



# Traumatic Brain Injury Services

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Directory and Resource Information Guide

2022-2023



## ***FOWARD***

A traumatic brain injury (TBI) can happen to anyone at any time regardless of age, race, gender, or socioeconomic status. The cause, severity and resulting symptoms and impairments can be as different as each person that is injured. If you are reading these words, chances are your life has been touched by traumatic brain injury, whether you are a person with brain injury, a family member, caregiver, friend, or professional serving the TBI community.

The Tennessee Department of Health ***Traumatic Brain Injury Service Directory and Resource Information Guide*** was designed to assist in locating programs, organizations, agencies, and services available across the state of Tennessee and the nation.

**Notice:** Inclusion of a program or service in this directory is not intended as promotion or endorsement. The Tennessee Department of Health's Traumatic Brain Injury (TBI) Program is not responsible for the nature, scope, or quality of the programs listed in the directory, nor can the TBI Program verify any of the information contained herein. Thus, the state TBI Program disclaims any liability arising from the use or reliance upon the information included in this directory. This information is being provided solely as a reference resource for the public.

*If a facility, agency, or organization is interested in being added to the directory and resource information guide please see the Appendix (pgs. 95-101) and submit all applicable forms.*

For questions or further information, please contact:

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## TENNESSEE TRAUMATIC BRAIN INJURY PROGRAM

In 1992, families of traumatic brain injury survivors from across the state petitioned the Tennessee General Assembly to create a brain injury program within state government. As a result, the Traumatic Brain Injury (TBI) Program was legislatively established in 1993 to address the special needs of brain injury survivors and their families.

Each year in Tennessee, approximately 6,000 people are injured and admitted to the hospital with a traumatic brain injury. People with a TBI can experience impairments that affect their physical, cognitive, and behavioral functions which in turn can impact their ability to return home, to school and/or work. Regardless of the cause, people with a brain injury and their families may experience emotional and economic stress. The enabling legislation allows the TBI Program to aid in improving services for people with brain injury and their families.

### **Program Components**

In accordance with state legislation, the TBI Program Director works with a nine-member Governor appointed Advisory Council and has established a clearinghouse with a toll-free information line. The program is funded through increased fines on six (6) specific traffic violations, with the revenues deposited into a trust fund.

### **Service Coordination**

Eight service coordinators provide case management services to people with brain injury and their families in all 95 counties. The role of the service coordinator is to provide information; make referrals to services and agencies; assist consumers in applying for and accessing services; serve as an advocate; and manage support groups. The service coordinator assesses people with brain injury and coordinates available resources within the community.

### **Federal Grant for Brain Links**

In 2021, the Tennessee TBI Program was awarded a State TBI Partnership Grant by the Administration on Community Living (ACL) to create and strengthen a system of services and supports that maximizes the independence, well-being, and health of people with TBI across the lifespan.

### **Traumatic Brain Injury Registry**

Hospitals are mandated to provide information to the Department of Health on people admitted to the hospital with codes for brain injury. Data analysis allows staff to pinpoint where and how injuries are occurring and what ages are affected. Tennessee residents listed on the registry receive a letter and program brochure to be informed of services available through the TBI Program.

### **Grants**

The TBI Program is authorized to provide grants to county and municipal governments and/or non-profit organizations for home and community-based programs to serve the needs of people with TBI and their families.

**For more information visit, <https://www.tn.gov/health/health-program-areas/fhw/vipp/tbi.html>**

## BRAIN INJURY 101: BASIC QUESTIONS ANSWERED

(Based off Arkansas Trauma Rehabilitation Program *Family Resource Guide* – used with permission)

### 1. What is a Traumatic Brain Injury (TBI)?

A traumatic brain injury is referred to as closed head injury, head trauma, concussion, TBI, mild TBI, a disorder of consciousness and shaken baby syndrome. These terms are used interchangeably. TBI is an injury to the brain caused by an external physical force. It may produce a diminished or altered state of consciousness, which results in impairment of cognitive abilities and physical functioning. These impairments may be either temporary or permanent and cause partial or total functional disability or psychological maladjustment.

### 2. Who is at risk?

Those at highest risk for traumatic brain injuries include children, young adults between the ages of 15-24 and adults 75 and older.

### 3. What are the types of brain injuries?

There are two types of traumatic brain injuries: penetrating brain injuries and closed head injuries. Penetrating head injuries occur when a foreign object enters the brain and causes damage to specific areas of the brain. Closed head injuries result from a blow to the head. Most people with traumatic brain injury experience brain swelling also called edema. Edema is a result of damage to blood vessels in the brain and is the body's response to a brain injury.

### 4. What is a concussion?

Concussion results from a blow to the head which causes the brain to strike the skull. A concussion does not cause structural damage to the brain but can cause temporary loss of functioning. Headaches, memory loss and sleep disturbance are common symptoms a person may experience after such an injury.

### 5. What is a contusion?

A contusion is a serious blow to the brain. Contusions result in bruising of the brain and a more noticeable loss of functions. More comprehensive care is required for a contusion. Follow-up treatment and evaluation are required regularly.

### 6. What is a skull fracture?

Skull fracture results in damage to the skin, skull, and brain. The form of medical treatment varies with the location and severity of the fracture. Close observation and follow-up treatment are always required. Many skull fractures result in mild to severe problems associated with daily functioning such as walking, memory, vision, and behavior.

### 7. What is a hematoma?

The collection of blood in one or several locations of the brain creates a hematoma. A hematoma may occur between the skull and the covering of the brain (epidural) or may occur between the membrane covering the brain and the brain itself (subdural). Hematomas may require surgery (a craniotomy) to be performed.

## BRAIN INJURY 101: BASIC QUESTIONS ANSWERED (continued)

### **8. What is a coma?**

Coma is defined as a prolonged state of unconsciousness. A person in a coma does not respond to external stimuli. There is no speech, the eyes are closed, and the person cannot obey commands. A coma can last from hours to days, depending on the severity of the brain damage. A person can remain in a comatose state for months or even years. A person may eventually open their eyes but remain unresponsive.

### **9. What happens in the emergency room and intensive care unit?**

Most accident victims enter the hospital through the emergency room. The injury is diagnosed, and appropriate action is taken. Some patients must go to the hospital's intensive care unit (ICU) for close, 24-hour monitoring. Other injuries sustained at the time of the brain injury may require ICU services, not necessarily related to the head trauma.

### **10. What is medical stabilization?**

Many patients with a brain injury require time in the hospital for other medical treatment such as recovery from surgery, healing of wounds and setting of fractures. This is known as medical stabilization. This process can take from several days to several months. Patients may be transferred from the ER or ICU to a medical floor for observation, medical treatment, and the beginning of rehabilitation services such as physical therapy.

### **11. What happens after medical stabilization?**

After the patient has gone through medical stabilization, there are a variety of directions that treatment can take.

The patient may be transferred to a physical rehabilitation unit within a general hospital, a specialized rehabilitation treatment center or a skilled nursing unit. Physical, occupational, speech, cognitive and neuropsychological services may be provided on an intensive basis in any area of these settings.

Some patients will not require skilled nursing care and may be transferred to a unit for brain injury patients. Some patients will go home with their families and return to the hospital or a specialized outpatient program for therapy and treatment. Patients who require extended skilled nursing care may be transferred to a long-term care facility, while some patients will return home to receive therapy and around-the-clock nursing care.

### **12. What is rehabilitation?**

Rehabilitation is the process that helps an individual reach optimum function by providing a variety of services. Rehabilitation hospitals should use a team concept that includes the services of physicians, as well as physical, occupational and speech therapists, neurophysiologists, social workers, therapeutic recreation specialists and nurses. However, the most important members of the treatment team are the patient and the patient's family.

## BRAIN INJURY 101: BASIC QUESTIONS ANSWERED (continued)

### **13. What is the best choice?**

The appropriate choice for continued treatment is a major decision to be made by the patient, family, and physician. It is important to talk to the treatment team and fully understand the patient's needs. You must seek out as much information as possible to educate yourself about available resources.

### **14. What do families go through?**

Shock, anger, hurt, denial, and depression are common reactions families experience. A loved one's brain injury can change the family's life as well. Your adult child may require more attention from you. An injured parent may need the assistance of adult children. As the patient goes through the stages of recovery, so does the family. The key is to take it one day at a time.

### **15. What are the signs of stress?**

The stress placed on the family is tremendous. Each individual and family will cope with stress differently. The signs of stress may include the following: inability to sleep, poor appetite, lack of interest in personal care or appearance, a strong sense of guilt, reduced self-worth, loneliness, excessive use of drugs or alcohol, forgetfulness, or an inability to understand things that are said. When stress builds, seek support from friends, family, clergy, and the medical staff caring for your loved one.

### **16. What can the family expect?**

Every brain injury is different. You cannot compare brain injuries to a broken arm or leg. The effects of each brain injury vary. No one person has all the answers. Begin to read and gather information about brain injury, its effects, and possible treatments. Educating yourself is important in setting realistic expectations.

### **17. Helpful suggestions for families:**

- Establish a balance between pushing the person with the brain injury beyond their ability to function and not giving enough encouragement.
- Establish and maintain a daily routine.
- Approach the individual on their good side.
- Use familiar photographs of family members, friends, pets, or possessions.
- Speak of familiar names, places, interests, or activities.
- Be yourself with your family member.
- Do not overwhelm or overload the person with information.
- Provide the individual with ample time to respond.
- Do not present the person with a task that is too complex.
- Try to reduce confusion in their surroundings.
- Talk openly about their gains and abilities.
- Communicate with doctors, nurses, therapists and your loved one.

## SIGNS AND SYMPTOMS OF A BRAIN INJURY

(Based off Arkansas Trauma Rehabilitation Program *Family Resource Guide* – used with permission)

If you have had a brain injury, or know someone who has, below are some of the natural reactions the body exhibits behaviorally, emotionally, cognitively, and physically.

### Behavioral Issues

- Wanders Off / Runs Away
- Impulsive (acts without thinking)
- Reduced Self-Esteem
- Repeated Invasion of Personal Space
- Short Fuse (unable to control outbursts)
- Difficulty Maintaining Relationships

### Cognitive Issues

- Easily Distracted
- Seems to “Space Out”
- Difficulty Understanding
- Difficulty with Reality
- Seems Confused
- Poor Memory
- Decreased Safety Awareness
- Slow to Answer Questions
- Difficulty Organizing (time, etc.)

### Personality Issues

- Denies Deficits
- Irritable
- Egotistical
- Doesn’t Listen
- Asks a lot of Questions
- Argumentative
- Manipulative
- Appears Unmotivated
- Moody
- Depressed
- Face Shows Little or No Emotion

### Physical Issues

- Fatigue and/or Weakness
- Spasticity and Tremors
- Motor Coordination
- Speech Difficulties
- Seizures
- Balance
- Mobility
- Changes in Taste or Smell

### Social Issues

- Inappropriate Social Interaction (overly formal or overly friendly)
- Interrupts Conversations
- Fabricates Stories/Lies
- Inappropriate Conversation (sex, drugs, alcohol, etc.)
- Poor Eye Contact
- Goes off on Tangents

### Verbal Issues

- Poor Speech
- Speaks in a Monotone
- Vulgarity/Swearing
- Talks too Loud or too Soft
- Has Difficulty “finding” Words
- Broken Speech



## SCALES AND MEASUREMENTS OF FUNCTIONING

(Based off Arkansas Trauma Rehabilitation Program *Family Resource Guide* – used with permission)

Several scales and measures are used to rate and record the progress a person makes in rehabilitation following a brain injury. Some of the most common are described below:

### **Glasgow Coma Scale (GCS)**

The Glasgow Coma Scale is a neurological assessment tool that helps medical professionals to determine the severity of a brain injury. GCS measures motor response, eye-opening and verbal response to appropriate stimuli. To learn more visit, <https://www.cdc.gov/masstrauma/resources/gcs.pdf>.

### **Disability Rating Scale (DRS)**

The Disability Rating Scale measures an individual's general functional change throughout recovery for individuals with moderate to severe TBI. This scale considers cognitive and physical function, impairment, disability, and handicap to present a global depiction of an individual's disability. To learn more visit, <https://www.tbims.org/combi/drs/>.

### **Functional Independent Measure (FIM)**

The Functional Independent Measure is a scale that rates an individual's independence level with activities of daily living. Areas of activities of daily living include self-care, bowel and bladder management, locomotion, transfers, communication, and social cognition. To learn more visit, <http://tbims.org/combi/FIM/index.html>.

### **Functional Assessment Measure (FAM)**

The Functional Assessment Measure is used in conjunction with the Functional Independent Measure. The FAM was developed specifically for people with brain injury and provides a measure of disability to reflect communication, psychosocial adjustment, and cognitive functions. To learn more visit, <http://www.tbims.org/combi/FAM/index.html>.

