

# PROGRAM DESCRIPTIONS

<b>Adult and Family Services</b>		
<b>SERVICE</b>	<b>DESCRIPTION</b>	<b>TELEPHONE NUMBER</b>
<b>Families First</b> (formerly AFDC)	Tennessee's welfare reform program. A temporary cash assistance program that emphasizes work, training, education, and personal responsibility. A variety of other support services are available to help customers make the transition to self-sufficiency.	Family Assistance Service Center at <b>1-866-311-4287</b> or contact your <a href="#">local DHS Office</a>
<b>Food Stamp Program</b>	Nutrition assistance program provides a safety net for elderly, disabled, families with children, or other low income households to help maximize food dollars for purchasing food and seeds to grow food.	Family Assistance Service Center <b>1-866-311-4287</b> or <b>(615) 743-2000 (Nashville)</b> or contact your <b>local DHS Office</b>
<b>Electronic Benefit Transfer (EBT)</b>	Replaced food stamp coupons and Families First checks with a Benefit Security Card that customers can use to electronically access benefits at point of sale or automated bank teller machines.	EBT Customer Service <b>1-888-997-9444</b> Family Assistance Service Center <b>1-866-311-4287</b> Retailer Information <b>(615) 837-8490</b>
<b>TennCare Medicaid &amp; TennCare Standard</b>	Tennessee's medical assistance programs, which provide health care for low-income individuals and families who otherwise could not afford it.	Contact your <a href="#">local DHS Office</a> or the <a href="#">Family Assistance Service Center</a> at <b>1-866-311-4287</b> for eligibility questions
<b>Child Care Resource &amp; Referral Service</b>	Personalized and detailed information to parents searching for child care.	Contact <a href="#">Child Care Resource &amp; Referral Service</a> for your area <a href="http://www.tnccrr.org">www.tnccrr.org</a>
<b>Child Care Assistance</b>	For Families First recipients and low-income families. Assistance available for purchasing child care while the parents are enrolled in Families First job-related training programs, job search or seeking employment.	Contact your <a href="#">local DHS Office</a>
<b>Licensing</b>	To establish a licensed child care agency or adult day care agency.	Contact your <a href="#">local DHS Office</a>
	To report a complaint against a child care agency or adult day care agency.	<b>1-800-462-8261</b> (Complaint Hotline)
<b>Summer Food Service Program</b>	Provides payments to eligible agencies for serving meals to low income children	<b>(615) 313-4749</b>
<b>Child and Adult Care Food Program</b>	Provides payments to child and adult care centers and child care homes for serving meals to participants who meet age and income requirements.	<b>(615) 313-4749</b>
<b>Adult Protective Services</b>	Services for adults, 18 years of age or older who are abused, neglected, or financially exploited and unable to protect themselves due to mental or physical disabilities or advanced age.	<b>1-888-APS-TENN</b> or <b>1-888-277-8366</b>
<b>Family Homes for Adults</b>	A foster care service for adults who are frail or disabled and are victims of abuse or neglect.	Contact your <a href="#">local DHS Office</a> (Adult Protective Services Supervisor or Counselor)
<b>Community Service Contract Programs</b>	Community-based contracts with local governments and non-profit organizations that provide a wide range of support services to low income individuals and families (includes home energy assistance, weatherization, homemaker, adult day care, nutrition programs, employment activities, and income management services.)	<b>(615) 313-4759</b> or Contact your <a href="#">local DHS Office</a>

## Child Support

<b>Child Support</b>	Services to help families locate absent parents, obtain child support, enforce child support orders, or establish paternity.	1-800-838-6911 Child Support Hotline or (615) 253-4394 (Nashville area)
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## Vocational Rehabilitation

<b>Vocational Rehabilitation</b>	Provides assistance to Tennesseans with disabilities to promote employment. Services may include medical, psychological or vocational assessments, training, medical services, job development and job placement.	Contact your <a href="#">local DHS Office</a> or <a href="#">Vocational Rehabilitation Office</a>
<b>Services for the Blind &amp; Visually Impaired</b>	Provides rehabilitation services to the blind or visually impaired to promote employment, independent living, and adjustment to blindness. This program also provides some emergency medical treatment to prevent blindness to those who cannot afford such treatment.	Contact your <a href="#">local DHS Office</a> or <a href="#">Vocational Rehabilitation Office</a> , or call: 1-800-628-7818 (Statewide)
<b>Services for the Deaf &amp; Hard of Hearing</b>	Provides specialized vocational rehabilitation services to eligible clients who are deaf or hard of hearing that enables them to enter, retain, or return to competitive employment.	Contact the nearest <a href="#">Vocational Rehabilitation Office</a>
<b>Tennessee Council for the Deaf and Hard of Hearing</b>	Coordinates communication, information, and advocacy services for deaf Tennesseans through regional Community Service Centers for the deaf.	(615) 313-4918 Voice/TTY 1-800-270-1349 (Statewide)
<b>Tennessee Rehabilitation Center at Smyrna</b>	The only state-operated residential vocational rehabilitation training facility, which offers vocational evaluation, training, Independent Living Skills Training, job development and job placement.	(615) 459-6811
<b>Community Tennessee Rehabilitation Center</b>	Network of 18 facilities throughout the state that provides vocational evaluation, work adjustment and job placement in local communities. Services provide an essential role in preparing and placing Tennesseans with disabilities into the labor market.	Contact your <a href="#">local DHS Office</a> or call: 615-459-6811
<b>Disability Determination Services (DDS)</b>	Make disability determinations for the Social Security Administration for Tennesseans applying for Disability Insurance Benefits (DIB) and Supplemental Security Benefits (SSI) through the Social Security Program.	(615) 743-7300 or 1-800-342-1117 (Statewide)
<b>Tennessee Technology Access Program (TTAP)</b>	To promote awareness about and access to assistive technology devices and services in order to increase independence of individuals with disabilities.	(615) 313-5183 or 1-800-732-5059 1-800-270-1349 (TTY)