339-2432 or 478-3199

www.sethratransit.org

Service Provided:

C.U.T.A.S. provides transportation to the public through set bus stops and routes for a

small fee. Bus maps and route schedules available through the transit office. Buses operate between the hours of 6:00 a.m. and 7:00 p.m. Sethra provides van service to citizens to regular appointments. Must call to schedule pick-up. Call for more information and fee schedule. TennCare will pay for transportation to medical appointments. Client must call TennCare five days in advance to schedule.

SOUTHEAST TENNESSEE HUMAN RESOURCE AGENCY (Rural Transportation)

Address: Courthouse Annex, P.O. Box 794, Cleveland, TN 37364-0794

Phone: 478-3053

Services Provided:

Provides **low-cost transportation** for those meeting eligibility guidelines. \$1 per stop, \$8 for Chattanooga locations, round trip (children under 4 are free)

Hours of Operation: 6:00am.-6:00pm., Monday through Friday

Eligibility: Anyone in need of transportation services offered. If it is a doctor appointment and one has TennCare then a person must call TennCare five days ahead of time because TennCare will pay for the stops. If individual does not have TennCare then call phone number listed above, 24 hours notice required and the individual must pay for the stops. Chattanooga trips are only for Doctor Appointments. Ambulatory and wheel-chair patients welcomed.

Contact Person: Frank Ellis

TRI-STATE RESOURCE AND ADVOCACY CORPORATION, INC.

Address: 5708 Uptain Rd., Suite 350, Chattanooga, TN 37411

Phone: 800-868-9866, or 423-892-4774

Services Provided:

Through a special grant, TRAC is able to offer a **Wheelchair Ramp** Construction Program to those with disabilities. The service is offered in 10 different counties including Bradley. TRAC is dedicated to improving opportunities for individuals with disabilities.

Eligibility: Based on need, social security issues and income, application process.

Coordinator: Mark Woolfall

WELLNESS STEPS

Phone: 472-2627

Services Provided:

Juvenile Alcohol and Drug Education Action Counseling

Hours of Operation: 2nd Thursday of every month at noon at Holiday Inn.

Director's Name: Maurice Saliba

Special Help
Available to
Those in Need
During the
Holiday Season

THANKSGIVING HELP W/FOOD & MEALS

PROJECT HELPING HANDS OF THE BRADLEY BAPTIST ASSOCIATION

(see pg. 11)

SALVATION ARMY

Thanksgiving Day meal (community-wide) provided at the Salvation Army Church located on Inman Street next to Larry's Car Wash

STOREHOUSE MINISTRIES OF VALLEY VIEW BAPTIST CHURCH

Address: 4657 Spring Place Rd., Cleveland, TN. 37323

Phone: 473-4616

Services Provided:

Needy families and individuals can receive a free Holiday Dinner usually on the first Saturday of December from 5 p.m.-7 p.m. at Valley View Baptist Church, located at on Spring Place Rd. close to Valley View Elementary

Director: Tammy Harrod

CHRISTMAS HELP W/FOOD & MEALS

PROJECT HELPING HANDS OF THE BRADLEY BAPTIST ASSOCIATION (see page 9)

WILLIAM HALL BASKET FUND

Address: First Baptist Church, 340 Church St., Cleveland, TN 37311

Phone: 476-5526

Services Provided:

Needy families and individuals can make application at FBC Cleveland for the William Hall Basket Fund for **Christmas food**. Applicants can apply after Thanksgiving. Call the church for details.

Director or Contact Person: Horace Coffee at 476-8195

CHRISTMAS FOR NEEDY CHILDREN

CHRISTMAS MEMORIES

Address: 3555 Keith St., Suite 106, Cleveland, TN 37312

Phone: 476-2140

Services Provided:

Provides Christmas for needy children by taking them shopping. This is done through The County and City Elementary Schools.

Director: Brenda Lawson

Contact Person: Rhea Joyner at 476-2140

FAITH MEMORIAL CHURCH (LITTLEFIELDS)

Location Address: TBA

Services Provided:

Faith Memorial Church (Littlefields) will give out toys on a certain day in December. The last couple of years it has been at Mayfield Elementary (the actual location is not known at this time).
Hours of Operation: Time to be announced.
Contact Person is David Riggs at 476-6281

PROJECT HELPING HANDS OF THE BRADLEY BAPTIST ASSOCIATION (see page 9 -10)

SALVATION ARMY ANGEL TREE

Address: Salvation Army, 1701 S. Lee Hwy., Cleveland, TN. 37312

Phone: 423-308-3467

Services Provided:

Toys for needy children at Christmas and food vouchers for elderly.

Sign up at the Cleveland Mall. Deadline for sign is in mid-November.

TOYS FOR TOTS

Location Address: 1075 Blythe Ave., Cleveland, TN. 37311

Services Provided:

Toys for Tots is sponsored by the U.S. Marine Corps Reserve. They work with local organizations such as Head Start in distributing **toys to needy children at Christmas**. This usually takes place in the early part of December at the gym at the Blythe Neighborhood Safe Haven.

Contact Person: Trish Haase at 479-9339, Ext. 36 for details

THE REFUGE COMMUNITY CENTRE

Address: 1075 Blythe Ave. Suite 8, Cleveland, TN 37311

Phone: 584-5211

Services Provided: Christmas gifts for children. Pre-registration occurs up to mid-December.

Call for more info. They are located inside the Family Support Center at the old Blythe Elementary School.