### **Rancho Los Amigos Scale (RLAS)**

The Rancho Los Amigos Scale is a widely accepted medical scale used to describe the cognitive and behavioral patterns found in persons with brain injury as they recover from injury. To learn more visit, <https://www.ncbi.nlm.nih.gov/books/NBK448151/>.



# **RESOURCES AND SERVICES**

## ADVOCACY / LEGAL SERVICES

### **Brain Injury Association of Tennessee**

<https://braininjurytenn.org/>

The Brain Injury Association of Tennessee (BIAT) is a non-profit organization composed of survivors, family members and friends, along with professionals from various related disciplines, dedicated to improving the quality of life for survivors of traumatic brain injury and their families and to the prevention of brain injuries.

955 Woodland Street | Nashville, TN 37206 | (629) 246-5884  
Family Help Line: (800) 444-6443

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### **Tennessee Council on Developmental Disabilities**

<http://www.tn.gov/cdd/>

The DD Council sponsors the Partners in Policymaking Leadership Institute, a leadership, advocacy, and self-advocacy training program for adults with disabilities and family members of people with disabilities from across the state.

1<sup>st</sup> Floor, Davy Crockett Tower | 500 James Robertson Pkwy | Nashville, TN 37243  
(615) 532-6615 | Fax: (615) 532-6964 | Email: [tnddc@tn.gov](mailto:tnddc@tn.gov)

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### **Disability Right Tennessee**

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

Disability Rights Tennessee is a legally based private, non-profit volunteer organization funded by federal grants. Disability Rights Tennessee advocates for the rights of Tennesseans with disabilities to ensure they have equal opportunity to be productive and respected members of our society.

(800) 342-1660 | Email: [GetHelp@disabilityrightstn.org](mailto:GetHelp@disabilityrightstn.org)

## ADVOCACY / LEGAL SERVICES

### Office of Conservatorship Management

<https://officeofconservatorshipmanagement.nashville.gov/>

Office of Conservatorship Management helps to encourage the responsible, ethical, and appropriate management and treatment of individuals under a Guardianship or Conservatorship within *Davidson County*.

1 Public Square, Suite 601 | Nashville, TN 37122 | (615) 880-3335

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### Traumatic Brain Injury Service Coordinators (see also **Service Coordination**)

<https://www.tn.gov/health/health-program-areas/fhw/vipp/tbi/support-groups.html>

TBI Service Coordinators are available to advocate for people with brain injury and their families for needed programs and services. For more information please call (800) 882-0611 or your local area service coordinator.

Memphis Area:	(901) 545-8487	Upper Cumberland:	(629) 702-7727
Jackson Area:	(731) 541-4941	Chattanooga Area:	(423) 602-7246
Nashville Area:	(615) 955-0673	Knoxville Area:	(865) 331-1499
Murfreesboro Area:	(629) 702-7729	Johnson City Area:	(423) 257-3644 x6

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### Tennessee Disability Coalition

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

The Coalition is an alliance of organizations and individuals who have joined to promote the full and equal participation of men, women, and children with disabilities in all aspects of life. Members work together to advocate for public policy that ensures the self-determination, independence, empowerment, and inclusion for people with disabilities in areas such as accessibility, education, healthcare, housing and voting rights.

955 Woodland Street | Nashville, TN 37206 | (615) 383-9442 | Email: [Coalition@tndisability.org](mailto:Coalition@tndisability.org)

## ADVOCACY / LEGAL SERVICES

### Tennessee Client Assistance Program (CAP)

[www.disabilityrightstn.org/resources/client-assistance-program-cap](http://www.disabilityrightstn.org/resources/client-assistance-program-cap)

Tennessee's Client Assistance Program (CAP) helps individuals with disabilities receive the services for which they are eligible under the Rehabilitation Act. CAP provides information on available services and benefits, especially to pursue appropriate remedies to ensure the protection of the rights of these individuals. The Client Assistance Program is administered by Disability Rights Tennessee and is independent of Rehabilitation Services.

(800) 342-1660 | Email: [GetHelp@disabilityrightstn.org](mailto:GetHelp@disabilityrightstn.org)

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### Tennessee Human Rights Commission

<https://www.tn.gov/humanrights.html>

The Commission is an independent state agency responsible for enforcing the state's anti-discrimination laws which prohibit discrimination in housing, employment and public accommodation based on race, color, creed, national origin, religion, sex, disability (not in public accommodations), familial status (housing only) and age (40+, not in housing). The Commission also ensures that the State of Tennessee compliance with Title VI of the Civil Rights Act of 1964.

William R. Snodgrass Tennessee Tower | 312 Rosa L. Parks Avenue, 23<sup>rd</sup> Floor  
Nashville, TN 3724 | Nashville, TN 37243 | (800) 251-3589 | Email: [ask.thrc@tn.gov](mailto:ask.thrc@tn.gov)



## ASSISTIVE TECHNOLOGY

### Tennessee Technology Access Program

[www.tn.gov/humanservices/ds/ttap.html](http://www.tn.gov/humanservices/ds/ttap.html)

The Tennessee Technology Access Program (TTAP) is a statewide program designed to increase access to, and acquisition of, assistive technology devices and services.

15<sup>th</sup> Floor, James K. Polk State Office Building | 505 Deaderick St. | Nashville, TN 37243  
(615) 313-5183 | Toll-Free: (800) 732-5059 | TTY: (615) 313-5695 | Email: [TN.TTAP@tn.gov](mailto:TN.TTAP@tn.gov)

### Technology Access Centers

#### Mid-South Access Center for Technology

University of Memphis  
College of Education  
530 Patterson Street  
Main Office: Room 119, Patterson Hall  
Memphis, Tennessee 38152  
(901) 678-1489 (Phone)  
(901) 678-1318 (TTY)  
(901) 678-3215 (Fax)  
Email: [act@memphis.edu](mailto:act@memphis.edu)  
Website: <http://act.memphis.edu>  
Counties Served: Shelby

#### The STAR Center

1119 Old Humboldt Road  
Jackson, TN 38305  
(731) 668-3888 (Phone)  
(800) 464-5619 (Toll-Free)  
(731) 668-1666 (Fax)  
Email: [infostar@star-center.org](mailto:infostar@star-center.org)  
Website: [www.star-center.org](http://www.star-center.org)  
Counties Served: Bedford, Benton, Canon, Carrol, Cheatham, Chester, Clay, Coffee, Crockett, Cumberland, Davidson, Decatur, Dekalb, Dickson, Dyer, Fayette, Fentress, Franklin, Gibson, Giles, Hardeman, Hardin, Haywood, Henderson, Henry, Hickman, Houston, Humphreys, Jackson, Lake, Lauderdale, Lawrence, Lewis, Lincoln, Macon, Madison, Marshall, Maury, McNairy, Montgomery, Moore, Obion, Overton, Perry, Pickett, Putman, Robertson, Rutherford, Smith, Stewart, Sumner, Tipton, Trousdale, Van Buren, Warren, Wayne, Weakley, White, Williamson, Wilson

#### Signal Centers Assistive Technology Services

2300 Bailey Ave  
Chattanooga, TN 37404  
(423) 629-4174 (Phone)  
(423) 498-2217 (Fax)  
Email: [Lana.Little@signalcenters.org](mailto:Lana.Little@signalcenters.org)  
Website:  
<https://signalcenters.org/index.php/assistive-tech-service/>  
Counties Served: Bledsoe, Bradley, Grundy, Hamilton, Marion, McMinn, Meigs, Polk, Rhea, Sequatchie

#### SPARK (Formerly East Tennessee Technology Access Center)

116 Childress Street  
Knoxville, Tennessee 37920  
(865) 219-0130 (Phone)  
(865) 219-0137 (Fax)  
Email: [visitor@sparktn.org](mailto:visitor@sparktn.org)  
Website: <https://www.sparktn.org/>  
Counties Served: Anderson, Blount, Campbell, Carter, Claiborne, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Johnson, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier, Sullivan, Unicoi, Union, Washington

## CAMP / RECREATION

### **Easter Seals Tennessee Camp**

[www.easterseals.com/tennessee/](http://www.easterseals.com/tennessee/)

Easter Seals Tennessee is committed to providing the highest quality recreation campaign programs for youth and adults with special needs. At Easter Seals Camp, campers are encouraged to live and explore nature, learn to be independent, work to overcome fears and play to create memories in an inclusive environment.

All camp programs take place at beautiful YMCA Camp Widjiwagan, located at 3088 Smith Springs Road in Nashville. The property is fully accessible for youth and adults of all abilities and is accredited by the American Camp Association. The TBI Program covers the cost of camp for eligible adults and youth.

500 Wilson Pike Circle, Suite 228 | Brentwood, TN 37027 | (615) 292-6640

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### **United Cerebral Palsy of Middle Tennessee**

[ucpmidtn.org/](http://ucpmidtn.org/)

United Cerebral Palsy's Sports and Recreation Program offers year-round activities for people with disabilities and their families. Activities take place every Thursday evening and during specially designated weekends. Among regular activities offered are bowling, wheelchair basketball, board games and movie nights.

1200 9<sup>th</sup> Avenue North, Suite 110 | Nashville, TN 37208 | (615) 242-4091



## CONCUSSION / TBI

### Tennessee Sports Concussion Law

<https://www.tn.gov/health/health-program-areas/fhw/vipp/tbi/tn-sports-concussion.html>

In April 2013, Tennessee became the 44<sup>th</sup> state to pass a sports concussion law designed to reduce youth sports concussions and increase awareness of traumatic brain injury.

Legislation, Public Chapter 148, has three key components:

- 1) To inform and educate coaches, youth athletes and their parents and requires them to sign a concussion information form before competing;
- 2) To require removal of a youth athlete who appears to have suffered a concussion from play or practice at the time of the suspected concussion; and
- 3) To require a youth athlete to be cleared by a licensed health care professional before returning to play or practice.

Both public and private school sports programs and recreational leagues for children under age 18 that require a fee are affected by the law which covers all sports. The Department of Health website contains all resources that coaches, youth athletes and parents need to fulfill the intent of the law. The concussion law provides an opportunity for Tennessee's youth athletes to engage in safer sports.

Visit the Tennessee Department of Health Traumatic Brain Injury Program webpage to find links for required forms, training and guidelines that will equip coaches, parents, and athletes to recognize and respond to sports-related concussions.

### Concussion Resources

CDC Concussion Information and Training

<http://www.cdc.gov/Headsup/index.html>

CDC Concussion Checklist

[https://www.cdc.gov/headsup/pdfs/schools/tbi\\_schools\\_checklist\\_508-a.pdf](https://www.cdc.gov/headsup/pdfs/schools/tbi_schools_checklist_508-a.pdf)

CDC HEADS UP to Youth Sports

[www.cdc.gov/headsup/youthsports/index.html](http://www.cdc.gov/headsup/youthsports/index.html)

Brain Links

[www.tndisability.org/brain](http://www.tndisability.org/brain)

Return to Learn / Return to Play: Concussion Management Guidelines

<https://www.tn.gov/health/health-program-areas/fhw/vipp/tbi/resources.html>

Brain 101: The Concussion Playbook

<https://orcasinc.com/products/brain-101/index.html>



## DISABILITY ORGANIZATIONS

### **Brain Injury Association of Tennessee** (see also **Advocacy**)

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

955 Woodland Street | Nashville, TN 37206 | (615) 955-0673 | Family Help Line: (877) 757-2428

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### **Council on Developmental Disabilities**

<http://www.tn.gov/cdd/>

Tennessee Council on Developmental Disabilities is a state office that promotes public policies to increase and support the inclusion of individuals with developmental disabilities in their communities.

1<sup>st</sup> Floor, Davy Crockett Tower | 500 James Robertson Pkwy | Nashville, TN 37243  
(615) 532-6615 | Fax: (615) 532-6964 | Email: [tnddc@tn.gov](mailto:tnddc@tn.gov)

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### **Tennessee Disability Coalition** (see also **Advocacy**)

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

955 Woodland Street | Nashville, TN 37206 | (615) 383-9442

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### **United Cerebral Palsy of Middle Tennessee**

[ucpmidtn.org/](http://ucpmidtn.org/)

UCPMidTN focuses on services for individuals of all ages and all types of disabilities, especially those that primarily affect mobility. Consumers have a wide variety of physical disabilities – approximately 30 percent of UCP consumers have cerebral palsy and 70 percent have other disabilities including autism, spina bifida, multiple sclerosis (MS), disability resulting from head and spinal cord injury, amyotrophic lateral sclerosis (ALS), amputations, strokes, and heart attacks and many lesser-known physical disabilities.

1200 9<sup>th</sup> Avenue North, Suite 100 | Nashville, TN 37208 | (615) 242-4091

## EDUCATION

### Brain Links

[www.tndisability.org/brain](http://www.tndisability.org/brain)

Brain Links is a statewide team of brain injury specialists who equip professionals with current, brain injury research-based training and tools to enable them to better serve people with brain injury of all ages.

