



The Department of Human Services' mission is to offer temporary economic assistance, work opportunities, and protective services to improve the lives of Tennesseans.

www.tn.gov/humanservices

FAMILY ASSISTANCE and CHILD SUPPORT		
SERVICE	DESCRIPTION	TELEPHONE
Families First (TANF, formerly AFDC)	Tennessee's welfare reform program with a focus on workforce development and employment. It provides temporary cash assistance and/or a variety of other support services available to help customers make the transition to self-sufficiency.	1-866-311-4287 Family Assistance Service Center or Contact your local DHS Office. Phone numbers can be found at: http://www.tn.gov/humanservices/article/office-locator-family-assistance
Supplemental Nutrition Assistance Program - SNAP (formerly known as food stamps)	Nutrition assistance program that helps to ensure eligible low-income families and individuals are able to obtain a nutritious diet. TDHS has a dual focus on alleviating hunger and establishing or reestablishing self-sufficiency. Program benefits are intended to supplement a household's monthly food budget to allow them to direct more of their available income toward essential living expenses.	1-866-311-4287 Family Assistance Service Center or Contact your local DHS Office. Phone numbers can be found at: http://www.tn.gov/humanservices/article/office-locator-family-assistance
Electronic Benefit Transfer (EBT)	The issuance delivery system for SNAP and Families First (TANF) benefits to eligible Tennessee residents. Replaced food stamp coupons and Families First checks.	1-888-997-9444 EBT Customer Service 1-866-311-4287 Family Assistance Service Center 1-877-823-4369 Retailer Information
Child Support	The program provides services that promote parental responsibility to meet the financial needs of children and their families. Services include location of child's parent(s) for the purpose of obtaining support or establishing paternity; establishment of paternity; establishment and enforcement of child support orders; establishment and enforcement of medical support; collection and distribution of payments; modification of child support orders; and enforcement of spousal support orders, if child support is involved.	1-800-838-6911 or (615) 253-4394 Child Support Hotline

REHABILITATION SERVICES		
SERVICE	DESCRIPTION	TELEPHONE NUMBER
Vocational Rehabilitation	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.	(615) 313-4891 (Statewide) (615) 313-5695 (TTY) 1-800-270-1349 (Long Distance TTY)
Services for the Blind and Visually Impaired	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 can not afford such treatment.	1-800-628-7818 (Statewide)
Services for the Deaf and Hard of Hearing	Provides specialized vocational rehabilitation services to eligible clients that enable them to enter, retain, or return to competitive employment.	1-800-628-7818 (Statewide) 1-800-270-1349 (TTY)
Tennessee Council for the Deaf Deaf-Blind and Hard of Hearing (TCDDBHH)	Coordinates communication, information, and advocacy services for Deaf, Deaf-Blind and Hard of Hearing Tennesseans through regional Community Service Centers.	(615) 313-4921 (615) 713-2871 (video phone) 1-800-270-1349 (TTY)
Tennessee Rehabilitation Center at Smyrna	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
Community Tennessee Rehabilitation Centers (CTRC's)	Network of 17 facilities throughout the state which provide vocational evaluation, work adjustment and job placement in local communities. Services provide an essential role in preparing and placing disabled Tennesseans into the labor market.	(615) 459-6811 or CTRC phone numbers can be found at: http://www.tn.gov/human-services/article/office-locator-trc-ttap
Tennessee Technology Access Program (TTAP)	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)
Disability Determination Services (DDS)	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

COMMUNITY AND SOCIAL SERVICES		
SERVICE	DESCRIPTION	TELEPHONE NUMBER
Child Care Licensing	To establish a licensed child care agency or adult day care agency.	Contact your local DHS child care licensing office. Phone numbers may be found at:

		http://www.tn.gov/assets/entities/humanservices/attachments/child-adult-care-licensing-offices.pdf
	To report a complaint against a child care agency or adult day care agency.	1-800-462-8261 (Complaint Hotline)
Child Care Resource & Referral Service	Personalized and detailed information to parents searching for child care.	1-866-827-3372
Community Service Contract Programs	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 homemaker, adult day care, emergency assistance, nutrition programs, employment activities, and income management services.)	(615) 313-3759 or (615) 313-3755
Child Care Assistance	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 local DHS Office. Phone numbers may be found at: http://www.tn.gov/humanservices/article/office-locator-family-assistance
Summer Food Service Program	Provides payments to eligible agencies for serving meals to low-income children.	(615) 313-4749
Child and Adult Care Food Program	Provides payments to child and adult care centers and child care homes for serving meals to participants who meet age and income requirements.	(615) 313-4749
Adult Protective Services	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.	1-888-APS-TENN or 1-888-277-8366