Carrie Carlson  
Resource Specialist  
[carrie\\_c@tndisability.org](mailto:carrie_c@tndisability.org)

Paula Denslow, Director  
Resource Specialist  
(615) 383-9442  
[paula\\_d@tndisability.org](mailto:paula_d@tndisability.org)

Wendy Elmo  
Resource Specialist  
[wendy\\_e@tndisability.org](mailto:wendy_e@tndisability.org)

Jennifer Rayman  
Resource Specialist  
[jennifer\\_j@tndisability.org](mailto:jennifer_j@tndisability.org)

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### Tennessee Department of Education, Special Education

<http://www.tn.gov/education/>

The Department of Education promotes educational services and programs for all Tennessee's students with special education needs. The department is committed to systematic planning along with plan implementation, tracking and accountability as a vehicle for providing the leadership necessary for fulfilling this purpose.

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## EDUCATION

### **STEP: Support and Training for Exceptional Parents**

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

STEP is a statewide family-to-family program established in 1989 to support families. The program provides free information, advocacy training and support services to parents of children eligible to receive special education services under the Individuals with Disabilities Education Act (IDEA).

#### **West Tennessee**

2157 Madison Ave., Ste. 204  
Memphis, TN 38104  
(901) 726-4334

#### **Middle Tennessee**

955 Woodland Street  
Nashville, TN 37206  
(615) 463-2310

#### **East Tennessee**

712 Professional Plaza  
Greenville, TN 37745  
(423) 639-0125

Toll-Free: (800) 280-STEP | Spanish: (800) 975-2919 | Fax: (423) 636-8217

Email: [information@tnstep.org](mailto:information@tnstep.org)



## EMPLOYMENT SERVICES / VOCATIONAL REHABILITATION

### JOBS4TN

[www.jobs4tn.gov/](http://www.jobs4tn.gov/)

Tennessee job seekers and employers have a powerful tool in searching for jobs and job candidates. The site allows users to customize their workspaces, to expand database searches and how they are saved, and share jobs through e-mail and the Career Network.

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### Tennessee Department of Human Services, Vocational Rehabilitation

[www.tn.gov/humanservices/ds/vocational-rehabilitation.html](http://www.tn.gov/humanservices/ds/vocational-rehabilitation.html)

Vocational Rehabilitation (VR) is a federal and state-funded program that provides a variety of individualized services to persons with disabilities in preparation for employment in the competitive labor market. VR advocates employment outcomes for clients that are consistent with their individual strengths, resources, abilities, capabilities, and informed care.

- Counseling & Guidance
- Training
- Maintenance & Transportation
- Transition Service from School to Work
- Personal Care Assistance
- Rehabilitation Technology Services
- Job Placement
- Post-Employment Services
- Supported Employment
- Independent Living Services

(615) 313-4891 | TTY: (615) 313-4891 | TTY Long Distance: (800) 270-1349

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### Tennessee Rehabilitation Center

[www.tn.gov/humanservices/ds/trc-smyrna.html](http://www.tn.gov/humanservices/ds/trc-smyrna.html)

The Tennessee Rehabilitation Center (TRC) in Smyrna is a state-operated training center that provides career and technical education to prepare individuals with disabilities for greater independence and competitive integrated employment in their local communities. Services are provided on campus and most clients live on campus in residential units while receiving services. The TRC serves clients of the Department of Human Services, Division of Rehabilitation Services, from all 95 counties in the state.

460 Ninth Ave | Smyrna, TN 37167 | (615) 459-6811 | Fax: (615) 744-0062

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## EMPLOYMENT SERVICES / VOCATIONAL REHABILITATION

### Tennessee Department of Labor and Work Force Development

[www.tn.gov/workforce/jobs-and-education/job-search1/find-local-american-job-center.html](http://www.tn.gov/workforce/jobs-and-education/job-search1/find-local-american-job-center.html)

The American Job Centers offers services that can meet the employment needs of recent college graduates looking for a job to seasoned employees wanting a career change. The Center provides free access to resource rooms which include computers and internet, telephones, and fax machines. Job seekers can attend on-site recruiting events, workshops on resume writing, interviewing skill, and job search activities or pursue more intensive training or certification for occupations that are in demand. American Job Centers offers the right tools needed to succeed. All 95 Tennessee counties are served by an American Job Center with qualified staff and are open 8:00 am to 4:30 pm, Monday – Friday.

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### Benefits to Work Project

<http://www.tndisability.org/benefits-work>

Benefits to Work is a program of the Tennessee Disability Coalition and Empower TN. The goal of Benefits to Work is to promote self-sufficiency for individuals with disabilities by helping to lessen some of the obstacles faced when going to work including concern about losing healthcare coverage and other benefits. Highly trained counselors have assisted hundreds of individuals with understanding the Social Security employment supports such as Ticket to Work. Benefits to Work provide tools to make informed decisions about working, financial circumstances and the courage to pursue career goals. To better serve Benefits to Work collaborates with employment resource professionals such as Social Security, Vocational Rehabilitation, Employment Networks, Workforce Employment Networks, Protection and Advocacy for Beneficiaries of Social Security (PABSS) and many others.

### For more information contact:

Alice L. Owens, Program Director  
(888) 639-7811



## FINANCIAL ASSISTANCE AND BENEFITS

### **Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI)**

[www.ssa.gov](http://www.ssa.gov)

**SSI:** Supplemental Security Income pays benefits based on financial need. The SSI program makes payments to people with low income who are age 65 or older or are blind or have a disability. A child younger than age 18 can qualify if an individual meets Social Security's definition of disability for children and if the individual's income and resources fall within eligibility limits.

**SSDI:** Social Security pays benefits to people who cannot work because they have a medical condition expected to last at least one year or result in death. Federal law requires a very strict definition of disability.

[www.socialsecurity.gov](http://www.socialsecurity.gov) | (800) 772-1213 | TTY: (800) 325-0778

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### **Vista Points, Inc.**

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

Vista Points, Inc. is a non-profit organization that acts as a trustee for special needs trusts. It also offers resources on establishing special needs trusts, educational programs, and referrals to attorneys to assist families with creating special needs trusts.

Vista Points provides trustee services for three types of special needs trusts: (1) first party or self-settled trusts, (2) third-party trusts, and (3) pooled trusts. Through community outreach activities and educational programs, Vista Points promotes the advantages of special needs trusts to those who will most benefit from them, including people living with a physical, mental, or intellectual disability, their parents and caregivers and the professionals who serve and guide them.

(888) 442-4076 | Email: [info@vistapoints.org](mailto:info@vistapoints.org)



## HOUSING / LIVING CARE ARRANGEMENTS

### **Accessible Space, Inc.**

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

ASI is a nationwide, non-profit housing and service provider for adults with physical disabilities and seniors and oversees three affordable and accessible apartment complexes in Nashville and Memphis. Tennessee Community Services Agency (TNCSA) provides supportive services to eligible residents of the Memphis Facilities.

Locations:

#### **Hagy Commons**

2737 McCampbell Ave.  
Nashville, TN 37214

#### **McCullough Place**

1456 Gilham Rd  
Memphis, TN 38134

#### **Welsh Manor**

2900 Coleman Rd  
Memphis, TN 38128

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### **Castalian Springs** (see also **Facilities**)

<https://www.neurorestorative.com/state-location/castalian-springs/>

NeuroRestorative Castalian Springs provides regional access to rehabilitation, transitional and supported living services for adults with brain injury through the southeast. This facility is a single-family setting in a rural location that offers ample outdoor space including a pavilion, garden, and patio.

Services provided may be offered by NeuroRestorative staff and other professionals on-site or in the community. NeuroRestorative also coordinates or assists participants in accessing additional services from other health professionals and local service providers as necessary.

- 24-Hour Staff Support
- Art Classes
- Behavior Analysis Consultation
- Case Management
- Community Integration
- Family Education & Training
- Fitness Equipment & Activities
- Health & Wellness Services
- Home Management Skills Training
- Life Skills Training
- Meal Planning & Preparation
- Medical Care Coordination
- Neuropsychological Consultation
- Nursing
- Nutritional Education
- Nutritionally Prepared Meals & Snacks
- Phone, Cable, Computer & Internet Access & Support
- Prevocational Services Coordination
- Social & Recreational Activities
- Therapy Services Coordination
- Transportation
- Vocational Activities

268 Governor Hall Rd. | Castalian Springs, TN 37031 | (800) 743-6802

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## HOUSING / LIVING CARE ARRANGEMENTS

### **Crumley House** (see also **Facilities**)

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

Crumley House provides transitional living services for adults with brain injury in a fully accessible building with 14 apartment units, located on 32 acres of land overlooking the mountains.

Crumley House Residential Program provides the following services:

- Individuals reside at the facility with staff on premises 27 hours a day, 7 days a week;
- Members of the residential program are expected to participate in the rehabilitation program;
- Assistance with activities of daily living is provided by staff, with the level of support being dependent upon the individual's needs;
- Meals are provided in the dining area three times a day;
- Medications are managed with the supervision of staff;
- Transportation is available for routine local healthcare to follow up and services; and
- Crumley House staff participate in specialized training programs focused on brain injury.

300 Urbana Rd. | Limestone, TN 37681 | (423) 257-3644

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### **Hosanna Community**

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

The Hosanna Community fosters independence for adults with physical disabilities and traumatic brain injuries. Located on seven wooded acres, facilities living quarters and separate bedrooms for each resident.

Hosanna provides:

- A chance for adults with disabilities to live in a supportive community while maintaining independence;
- An opportunity for those who do not need assisted living services to find the supportive services they needed while living as independently as they are able;
- A home-away-from-home, providing family members the peace of mind that their loved one is in a setting that encourages self-fulfillment through self-sufficiency; and
- A safety net for those individuals who can manage the activities of daily living yet needs support in other areas.

6410 Grubb Rd. | Hixson, TN 37343 | (423) 870-6880 | Email: [hosannacommunity@comcast.net](mailto:hosannacommunity@comcast.net)



## INFORMATION AND REFERRAL

### **Brain Injury Association of Tennessee**

<https://braininjurytenn.org/>

The Brain Injury Association of Tennessee (BIAT) is a non-profit organization dedicated to improving the quality of life for survivors of traumatic brain injury and their families and to the prevention of brain injuries.

P.O. Box 280364 | Nashville, TN 37228 | (615) 955-0673 | Family Help Line: (877) 757-2428

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### **Tennessee Disability Pathfinder**

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

Tennessee Disability Pathfinder is a free, statewide clearinghouse of disability-related resources and services for persons with disabilities, their family members, services providers, and advocates. Pathfinder provides:

- Toll-Free statewide bilingual helpline: (800) 640-4636 or email [tnpathfinder@vumc.org](mailto:tnpathfinder@vumc.org)
  - Free Online Services Database: <https://vkc.vumc.org/pathsearch/>
  - Disability Resource Library: <https://vkc.vumc.org/vkc/pathfinder/library/>
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### **Tennessee Commission on Aging and Disability**

[www.tn.gov/aging.html](http://www.tn.gov/aging.html)

The Tennessee Commission on Aging and Disability is the designated state agency mandated to provide leadership on behalf of older persons and individuals with a disability in the state.

502 Deaderick Street, 9<sup>th</sup> Floor | Nashville, TN 37243 | (615) 741-2056

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### **United Way, 2-1-1**

[www.211tn.org](http://www.211tn.org)

United Way 2-1-1 is a source of information about community services in Middle Tennessee, such as healthcare, food and financial assistance, counseling, and legal services. Multilingual services are available.

## INFORMATION AND REFERRAL

### Tennessee Association of Human Resource Agencies

<https://tnhra.org/>

The Tennessee General Assembly has established the Human Resource Agencies to be the delivery system for human services throughout the state. Nine regional agencies offer services in the following major categories: Elderly and Disabled Services, Community Intervention, Children and Youth Services, Nutrition Services, Transportation, Education and Employment and Home Health Programs.

#### **Delta**

Covington, TN 38019  
(901) 476-5226  
[www.deltahra.org](http://www.deltahra.org)

#### **Mid Cumberland**

Nashville, TN 37217  
(615) 331-6033  
[www.mchra.com](http://www.mchra.com)

#### **Southeast**

Dunlap, TN 37327  
(423) 949-2191 x141  
[www.sethra.us](http://www.sethra.us)

#### **East Tennessee**

Knoxville, TN 37923  
(865) 691-2551  
[www.ethra.org](http://www.ethra.org)

#### **Northwest Tennessee**

Martin, TN 38237  
(731) 587-4213  
[www.nwtdd.org/nwthra](http://www.nwtdd.org/nwthra)

#### **Southwest**

Henderson, TN 38340  
(731) 989-5111  
[www.swhra.org](http://www.swhra.org)

#### **First Tennessee**

Johnson City, TN 37604  
(423) 461-8200  
[www.fthra.org](http://www.fthra.org)

#### **South Central**

Fayetteville, TN 37334  
(931) 433-7182  
[www.schra.us](http://www.schra.us)

#### **Upper Cumberland**

Cookeville, TN 38501  
(931) 528-1127  
[www.uchra.com](http://www.uchra.com)

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### Traumatic Brain Injury Service Coordinators

<https://www.tn.gov/health/health-program-areas/fhw/vipp/tbi/support-groups.html>

TBI Service Coordinators are available to assist persons with brain injury, families and professionals access needed programs and services.

For more information call, (800) 882-0611 or:

Memphis Area:	(901) 545-8487	Upper Cumberland:	(629) 702-7727
Jackson Area:	(731) 541-4941	Chattanooga Area:	(423) 602-7246
Nashville Area:	(615) 955-0673	Knoxville Area:	(865) 331-1499
Murfreesboro Area:	(629) 702-7729	Johnson City Area:	(423) 257-3644 x6

## MEDICAL

### MEDICARE

[www.medicare.gov/](http://www.medicare.gov/)

Medicare is national health insurance for people aged 65 or older, people under 65 with certain disabilities and people of any age with End-Stage Renal Disease. Medicare is not income-based. Individuals with a disability under age 65 are eligible for Medicare benefits once qualified for Social Security Disability insurance benefits. Medicare is automatically offered to persons drawing Social Security benefits for 24 months.

For more information call: (800) MEDICARE [(800) 633-4227]

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### CHOICES

<https://www.tn.gov/tenncare/long-term-services-supports/choices.html>

TennCare CHOICES program includes nursing facility services and home and community-based services for adults (age 21 and older) with a physical disability and seniors (age 65 and older). The CHOICES program offers services to help a person live in their own home or in their community.

For CHOICES counseling assistance, contact your local Area Agency on Aging and Disability (AAAD) at:

**First Tennessee**

(866) 836-6678

[benefits@ftaad.org](mailto:benefits@ftaad.org)

**Upper Cumberland**

(931) 476-4158

[benefits@ucdd.org](mailto:benefits@ucdd.org)

**Mid-South TN**

(866) 836-6678

[Benefits.counseling@agingcommission.org](mailto:Benefits.counseling@agingcommission.org)

**Northwest TN**

(866) 836-6678

[benefits@nwtd.org](mailto:benefits@nwtd.org)

**Southwest TN**

(731) 668-6967

[Benefits@swtd.org](mailto:Benefits@swtd.org)

**Greater Nashville**

(615) 255-1010

[benefits@gnrc.org](mailto:benefits@gnrc.org)

**South Central TN**

(866) 836-6678

[benefits@sctd.org](mailto:benefits@sctd.org)

**East TN**

(866) 836-6678

[benefits@ethra.org](mailto:benefits@ethra.org)

**Southeast TN**

Cookeville, TN 38501

(866) 836-6678

[benefits@sedev.org](mailto:benefits@sedev.org)

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## MEDICAL

### **TENNCARE**

[www.tn.gov/tenncare.html](http://www.tn.gov/tenncare.html)

TennCare is the state of Tennessee's Medicaid program that provides healthcare for approximately 1.4 million Tennesseans. TennCare provides healthcare to mostly low-income pregnant women, parents or caregivers of a minor child, children and individuals who are elderly or have a disability. To get Medicaid, individuals must meet the income and resource limits.

(800) 342-3145 or Tennessee Health Connection (855) 259-0701

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### **Tennessee Charitable Care Network (TCCN)**

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

TCCN is Tennessee's network of non-profit clinics and programs providing free or reduced cost medical, dental, and mental health services for low-income, uninsured, and underserved Tennesseans in need.

To find a clinic please visit, [www.tccnetwork.org/find\\_a\\_clinic.html](http://www.tccnetwork.org/find_a_clinic.html)

## MENTAL HEALTH / SUBSTANCE ABUSE SERVICES AND RESOURCES

### **Behavioral Health Safety Net**

<https://www.tn.gov/behavioral-health/mental-health-services/adults/behavioral-health-safety-net-.html>

The Behavioral Health Safety Net (BHSN) of TN provides core behavioral health services to Tennesseans 18+ who lack insurance coverage and meet all eligibility requirements for BHSN. These services are community-based and inpatient care is not covered. The BHSN is administered through a contract with Community Mental Health Agencies across the state.

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### **Centerstone**

<https://www.centerstone.org/>

Centerstone is a not-for-profit health system providing mental health and substance use disorder treatments. Centerstone cares for more than 63,000 people each year throughout the Middle Tennessee area and believes every person matters and is uniquely committed to bridging the gaps between mind and body health through integrated primary and behavioral healthcare. Most insurances are accepted – including Medicaid, Medicare, and many commercial insurance plans. For individuals who do not have insurance, ask about payment assistance.

Centerstone Treatment Services include:

- Addiction Recovery
- Children and Family
- Counseling
- Crisis and Urgent Care
- Forensic Evaluation
- Housing
- Inpatient
- Military Services
- Pharmacy
- Psychiatric Care
- Social Services

To find a location in your area, visit <https://centerstone.org/locations/tennessee/#nav-locations>

To learn about programs in TN, visit <https://centerstone.org/locations/tennessee/#nav-programs>

(877) 467-3123 | TN Crisis Line: (800) 861-7444 | Military Services Crisis Line: (866) 781-8010

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### **Cumberland Heights** (see also Facilities)

<https://www.cumberlandheights.org/>

Cumberland Heights is a non-profit organization that has provided services since 1966 and prides itself on being a treatment center steeped in tradition also taking on cutting-edge practices such as predictive analytics and feedback-informed treatment. Best known for its main campus on River Road, Cumberland Heights provides quality addiction treatment at 15 outpatient recovery centers through the state of Tennessee.

To learn about Cumberland Height locations visit, <https://www.cumberlandheights.org/locations/>

General Information: (615) 352-1757 | TTY/TDD: (615) 690-4537 | Admissions: (615) 356-2700

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## MENTAL HEALTH / SUBSTANCE ABUSE SERVICES AND RESOURCES

### **Institute on Aging**

<https://www.ioaging.org/services/all-inclusive-health-care/friendship-line>

Institute on Aging's 24-hour toll-free non-emergency Friendship Line is an accredited crisis line for people aged 60 years and older and adults living with disabilities. The line is answered by trained volunteers who specialize in offering a caring ear and having a friendly conversation.

Toll Free: (800) 971-0016

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### **988 Suicide & Crisis Lifeline (formally known as the National Suicide Prevention Lifeline)**

<https://988lifeline.org>

The 988 Suicide & Crisis Lifeline can help prevent suicide. The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you and your loved ones, and best practice for professionals in the United States.

Anyone could be struggling with suicide. To find more specific resources, visit <https://988lifeline.org>



## MENTAL HEALTH / SUBSTANCE ABUSE SERVICES AND RESOURCES

### **Tennessee Association of Alcohol, Drug & Other Addiction Services**

<https://www.taadas.org/>

TAADAS is a statewide organization that connects individuals to resources and services for alcohol and drug, gambling addiction, and other addiction information. Services that TAADAS provides include the Tennessee REDLINE, TAADAS Statewide Clearinghouse, Gambling Addiction Recovery Services Database, and advocacy/policy analysis.

**Tennessee REDLINE (1-800-889-9789)** is a toll-free information and referral line coordinated by TAADAS and funded by the Tennessee Department of Mental Health and Substance Abuse Services. The purpose of the REDLINE is to provide accurate, up-to-date alcohol, drug, problem gambling, and other addiction information and referrals to all citizens of Tennessee at their request.

**TAADAS Statewide Clearinghouse** is the state repository and dissemination center for alcohol and drug, problem gambling, and other addiction prevention and treatment literature. This literature is free and may be ordered via the TAADAS website at [www.taadas.org](http://www.taadas.org).

**Gambling Addiction Recovery Services Database** is a consistently updated database on gambling providers, including counseling, treatment, support groups and wrap-around recovery services for problem gambling or gambling addiction.

(615) 780-5901 | Fax: (615) 780-5905 | Email: [mail@taadas.org](mailto:mail@taadas.org)

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### **Tennessee Association of Mental Health Organizations**

<https://www.tamho.org/>

The Tennessee Association of Mental Health Organizations (TAMHO) is a statewide trade association representing Community Mental Health Centers and other non-profit corporations that provide behavioral health services.

To learn more about services, please visit <http://www.tamho.org/#services>

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### **Tennessee Department of Mental Health and Substance Abuse Services (TDMHSAS)**

<https://www.tn.gov/behavioral-health.html>

TDMHSAS Division of Mental Health Services administers and supports a diverse array of services and support for individuals of all ages living with mental illness, co-occurring disorders, or serious emotional disturbances. The Division is responsible for community-based programs and community support services including housing, crisis services, suicide prevention and peer-to-peer recovery services.

To learn more about services offered by the Division of Mental Health Services, visit <https://www.tn.gov/behavioral-health/mental-health-services.html>

## MENTAL HEALTH / SUBSTANCE ABUSE SERVICES AND RESOURCES

### Tennessee Department of Mental Health and Substance Abuse Services (TDMHSAS)

<https://www.tn.gov/behavioral-health.html>

TDMHSAS Division of Substance Abuse Services administers and supports a diverse array of substance abuse services, support, and resources. The Division provides substance abuse prevention efforts, treatment and recovery services and resources, criminal justice services, faith-based initiatives, per recovery services and crisis services.

To learn more about services offered by the Division of Substance Abuse Services, visit

<https://www.tn.gov/behavioral-health/substance-abuse-services.html>

500 Deaderick Street | Nashville, TN 37243 | Email: [OCA.TDMHSAS@tn.gov](mailto:OCA.TDMHSAS@tn.gov)

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### Tennessee Mental Health Consumers' Association

<https://tmhca-tn.org/>

The Tennessee Mental Health Consumers' Association (TMHCA) is Tennessee's only statewide organization that is owned and operated by people in recovery from mental health issues or addiction. TMHCA has over three decades of experience helping people find hope in their life. TMHCA's mission is to promote recovery and community through peer support, education, and advocacy for all mental health consumers in Tennessee.

To learn more about services and resources provided by TMHCA, visit <https://tmhca-tn.org/> or call a local office at:

#### **Corporate Office**

3931 Gallatin Pike  
Nashville, TN 37216  
(615) 250-1176  
(888) 539-0393 (Toll-Free)

#### **Jackson Office**

319 Vann Drive  
Jackson, TN 38305  
(731) 660-3275

#### **Murfreesboro Office**

416 A Medical Center Pkwy  
Murfreesboro, TN 37129  
(615) 893-2255

#### **Columbia Office**

704 Lion Parkway  
Columbia, TN 38401  
(931) 388-0664

#### **McMinnville Office**

1035 Sparta St.  
McMinnville, TN 37110  
(931) 474-4053

#### **Chattanooga Office**

420 Bell Avenue  
Chattanooga, TN 37405  
(423) 803-5655

#### **Memphis Office**

1407 Union Avenue, Suite 810  
(901) 522-2090

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## MENTAL HEALTH / SUBSTANCE ABUSE SERVICES AND RESOURCES

### Tennessee Statewide Crisis Phone Line

<https://www.tn.gov/behavioral-health/need-help/crisis-services.html>

The Tennessee Statewide Crisis Line is available 24/7, 365 days a year. The Crisis Line is a resource for anyone experiencing a mental health crisis. All calls are routed to a trained crisis counselor in your area, who will provide you support and guidance, and work to connect individuals with appropriate community supports. **This service is free!**

855-CRISIS-1 or (855) 274-7471



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### Tennessee REDLINE

[Tennessee REDLINE \(tn.gov\)](http://tn.gov)

Tennessee REDLINE is a free 24/7 toll-free information and referral line coordinated by TAADAS and funded by the Tennessee Department of Mental Health and Substance Abuse Services. The purpose of the REDLINE is to promote accurate, up-to-date alcohol, drug, problem gambling, and other addiction information and referrals to all citizens of Tennessee at their request.

Call or text: (800) 889-9789



**Tennessee Suicide Prevention Network (TSPN)**

<https://www.tspn.org/>

TSPN is a statewide public-private organization responsible for implementing the Tennessee Strategy for Suicide Prevention as defined by the 2001 National Strategy for Suicide Prevention. TSPN work across the state to eliminate the stigma of suicide and education communities about the warning signs of suicide, with the ultimate intention of reducing suicide rates in the state of Tennessee. TSPN provides suicide prevention and crisis intervention training to community organizations and conducts postvention sessions for schools and organizations after suicides occur.

1321 Murfreesboro Pike #115 | Nashville, TN 37217 | (615) 297-1077 | Email: [tspn@tspn.org](mailto:tspn@tspn.org)



## PERSONAL SUPPORT / HOME AND COMMUNITY-BASED SERVICES

### Centers for Independent Living

Centers for Independent Living (CILs) are private, non-profit corporations that provide services to maximize the independence of individuals with disabilities. CILs provide advocacy, independent living skills training, information/referral, and peer counseling.

#### **Empower TN**

2601 Elm Hill Pike  
Nashville, TN 37214  
(615) 200-6028

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

Email: [info@empowertn.org](mailto:info@empowertn.org)

#### **Memphis Center for Independent Living**

5100 Poplar Avenue, Suite 810  
Memphis, TN 38137  
(901) 726-6404

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

Email: [mcil@mcil.org](mailto:mcil@mcil.org)

#### **disABILITY Resource Center**

9111 Cross Park Drive, Suite E 135  
Knoxville, TN 37923  
(865) 637-3666

(865) 637-6796 TTY

Email: [drc@drctn.org](mailto:drc@drctn.org)

#### **TARP Center for Independent Living**

1027 Mineral Wells Ave., Suite #7  
Paris, TN 38242

(731) 644-0026 VOICE

(866) 895-8277 Toll-Free

[www.tarp1.org/](http://www.tarp1.org/)

Email: [info@tarp1.org](mailto:info@tarp1.org)

#### **Jackson Center for Independent Living**

23 Federal Drive  
Jackson, TN 38305  
(731) 668-2211

[www.j-cil.com](http://www.j-cil.com)

#### **Tri-State Resource & Advocacy Corp. (TRAC)**

6925 Shallowford Rd # 300  
Chattanooga, TN 37421  
(423) 892-4774

<http://tndeaflibrary.nashville.gov/directory/southeast/tri-state-resource-advocacy-corporation-inc-trac>

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#### **Crumley House (see also Facilities)**

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

Crumley House offers personal care services for adults with brain injury in a fully accessible building with 14 apartment units.

300 Urbana Rd. | Limestone, TN 37681 | (423) 257-3644

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## PERSONAL SUPPORT / HOME AND COMMUNITY-BASED SERVICES

### **TennCare CHOICES**

[www.tn.gov/tenncare/long-term-services-supports/choices.html](http://www.tn.gov/tenncare/long-term-services-supports/choices.html)

TennCare CHOICES program includes nursing facility services and home and community-based services for adults (age 21 and older) with a physical disability and seniors (age 65 and older). The CHOICES program offers services to help a person live in their own home or in the community.

(866) 836-6678

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### **Tennessee Respite Coalition**

<https://tnrespite.org/>

The Tennessee Respite Coalition provides relief to families and caregivers from the extraordinary and intensive demands of providing ongoing care.

Statewide Respite Helpline: (888) 579-3754

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### **Tennessee Community Services Agency**

<http://www.tncsa.com/>

Tennessee Community Services Agency (TNCSA) is a public agency created by the General Assembly of Tennessee with a broad mission of servicing Tennesseans in need. TNCSA provides personal support services for persons with brain injury living in two affordable and accessible facilities in Memphis. They assist with activities of daily living, includes but are not limited to bathing, dressing, grooming, shopping, laundry, and cleaning.

Corporate Office: (731) 884-2640

## PUBLIC SERVICES

### **Adult Protective Services**

[www.tn.gov/humanservices/article/adult-protective-services](http://www.tn.gov/humanservices/article/adult-protective-services)

Services and assistance are offered for adults who are mentally or physically unable to protect their interest; have no willing, able, or responsible individual to act on their behalf; and are abused, neglected (including self-neglect) or exploited. Abuse can be physical, emotional, sexual, or financial. This includes adults with disabilities and the elderly living with relatives or in facilities. Services are available 24/7.

Hotline to Report Abuse or Neglect: (888) 277-8366

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### **Automobile Licenses for Disabled**

[www.tn.gov/revenue/title-and-registration/license-plates/disabled-plates-placards.html](http://www.tn.gov/revenue/title-and-registration/license-plates/disabled-plates-placards.html)

Automobile placards, plates, and temporary placards for individuals with a disability are available upon request with a physician's certificate. Contact the Automobile Registration Department in the County Clerk's Office for application forms and information.

For a license plate, the individual with disability must have title to the care. There is no extra charge and plates are available in all counties. For a placard, the individual with disability need not be the driver or owner of the car.

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### **Smart911.com**

[www.smart911.com](http://www.smart911.com)

Create a safety profile for your household that includes vital personal and medical information. The safety profile helps fire fighters and other emergency responders help if you call 911. Enter your zip code to see if your area is served.

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### **TN Yellow Dot Program**

<https://www.tn.gov/tdot/traffic-operations-division/transportation-management-office/yellow-dot-program.html>

The Tennessee Yellow DOT Program is a free program designed to provide first responders with an individual's medical information in the event of an emergency on Tennessee's roadway.

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## PUBLIC SERVICES

### **Americans with Disabilities Act**

[https://www.ada.gov/ada\\_intro.htm](https://www.ada.gov/ada_intro.htm)

The Americans with Disability Act (ADA) was signed into law on July 26, 1990, by President George H. W. Bush. The ADA is one of American's most comprehensive pieces of civil rights legislation that prohibits discrimination and guarantees people with disabilities have the same opportunities as everyone else to participate in the mainstream of American life – to enjoy employment opportunities, to purchase goods and services, and to participate in state and local government programs and services. The ADA is an equal opportunity law for persons with disabilities.

To be protected by the ADA, one must have a disability, which is defined by the ADA and can be found by, visiting <https://www.ada.gov/pubs/adastatute08.htm>

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### **Brain Injury Association of America**

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

The mission of the Brain Injury Association of America (BIAA) is to advance brain injury prevention, research, treatment, and education and to improve the quality of life for all people affected by brain injury. BIAA is dedicated to increasing access to quality healthcare and raising awareness and understanding of brain injury.

(703) 761-0750 | For Brain Injury Information Only: (800) 444-6443

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### **Center for Disease Control and Prevention (CDC)**

[www.cdc.gov/TraumaticBrainInjury/](http://www.cdc.gov/TraumaticBrainInjury/)

CDC's research and programs work to prevent brain injuries and help individuals recognize, respond, and recover from traumatic brain injuries.

(800) CDC-INFO or (800) 232-4636

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### **United States Brain Injury Alliance (BIA)**

<http://usbia.org/>

BIA's mission is to engage the community in preventing brain injury and improving lives.

(703) 960-6500 | Email: [info@usbia.org](mailto:info@usbia.org)

## SERVICE ANIMALS

### Retrieving Independence

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

Retrieving Independence is a non-profit organization that breeds, trains, and places top-quality service dogs with children and adults living with physical and mental disabilities. The organization's mission is to develop and successfully place highly skilled service dogs to assist individuals living with a disability, enhancing their quality of life. Dogs are trained to help with conditions such as, but not limited to psychological issues, mobility disorders, seizures, stroke, and combinations of several of these conditions.

2400 Clifton Avenue | Nashville, TN 37209 | (615) 934-0444

Email: [info@RetrievingIndependence.org](mailto:info@RetrievingIndependence.org)



## SERVICE COORDINATION

### OUR GOAL?

The goal of the TBI Service Coordination Program is to improve the quality of life for people with brain injury and their families.

### WHAT IS SERVICE COORDINATION?

The service coordinator's role is to work with survivors of an acquired brain injury and their families to assess their current resources and needs. Service coordinators:

- Develop a comprehensive plan of care;
- Provide referrals to available resources;
- Coordinate services by engaging in advocacy; and
- Bridge gaps in the service delivery system.

Families are assisted in locating information and services appropriate to their situation and guided in securing these services. Professionals can receive technical assistance, resource information and education to better understand the unique needs of people with brain injuries. Services are provided **free of charge**.

### WHY IS SERVICE COORDINATION NEEDED?

Whether a brain injury is mild, moderate, or severe, the result can be a variety of cognitive, behavioral, and emotional complications.

Due to improved medical technology, the number of people who survive traumatic brain injury has increased significantly in recent years. Many families struggle to cope with caring for a loved one with a brain injury. A service coordinator is a valuable resource for identifying and securing needed services that help persons with brain injury and the family to make the most of life after injury. Service coordinators work to build natural support systems that provide direction for a productive and independent life.

### SERVICE COORDINATION SERVICES

TBI service coordinators deliver the following core services:

- Provide information on brain injury;
- Refer clients to qualified services;
- Assist clients in applying for and accessing services;
- Advocate for individual rights and benefits;
- Develop support groups; and
- Assist or consult in the development of new programs and services.



## SERVICE COORDINATOR CONTACT INFORMATION

### West Region

#### Memphis – Carolyn Chambers

Regional One Health  
Traumatic Brain Injury Services  
887 Jefferson Avenue  
Memphis, TN 38103  
[Cchambers@regionalonehealth.org](mailto:Cchambers@regionalonehealth.org)

P: (901) 545-8487

Fayette, Haywood, Lauderdale, Shelby, Tipton

#### Jackson – Jimmie Lee Morris

West Tennessee Rehabilitation Center  
1804 US Highway 45 Bypass  
Jackson, TN 38305

[jimmie.Morris@WTH.org](mailto:jimmie.Morris@WTH.org)

P: (731) 541-4941

Benton, Carroll, Chester, Crocket, Decatur, Dyer,  
Gibson, Hardin, Hardeman, Henderson, Henry,  
Houston, Humphreys, Lake, Madison, McNairy, Obion,  
Perry, Stewart, Weakly

### Middle Region

#### Nashville – Angela Pearson

Brain Injury Association of Tennessee  
PO Box 280364  
Nashville, TN 37228

[angela.pearson@braininjurytenn.org](mailto:angela.pearson@braininjurytenn.org)

P: (615) 955-0673

Cheatham, Davidson, Dickson, Montgomery,  
Robertson, Sumner, Trousdale, Williamson, Wilson

#### Murfreesboro – Holland Camara

Disability Rights Tennessee  
2 International Plaza, Ste. 825  
Nashville, TN 37210

[HollandC@disabilityrightstn.org](mailto:HollandC@disabilityrightstn.org)

P: (629) 702-7729

Bedford, Coffee, Franklin, Giles, Hickman, Lawrence,  
Lewis, Lincoln, Marshal, Maury, Moore, Rutherford,  
Wayne

### Central Region

#### Upper Cumberland – Rick Hall

Disability Rights Tennessee  
118 South Dixie, Suite 8  
Cookeville, TN 38501

[RickH@disabilityrightstn.org](mailto:RickH@disabilityrightstn.org)

P: (629) 702-7727

Cannon, Clay, Cumberland, Dekalb, Fentress, Jackson,  
Macon, Overton, Pickett, Putnam, Roane, Smith, Van  
Buren, Warren, White

#### Chattanooga – Lisa Morgan

Chattanooga Area Brain Injury Association  
6319 East Brainerd Road  
Chattanooga, TN 37421

[chattanoogabraininjury@gmail.com](mailto:chattanoogabraininjury@gmail.com)

P: (423) 602-7246

Bledsoe, Bradley, Grundy, Hamilton, Marion, McMinn,  
Meigs, Polk, Rhea, Sequatchie

### East Region

#### Knoxville – Patty Cruze

Patricia Neal Rehab at Fort Sanders  
1901 Clinch Ave. 5<sup>th</sup> Floor East  
Knoxville, TN 37916

[PCruze@CovHlth.com](mailto:PCruze@CovHlth.com)

P: (865) 331-1499

Anderson, Blount, Campbell, Cocke, Grainger,  
Hamblen, Jefferson, Knox, Loudon, Monroe, Morgan,  
Sevier, Scott, Union

#### Johnson City – Fredda Roberts

Crumley House  
300 Urbana Rd

Limestone, TN 37681

[freda@crumleyhouse.com](mailto:freda@crumleyhouse.com)

P: (423) 257-3644 x6

Carter, Claiborne, Greene, Hancock, Hawkins, Johnson,  
Sullivan, Unicoi, Washington



# **FACILITIES AND SERVICES**

## **GUIDING PRINCIPLES FOR SELECTING A FACILITY**

1. Before you visit a facility, prepare a list of questions. This shows you want the best for a loved one, client, or patient. Write down answers during interviews, this will provide a record and will allow comparison of information from different programs and facilities.
2. Many brain injury rehabilitation facilities have specialties. If a loved one, client, or patient has physical problems such as difficulty walking or balance issues, look for a facility with a strong physical therapy program. If a loved one, client, or patient is experiencing behavioral problems, a facility with a neurobehavioral program may suit your needs.
3. Try to obtain the names of at least three facilities to visit and compare.
4. Determine if the program team is experienced specifically in brain injury. A well-established rehabilitation program will have staff with many years of experience and expertise in brain injury. Specialized staff may also use more innovative treatment techniques and be more sensitive to the needs of the patient and their families. Look for a team approach to planning and treatment.
5. Ask if the facility is accredited by a nationally recognized accrediting body such as the Commission on Accreditation of Rehabilitation Facilities (CARF). The Joint Commission is an independent organization that sets the highest quality control standards for healthcare. Rehabilitation programs are not required to obtain accreditation. Those who request to be reviewed for accreditation demonstrate a strong commitment to quality.
6. Find out how much therapy is offered and how often. Facilities vary widely in their service provision.
7. The location should be one of the many factors that should be considered when selecting a rehabilitation program or facility. If a nearby program is not familiar with traumatic brain injury, it may be advantageous to travel further to ensure an appropriate program.
8. Ask for referrals to families of individuals who have participated in the program within the past year. Ask the families what they looked for in the program, what they were told before admission, their opinion of the program, and what they would have done differently? Ask the families did the program or facility meet their expectations? Why or why not?
9. Tour facilities. Look for a clean environment with caring staff and adequate space for therapy. Look for a system that lets new or temporary staff become familiar with the survivor's program and needs.
10. Your final decision should be determined by your own opinions. This will continue to be the most important criteria in long-term care.

## ACCREDITATION

National Accreditation Commissions are paid by facilities to conduct an outside evaluation of services. The evaluation is conducted by experts in the appropriate specialty areas who apply very strict standards of care to the evaluation process. If a facility meets the standards, the agency will accredit the facility for a period of one to three years and facilities may notify the public their facility has met these very strict standards. Accreditations used in this guide are:

- TJC:** The Joint Commission
- CARF:** Commission on Accreditation of Rehabilitation Facilities  
CARF in General Rehabilitation  
CARF in Comprehensive Inpatient Rehabilitation
- CARF-BI:** CAF in Brain Injury
- CORF:** Comprehensive Outpatient Rehabilitation Facility

## **FACILITIES AND SERVICES IN STATE**

**Baptist Memorial Rehabilitation Hospital**

1240 South Germantown Road

Germantown, TN 381385

(901) 275-330

<http://www.baptistrehab.com/index.htm>

**Program Description:**

Baptist Memorial Rehabilitation Hospital provides comprehensive inpatient and outpatient rehabilitation. The facility specializes in helping patients recover from stroke, brain injury, neurological conditions, trauma, spinal cord injury, amputation, and orthopedic injury.

**Admissions/Insurance:** (901) 275-3311

**Ages Accepted:** 13+

**Number of persons with brain injuries severed per year:** 60

**Accreditations:**

TJC                    CARF-BI  
CARF                    Medicare

**Reimbursement Accepted:**

Private Insurance                    Medicaid / TennCare                    Veteran’s Benefits                    CHAMPUS  
Medicare                    Self-Pay                    Worker’s Comp

**Rehabilitation Programs:**

Acute Inpatient Rehabilitation – Adult                    Outpatient Rehabilitation –                    Post-Rehabilitation Program  
Adult Stroke Rehabilitation                    Pediatric                    Traumatic Brain Injury Program  
Community Re-Entry                    Outpatient Neurological                    Amputee Clinic  
Day Treatment                    Rehabilitation  
Outpatient Rehabilitation – Adult

**Services Available:**

Academic Transitioning                    Community Outings                    Recreation Therapy  
Adult Education                    Counseling                    Rehab Nursing  
Amputee Clinic                    Diagnostic Services                    Religious Support  
Aquatic Therapy                    Education                    Respiratory Therapy  
Assistance with Insurance                    Independent Living Skills                    Speech-Language Pathology  
Assistive Technology                    Inpatient Rehab                    Support Group  
Behavior Modification                    Neurology                    Swallowing Recovery Program  
Brain Injury Service Coordination                    Nursing                    Transportation  
Case Management                    Occupational Therapy                    Vestibular/Balance Program  
Care Coordination                    Organized Socialization                    Wound Management Center  
Cognitive Retraining                    Physical Therapy

**CORA Physical Therapy**

3014 S. Mall Road NE

Knoxville, TN 37917

<https://www.coraphysicaltherapy.com/>

**For Information Call:**

(865) 687-4537

**Program Description:**

A leader in physical therapy, CORA North Knoxville offers state-of-the-art treatments with licensed clinicians' laser-focused on superior outcomes and passionate about personal care.

**Admission Criteria:**

Physician's prescription as well as Direct Access

**Ages Accepted:**

13+

**Number of persons with brain injury served per year: 25**

**Accreditations:**

Medicare

**Reimbursement Accepted:**

CORA Physical Therapy is a community provider that participates in many insurance panels and in fact, accepts more than 4,000 plans. If individuals do not have insurance, affordable self-pay rates are available.

**Rehabilitation Programs:**

Outpatient Rehabilitation – Adult

Outpatient Neurological Rehabilitation

**Services Available:**

ActiveTracks (Community Outreach Platform)  
Sports Medicine  
Joint Mobilization  
Balance & Coordination Training  
Total Joint Replacement Rehabilitation  
Arthritis  
Chronic Pain Syndromes  
Occupational & Industrial Services  
Job Analysis  
Massage Therapy

WorkTracks (Workers' Comp Solutions)  
Spine Care  
Strength & Conditioning  
Vestibular Rehabilitation  
Temporal Mandibular Joint (TMJ)  
Spinal Cord Injuries  
McKenzie Certified Spine Care  
Ergonomic Assessments  
Functional Capacity Evaluations  
Pre and Post Offer Employment Screening



**Children’s Hospital at Erlanger**

910 Blackford Street  
Chattanooga, TN 37403

<https://www.erlanger.org/default.aspx>

**For Information Call:** (423) 778-7262

**Program Description:**

Children’s Hospital at Erlanger is a Comprehensive Regional Pediatric Center with 33 pediatric emergency beds, 14 pediatric intensive care beds, 64 neonatal intensive care beds and 50 inpatient pediatric beds.

**Admissions Criteria:**

Any patient presenting with conditions deemed necessary for admission by a physician with admitting privileges.

**Ages Accepted:** Birth – 21

**Accreditations:**

TJC  
Medicare

**Reimbursement Accepted:**

Private Insurance	Self-Pay	CHAMPUS
Medicare	Worker’s Comp	State / County Mental Health Funds
Medicaid / TennCare	SSI	

**Rehabilitation Program:**

Acute Inpatient Rehabilitation – Pediatric Day Treatment	Outpatient Rehabilitation – Pediatric Traumatic Brain Injury Program
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**Services Available:**

Audiology	Neurology
Assistance with Insurance	Nursing
Behavior Modification	Occupational Therapy
Brain Injury Service Coordination	Physical Therapy
Case Management	Religious Support
Care Coordination	Respiratory Therapy
Diagnostic Services	Social Services
Education	Speech-Language Pathology
Financial Planning	Support Group
	Vocational Evaluation and Assessment
	Wound Management Center

**Crumley House Brain Injury Rehabilitation Center**

300 Urbana Road  
Limestone, TN 37681  
[www.crumleyhouse.com](http://www.crumleyhouse.com)

**Point of Contact:** Guynn Edwards, Executive Director **Phone:** (423) 257-3644

**Program Description:**

Crumley House specializes in the rehabilitation of brain injury survivors. The program provides transitional living services for adults with brain injury in a fully accessible building with 14 apartment units, located on 32 acres of land overlooking the mountains.

**Admission Criteria:** Brain Injury Survivor

**Ages Accepted:** 18+

**Number of people with brain injuries severed per year:** 50

**Reimbursement Accepted:**

State / County Vocational Rehabilitation Funds	TennCare CHOICES Program
Developmentally Disabled Funds	Worker's Comp
Self-Pay	SSI

**Rehabilitation Programs:**

- Behavior Management
- Community Re-Entry
- Day Treatment
- Recreation Program
- Vocational Program
- Traumatic Brain Injury Program

**Services Available:**

Academic Transitioning	Prevocational Training
Assistive Technology	Recreation Therapy
Behavior Modification	Respite Care
Case Manager / Care Coordinator	Religious Supports
Community Re-Entry	Social Services
Community Outings	Support Group
Cognitive Retraining	Supported Employment Placement
Housing	Transportation
Independent Living Skills	Vocational Evaluation
Job Coaching	Work Adjustment Training
Organized Socialization	

**East Tennessee Children’s Hospital Rehabilitation Center**

1025 Children’s Way

Knoxville, TN 37922

<https://www.etch.com/>

**Phone:** (865) 541-8000

**Program Description:**

The East Tennessee Children’s Hospital Rehabilitation Center provides local children access to comprehensive pediatric medicine.

**Admissions Criteria:** Physician Referral

**Ages Accepted:** Birth – 22

**Number of people with brain injuries served per year:** 20

**Accreditations:**

TJC

**Reimbursement Accepted:**

- Private Insurance
- Medicaid / TennCare
- Self-Pay
- Veteran’s Benefits Developmentally Disabled Funds
- Cover Kids
- Children’s Special Services Program

**Rehabilitation Programs:**

Outpatient Rehabilitation – Pediatric

**Services Available:**

- Aquatic Therapy
- Assistance with Insurance
- Occupational Therapy
- Physical Therapy
- Social Services
- Speech Language Pathology

**Encompass Health Rehabilitation Hospital of Chattanooga**

2412 McCallie Ave.  
Chattanooga, TN 37404

<https://www.encompasshealth.com/chattanoogarehab>

**Phone:** (423) 698-0221

**Toll-Free:** (800) 763-5189

**Program Description:**

HealthSouth Chattanooga Rehabilitation Hospital is a 50-bed acute, inpatient rehabilitation hospital that offers a diverse range of inpatient services, including brain injury rehabilitation. Advanced technology assists patients in reaching their maximum functional and cognitive potential.

**Admissions Criteria:** Need for therapy and a qualifying diagnosis

**Ages Accepted:** 13+

**Number of people with brain injuries server per year:** 95

**Accreditations:**

Medicare  
TJC

**Reimbursement Accepted:**

Private Insurance      Medicaid / TennCare  
Medicare                      Worker's Comp

**Rehabilitation Programs:**

Acute Inpatient Rehabilitation – Adult                      Community Re-Entry  
Acute Inpatient Rehabilitation – Pediatric                      Traumatic Brain Injury Program  
Adult Stroke Rehabilitation

**Services Available:**

Academic Transitioning	Nursing
Assistance with Insurance	Occupational Therapy
Assistive Technology	Physical Therapy
Behavior Modification	Rehab Nursing (Post-Acute Chronic)
Case Management	Respiratory Therapy
Care Coordination	Social Services
Cognitive Retraining	Speech Language Pathology
Community Re-Entry	Support Group
Diagnostic Services	Swallowing Recovery Program
Education	Vestibular/Balance Program
Independent Living Skills	Vision Therapy
Inpatient Rehab	

**Encompass Health Rehabilitation Hospital of Memphis**

1282 Union Ave.

Memphis, TN 38104

<https://encompasshealth.com/memphisrehab>

**Phone:** (901) 722-2000

**Toll-Free:** (800) 363-7342

**Program Description:**

The program offers comprehensive inpatient and outpatient rehabilitation to those affected by traumatic brain injury and non-traumatic brain injury.

**Admissions Criteria:** Inpatients must be able to participate in an acute rehabilitation hospital program

**Ages Accepted:** 13+

**Number of people with brain injuries served per year:** 130

**Accreditations:**

TJC

Medicare

**Reimbursement Accepted:**

Private Insurance

Medicaid / TennCare

Medicare

Worker's Comp

CHAMPUS

Self-Pay

**Rehabilitation Programs:**

Acute Inpatient Rehabilitation – Adult

Outpatient Rehabilitation – Adult

Adult Stroke Rehabilitation

Outpatient Rehabilitation – Pediatric

Community Re-Entry

Outpatient Neurological Rehabilitation

Traumatic Brain Injury Program

Post-Rehabilitation Program

**Services Available:**

Academic Transitioning

Inpatient Living Skills

Aquatic Therapy

Inpatient Rehab

Assistance with Insurance

Neurology

Assistive Technology

Nursing

Behavior Modification

Occupational Therapy

Brain Injury Services Coordination

Physical Therapy

Case Management

Rehab Nursing (Post-Acute Chronic)

Care Coordination

Religious Support

Cognitive Retraining

Respiratory Therapy

Community Re-Entry

Social Services

Community Outings

Speech Language Pathology

Counseling

Swallowing Recovery Program

Diagnostic Services

Wheelchair Seating Clinic

Education

**First Steps, Inc.**  
1990 Graybar Lane  
Nashville, TN 37215  
[www.firststepsnashville.org](http://www.firststepsnashville.org)

**Point of Contact:** Suzanna Satterfield, Therapy Program Coordinator

**Email:** [satterfield@firststepsnashville.org](mailto:satterfield@firststepsnashville.org)

**Phone:** (615) 660-3091

**Program Description:**

First Steps is a non-profit organization, founded in 1957, that strives to nurture the whole person in an inclusive environment and see everyone as having the potential to succeed. First Steps works with children from birth to 12 years of age. Services include a childcare center that provides inclusive services to children with special needs. First Steps also has an outreach program that serves children birth to three years in the community setting. First Steps has a 50-year history of providing individualized education, child development, and therapy to children in the Nashville community, including those who have been turned away from other programs due to severity of health issues, medical needs, or limited resources.

**Admissions Criteria:**

Childcare Center: Birth to five years – children with special needs and typically developing children

Outreach Services: Birth to three years

Therapy Services: Birth to 12 years

**Ages Accepted:** Birth – 12

**Number of people with brain injuries served per year:** 5

**Accreditations:**

Medicare

**Reimbursement Accepted:**

Private Insurance

Medicaid / TennCare

Self-Pay

**Rehabilitation Programs:**

Outpatient Rehabilitation – Pediatric

**Services Available:**

Aquatic Therapy

Aural Habilitation

Diagnostic Services

Feeding Therapy

Occupational Therapy

Physical Therapy

Speech-Language Pathology

**Hosanna Community**

6410 Grubb Road

Hixson, TN 37343

<https://hosannacommunity.org/>

**Point of Contact:**

Susan DiStefano, Executive Director

Katie Walters, Assistant Director

**Phone:** (423) 870-6880

**Email:** [hosannacommunity@comcast.net](mailto:hosannacommunity@comcast.net)

**Program Description:**

Hosanna is a community that fosters independence for adults with physical disabilities and traumatic brain injuries.

**Admissions Criteria:**

Must be able to use the bathroom without assistance, self-feed, do laundry, and be medicine compliant

**Ages Accepted:** 21+

**Reimbursement Accepted:**

Private Insurance

Self-Pay

SSI

**Services Available:**

Assistance with Insurance

Brain Injury Service Coordination

Case Management

Community Re-Entry

Community Outings

Counseling

Housing

Independent Living Skills

Job Coaching (On Contact)

Occupational Therapy (On Contact)

Organized Socialization

Physical Therapy (On Contact)

Religious Support

Social Services

Transportation

**Liberty Speech Pathology Center, LLC**  
505 West Hwy 70  
Dandridge, TN 37725  
<http://www.libertyslp.com/>

**Point of Contact:** Lana Kirk, M.A., M.S., CCC-SLP, Owner

**Phone:** (865) 397-2892      **Email:** [office@libertyslp.com](mailto:office@libertyslp.com)

**Program Description:**

Liberty Speech Pathology Center, LLC was founded in the spring of 2021 to serve the needs of children and adults struggling with communication difficulties. The center provides outpatient speech, language, voice, and swallowing therapy clinical services to various groups of the population, including children, adults, and the elderly.

**Admissions Criteria:**

Varies depending on assessment results

**Ages Served:** Birth and up

**Accreditations:**

Medicare

**Reimbursement Accepted:**

Private Insurance      SSI  
Medicare      Vocational Rehabilitation  
Self-Pay      Worker's Comp  
CHAMPUS

**Rehabilitation Programs:**

Adult Stroke Rehabilitation	Outpatient Rehabilitation – Pediatric
Community Re-Entry	Outpatient Neurological Rehabilitation
Outpatient Rehabilitation – Adult	Traumatic Brain Injury Program

**Services Available:**

Cognitive Retraining  
Community Re-Entry  
Speech-Language Pathology  
Swallowing Recovery Program



**NeuroRestorative Tennessee**

268 Governor Hall Road

Castalian Springs, TN 37031

<https://www.neurorestorative.com/>

**Make a Referral or Request Information:** (800) 743-6802

**Program Description:**

Castalian Springs provides regional access to rehabilitation, transitional and supported living services for adults with brain injury throughout the southeast. Services are offered by staff and other professionals on-site or in the community. NeuroRestorative also coordinates or assists participants in accessing additional services from other health professionals and local service providers as necessary.

**Admissions Criteria:** Adult with brain injury

**Accreditations:**

CARF

**Reimbursement Accepted:**

Private Insurance

Worker's Comp

Self-Pay

Developmentally Disabled Funds

Veteran's Benefits

Vocational Rehabilitation

**Rehabilitation Programs:**

Community Re-Entry

Post-Rehabilitation Program

Traumatic Brain Injury Program

**Services Available:**

24-Hour Staff Support & Supervision

Art Classes

Brain Injury Service Coordination

Behavioral Analysis Consultation

Case Management

Community Integration

Family Education & Training

Fitness Equipment & Activities

Health & Wellness Services

Home Management Skills Training

Life Skills Training

Meal Planning & Preparation

Medical Care Coordination

Neuropsychological Consultation

Nursing

Nutritional Education

Nutritionally Prepare Meals & Snacks

Phone, Cable, Computer & Internet Access & Support

Prevocational Services Coordination

Social & Recreational Activities

Therapy Services Coordination

Transportation

Vocational Activities

**Neuro Therapy Nashville**  
246 Wilson Pike Circle, Suite D  
Brentwood, TN 37207  
<http://neurotherapynashville.com/>

**Phone:** (615) 236-6566

**Fax:** (615) 209-9816

**Program Description:**

Neuro Therapy Nashville is an outpatient rehab clinic that specializes in stroke and brain injury. We offer occupational therapy, speech therapy, vocational rehab counseling, vision rehab, massage, yoga, and neurokinetic therapy. Neuro Therapy Nashville provides two online support groups that connect the local community of survivors, caregivers, and friends.

**Reimbursement Accepted:**

BCBS

**Services Available:**

Physical Therapy  
Occupational Therapy  
Speech Therapy  
Therapy Intensives  
Yoga Classes  
Neurokinetic Therapy  
Massage  
Caregiver Support  
Vocational Rehabilitation Specialist  
Support Group

**Niswonger Children’s Hospital (Ballad Health)**

400 N. State of Franklin Road

Johnson City, TN 37604

<https://www.balladhealth.org/hospitals/niswonger-childrens>

**Phone:** (423) 431-6111

**Program Description:**

Niswonger Pediatric Therapy Services Department is comprised of physical, occupational, and speech-language pathologists. Therapists work with children to improve the quality of everyday life to promote a quicker recovery time. The team develops an individualized therapy program that optimizes development and addresses rehabilitation needs for children with developmental delays, special needs, or critical illness. The team approach and child-friendly environment help children teach age-appropriate and condition-appropriate goals.

**Ages Accepted:** Birth – 18

**Accreditations:**

TJC

**Reimbursement Accepted:**

Private Insurance

Medicare

Medicaid / TennCare

Self-Pay

**Rehabilitation Programs:**

Outpatient Rehabilitation – Pediatric

**Services Available:**

Neurology

Occupational Therapy

Physical Therapy

Speech-Language Pathology

**Patricia Neal Rehabilitation Center at Fort Sanders Regional Medical Center of Covenant Health**

1901 Clinch Avenue  
Knoxville, TN 37916  
[www.patneal.org](http://www.patneal.org)

**For More Information Contact:** Admissions

**Phone:** (865) 331-1446

**Program Description:**

Patricia Neal Rehabilitation Center offers comprehensive acute physical medicine and rehabilitation services in a 73-bed inpatient hospital program with on-site outpatient services using a physiatry-based medical model.

**Admissions Criteria:** Physician Referral Required

**Ages Accepted:** Inpatient: 12 – Adult / Outpatient: 12 – Adult

**Number of people with brain injuries served per year:** +120

**Accreditations:**

TJC                      CARF – Brain Injury Specialty                      TJC Advance Care for Comprehensive Stroke  
CARF                      CARF – Stroke Specialty

**Reimbursement Accepted:**

Private Insurance                      Self-Pay                      Vocational Rehabilitation  
Medicare                      Medicaid / TennCare                      Veteran’s Benefits                      Worker’s Comp

**Rehabilitation Programs:**

Acute Inpatient Rehabilitation – Adult	Community Transition
Acute Inpatient Rehabilitation – Pediatric	Outpatient Rehabilitation – Adult
Adult Stroke Rehabilitation	Outpatient Rehabilitation – Pediatrics
Brain Injury Specialty Program – Adult	Outpatient Neurological Rehabilitation
Brain Injury Specialty Program – Pediatric	Outpatient Orthopedic Rehabilitation

**Services Available:**

ACBIS Staff	Education Resources	Recreational Therapy
Academic Transitioning	Financial Planning	Rehab Nursing
Assistance with Insurance Issues	Home Accessibility Assessment	Respiratory Therapy
Assistive Technology	Home Management Skills	Speech-Language Pathology
Augmentative Communication	Inpatient Rehab Services	Spiritual Support Services
Behavior Medicine	Neuropsychological Evaluation	Support Group
Bowel Bladder Management	Nursing – CRRN	Swallowing Recovery Program
BI Community Service Coordination	Occupational Therapy	Vestibular/Balance Program
Case Management	Oncology Rehabilitation	Vision Therapy
Cognitive Retraining	Orthopedic & Amputation Rehab	Wheelchair Seating Clinic
Community Re-Entry	Outpatient Rehab	Wound Management Center
Counseling	Pet Therapy	Concussion Specialty Program
Diagnostic Services	Physical Therapy	
Driving Evaluation/Education	Physiatrists	

**Pi Beta Phi Rehabilitation Institute**

Vanderbilt Bill Wilkerson Center

1215 21<sup>st</sup> Ave. S. Suite 9211

Nashville, TN 37232

<https://www.vanderbilthealth.com/program/pi-beta-phi-rehabilitation-institute>

**Phone:** (615) 936-5040

**Program Description:**

The Pi Beta Phi Rehabilitation Institute at Vanderbilt Bill Wilkerson Center serves adults and children who have been diagnosed with central nervous system disorders, including brain injury and stroke. The goal of Phi Beta Phi is that each patient gains independence and improved quality of life.

**Ages Accepted:** 3+

**Number of people with brain injuries served per year:** 150

**Accreditations:**

TJC

Medicare

**Reimbursement Accepted:**

Private Insurance

Veteran's Benefits

Medicare

Worker's Comp

Medicaid / TennCare

Vocational Rehabilitation

Self-Pay

CHAMPUS

**Rehabilitation Programs:**

Outpatient Neurological Rehabilitation

Pediatric Outpatient Rehab

Traumatic Brain Injury Program

**Services Available:**

Academic Transitioning

Education

Assistance with Insurance Issues

Independent Living Skills

Assistive Technology

Lee Silverman Voice Treatment (LSVT)

Augmentative and Alternative Communication (AAC)

Occupational Therapy

Case Management

Physical Therapy

Care Coordination

School Liaison

Cognitive Retraining

Social Services

Community Re-Entry

Speech Language Pathology

Counseling

Vestibular/Balance Program

Driving Evaluation/Education

Vision Therapy

Wheelchair Seating Clinic

**Quiet Oaks Adult Care Home**

3872 Brayton Mountain Road

Graysville, TN 37338

<http://www.quietoak.com/>

**Phone:** (423) 775-7658

**Email:** [quietoaks@comcast.net](mailto:quietoaks@comcast.net)

**Program Description:**

Quiet Oaks is fully licensed by the Tennessee Department of Health Care Facilities as an Adult Care Home Level 2 for ventilator-dependent persons. The facility provides subacute care in a personal, homelike atmosphere for the ventilator-dependent resident. Services include skilled nursing, respiratory care, care coordination with caseworkers, primary care, specialist, family assistance with ADLs and integration into the community.

**Admissions Criteria:** Nursing home-level of care and ventilator dependent

**Ages Accepted:** 13+

**Number of people with brain injuries served each year:** Five Rooms

**Reimbursement Accepted:**

Private Insurance

Medicare

Medicaid / TennCare

Self-Pay

Veteran's Benefits

Worker's Comp

Developmentally Disabled Funds

SSI

CHAMPUS

**Services Available:**

Case Management

Care Coordination

Housing

Nursing

Respiratory Therapy

Transportation

Ventilator Support

**Quillen Rehabilitation Hospital**

2511 Wesley Street  
Johnson City, TN 37601

<https://www.encompasshealth.com/locations/quillenrehab>

**Phone:** (423) 952-1700

**Program Description:**

Quillen Rehabilitation Hospital is a joint venture of Ballad Health and Encompass Health. The facility is a fully accredited inpatient rehabilitation hospital and offers services to patients with health issues such as stroke, amputations, arthritis, brain injury, hip fractures, joint replacement, multiple traumas, neurological disorders, orthopedic injury/conditions, and spinal cord injuries.

**Ages Accepted:** 13+

**Number of people with brain injuries served per year:** 90

**Accreditations:**

TJC

Reimbursement Accepted:

**Rehabilitation Programs:**

Adult Stroke Rehabilitation  
Community Re-Entry  
Traumatic Brain Injury Program

**Services Available:**

Assistance with Insurance Issues	Occupational Therapy
Assistive Technology	Physical Therapy
Case Management	Rehab Nursing (Post-Acute Chronic)
Care Coordination	Religious Support
Community Re-Entry	Respiratory Therapy
Counseling	Social Services
Diagnostic Services	Speech Language Pathology
Education	Support Group
Independent Living Skills	Swallowing Recovery Program
Inpatient Rehab	Transportation
Neuropsychological Evaluation	Vestibular/Balance Program
Nursing	

**Regional One Health Rehabilitation Hospital**

890 Madison Avenue

Memphis, TN 3103

<https://www.regionalonehealth.org/rehabilitation-hospital/>

**Point of Contact:** Rehabilitation Services

**Phone:** (901) 545-7100 or (901) 545-6060

**Program Description:**

Regional One Health Rehabilitation Hospital is 23 all private bed, acute inpatient rehab program housed within Regional One Health Medical Center. Regional One Health offers a continuum of inpatient services and allows individuals to spend more time recovering from their injury or illness while receiving inpatient rehabilitation services.

**Admissions Criteria:**

Please contact for admissions criteria

**Ages Accepted:** 14+

**Accreditations:**

TJC

CARF

**Reimbursement Accepted:**

Auto Insurance

Third Party Payers

Self-Insured Employers

Private Payer

HMO's

Public Payers

**Rehabilitation Programs:**

Acute Inpatient Rehabilitation – Adult

Adult Stroke Rehabilitation

Community Re-Entry

Comprehensive Medical Rehabilitation – Adolescents

Outpatient Rehabilitation – Adult

**Services Available:**

Assistance with Insurance Issues

Assistive Technology

Behavior Modifications

Brain Injury Service Coordination

Case Management

Care Coordination

Cognitive Retraining

Community Re-Entry

Community Outings

Independent Living Skills

Inpatient Rehab

Nursing

Occupational Therapy

Organized Socialization

Physical Therapy

Recreation Therapy

Rehab Nursing (Post-Acute

Chronic)

Religious Support

Swallowing Recovery Program

Spinal Cord Injury Rehabilitation

Transitional Suite – ADL Training

Traumatic Brain Injury Rehab

Wheelchair Seating Clinic

Wound Management Center

Acute Inpatient Rehabilitation



**Regional One Health**

877 Jefferson Avenue

Memphis, TN 38103

<https://www.regionalonehealth.org/>

**Phone:** (901) 545-7100

**Program Description:**

Regional One Health provides the mid-south with highly specialized acute care services and outpatient rehabilitation services.

**Ages Accepted:** Birth and up

**Number of people with brain injuries served per year:** 668+

**Accreditations:**

TJC

**Reimbursement Accepted:**

Private Insurance

Veteran's Benefits

Medicare

Worker's Comp

Medicaid / TennCare

CHAMPUS

Self-Pay

Tricare

**Rehabilitation Programs:**

Adult Stroke Rehabilitation

Traumatic Brain Injury Program

Adult Orthopedic Rehabilitation

Adult Neuromuscular Rehabilitation

**Services Available:**

Audiology

Pastoral Care

Assistance with Insurance Issues

Physical Therapy

Brain Injury Service Coordination

Respiratory Therapy

Case Management

Social Services

Care Coordination

Speech Language Pathology

Nursing

Support Groups

Occupational Therapy

**Sabin Behavioral Health**

<http://www.sabintn.com/>

**Contact/Location Information:**

695 President Place Suite 202  
Smyrna, TN 37167  
Phone: (615) 269-4990  
Fax: (615) 953-9862  
Email: [office@wardtoday.com](mailto:office@wardtoday.com)

404 North Castle Heights Ave Suite F  
Lebanon, TN 37087  
Phone: (615) 269-4990  
Fax: (615) 953-9862  
Email: [office@wardtoday.com](mailto:office@wardtoday.com)

**Program Description:**

Sabin Behavioral Health offers counseling services, neuropsychological evaluations for ages 16 years and up and psychological evaluations for ages four and up. Services are provided for memory loss, a recent change in functioning or ability, difficulty with focus or concentration, learning disabilities, autism spectrum disorders, ADHD, PTSD, intellectual impairment, depression, anxiety, substance use difficulties and health-related distress. Sabin Health aims to be an integrative component to the broader health care community to bridge the gap between medical care and mental health care. Sabin Behavioral Health recognizes that mental health is a multi-faceted concern, and they strive to be as thorough and compassionate as possible.

**Ages Accepted:** 4+

**Number of people with brain injuries served per year:** 50+

**Accreditations:**

Medicare

**Reimbursement Accepted:**

Private Insurance	Developmentally Disabled Funds
Medicare	Vocational Rehabilitation
Medicaid / TennCare	SSI
Self-Pay	CHAMPUS
Veteran's Benefits	State / County Mental Health Funds
Worker's Comp	

**Services Available:**

Assistance with Insurance Issues  
Clinical Psychological Evaluation  
Cognitive Retraining  
Counseling  
Diagnostic Services  
Neuropsychological Evaluation  
Psychological Evaluation  
Substance Abuse Prevention

## Saint Thomas Outpatient Rehabilitation

<https://healthcare.ascension.org/Specialty-Care/Rehabilitation>

### Contact/Location Information:

#### Midtown Medical Plaza

2004 Hayes St. Ste. 545  
Nashville, TN 37203

#### Cool Springs

101 International Dr. Ste. 202  
Franklin, TN 37067

#### Murfreesboro

203 B Memorial Blvd.  
Murfreesboro, TN 37129

### Program Description:

Locations are specific to the treatment of traumatic brain injuries. Patients can utilize, physical, occupational, and speech therapy all in one location with professionals who only treat neurological conditions.

**Admissions Criteria:** Doctor's Prescription. Must provide own transportation.

**Ages Accepted:** Birth and Above

### Accreditations:

TJC

### Reimbursement Accepted:

Private Insurance	Self-Pay
Medicare	Veteran's Benefits
Medicaid / TennCare	Worker's Comp

### Rehabilitation Programs:

Adult Stroke Rehabilitation	Outpatient Neurological Rehabilitation
Outpatient Rehabilitation – Adult	Traumatic Brain Injury Program
Outpatient Rehabilitation -- Pediatric	

### Services Available:

Aquatic Therapy	Speech-Language Pathology
Cognitive Retraining	Support Group
Community Outings	Swallowing Recovery Program
Driving Evaluation/Education	Vestibular/Balance Program
Independent Living Skills	Vision Therapy
Occupational Therapy	
Physical Therapy	
Religious Support	

**Scarab Behavioral Health Services, LLC**

3202 Brick Church Pike

Nashville, TN 37207

<https://www.scarabhealth.com/>

**Phone:** (615) 262-7822

**Fax:** (615) 262-7823

**Email:** [info@scarabhealth.com](mailto:info@scarabhealth.com)

**Program Description:**

Scarab Behavioral Health Services, LLC, provides customized behavioral health services to children and youth ages 2 through 18 in the Middle and East regions of Tennessee.

**Admissions Criteria:**

Diagnosis of autism, TBI or another developmental delay; display of disruptive, aggressive, and maladaptive behaviors; family involvement.

**Ages Accepted:** Birth - 22

**Number of people with brain injury served each year:** 10

**Reimbursement Accepted:**

Private Insurance

Medicaid / TennCare

Self-Pay

Developmentally Disabled Funds

State/County Mental Health Funds

**Services Available:**

Behavior Modification

**Select Specialty Hospital – Memphis**

5959 Park Avenue, 12<sup>th</sup> Floor

Memphis, TN 38119

<https://memphis.selectspecialtyhospitals.com/>

**Phone:** (901) 765-1245

**Fax:** (901) 765-1296

**Referral Phone:** (901) 765-1263

**Referral Fax:** (901) 765-1279

**Program Description:**

Select Specialty Hospital provides comprehensive specialized care for high-acuity patients who need more time to recover due to the nature of their illness. Select Specialty Hospitals form a national network of more than 100 long-term acute care sites across the United States. The typical patient has survived critical care, is suffering from multiple injuries or significant medical complications. Many have continued weakness and significant, unique medical needs which warrant more intensive and focused medical care combined with aggressive therapy.

**Ages Accepted:** 23+

**Number of people with brain injuries served per year:** 264

**Accreditations:**

TJC

Medicare

State Licensed

**Reimbursement Accepted:**

Private Insurance

Veteran's Benefits

Medicare

Worker's Comp

Medicaid / TennCare

CHAMPUS

**Rehabilitation Programs:**

Adult Stroke Rehabilitation

Pulmonary Weaning Program

Traumatic Brain Injury Program

Ventilator Weaning Program

**Services Available:**

Case Management

Occupational Therapy

Cognitive Retraining

Physical Therapy

Coma Stimulation

Religious Support

Diagnostic Services

Respiratory Therapy

Education

Speech Language Pathology

Independent Living Skills

Swallowing Recovery Program

Neurology

Ventilator Support

Renal, Cardiac Failure

Wound Management Center

Medical Complexities

Infectious Diseases, Post Trauma

**Select Specialty Hospital – Nashville**

2000 Hayes Street, Suite 1502

Nashville, TN 37203

<https://nashville.selectspecialtyhospitals.com/>

**Phone:** (615) 284-4599

**Fax:** (615) 284-6722

**Referral Phone:** (615) 284-6708

**Referral Fax:** (615) 284-6732

**Program Description:**

Select Specialty Hospital provides highly specialized care to promote recovery from the most critical and complex medical and surgical conditions including, but not limited to, cardiac/heart failure, infectious disease, medically complex treatment, neuro/post-trauma, pulmonary/ventilator weaning, renal and wound care.

**Ages Accepted:** 21+

**Numbers of people with brain injuries served per year:** 146

**Accreditations:**

TJC

Medicare

State Licensed

**Reimbursement Accepted:**

Private Insurance

Medicare

Self-Pay

Worker's Comp

CHAMPUS

**Rehabilitation Programs:**

Acute Inpatient Rehabilitation – Adult

**Services Available:**

Case Management

Care Coordination

Coma Stimulation

Inpatient Rehab

Job Coaching

Nursing

Occupational Therapy

Physical Therapy

Respiratory Therapy

Social Services

Speech Language Pathology

Ventilator Support

Wound Management Center

## Siskin Hospital for Physical Rehabilitation

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

Chattanooga (Inpatient and Outpatient)  
One Siskin Plaza  
Chattanooga, TN 37403  
P: (423) 634-1200

Cleveland (Outpatient)  
3830 Keith St. NW  
Cleveland, TN 37312  
P: (423) 339-1492

East Brainerd (Outpatient)  
1309 Panorama Dr.  
Suite #103  
Chattanooga, TN 37421  
P: (423) 634-4260

### Program Description:

Siskin Hospital is a not-for-profit, free-standing rehabilitation hospital that offers a full continuum of traumatic brain injury and follow-up services designed to best serve survivor's needs.

**Admissions Criteria:** Requirement vary by program

**Ages Accepted:** 13+

### Accreditations:

TJC            CARF-BI  
CARF           Medicare

### Reimbursement Accepted:

Private Insurance            Self-Pay            Vocational Rehabilitation  
Medicare                      Worker's Comp            CHAMPUS  
Medicaid / TennCare

### Rehabilitation Programs:

Acute Inpatient Rehabilitation – Adult            Outpatient Neurological Rehabilitation  
Adult Stroke Rehabilitation                      Psychosocial Adjustment Program  
Community Re-Entry                              Traumatic Brain Injury Program  
Outpatient Rehabilitation – Adult                Vocational Program  
Outpatient Rehabilitation – Pediatric

### Services Available:

Audiology	Driving Evaluation/Education	Religious Support
Aquatic Therapy	Home/Structural Modification	Respiratory Therapy
Assistance with Insurance Issues	Independent Living Skills	Social Services
Assistive Technology	Inpatient Rehab	Speech-Language Pathology
Behavior Modification	Job Coaching	Support Group
Brain Injury Service Coordination	Neuropsychological Evaluation	Swallowing Recovery Program
Case Management	Nursing	Vestibular/Balance Program
Care Coordination	Occupational Therapy	Vision Therapy
Cognitive Retraining	Organized Socialization	Vocational Training
Community Re-Entry	Peer Counseling	Vocational Evaluation/Assessment
Community Outings	Physical Therapy	Wheelchair Seating Clinic
Counseling	Prevocational Training	Work Adjustment Training
Diagnostic Services	Rehab Nursing (Post-Acute Chronic)	

**Therapy and Learning Center**

34 Garland Drive  
Jackson, TN 38305

<https://www.wth.org/services/therapy-and-learning-center/>

**Phone:** (731) 664-3670

**Program Description:**

Provides early intervention, physical, occupational and speech therapy services to children and adult day care services to adults with various disabilities.

**Admissions Criteria:**

Early Intervention – acceptance into TEIS based on developmental screening.

Therapy – referral by a physician.

Adult Day Care – 21 years and above with at least one (1) physical disability.

**Ages Accepted:** Birth and up

**Number of people with brain injuries served per year:** 1,500

**Reimbursement Accepted:**

Private Insurance	Self-Pay
Medicaid / TennCare	Developmentally Disabled Funds
Self-Pay	

**Services Available:**

Adult Education	Occupational Therapy	Wheelchair Seating Clinic
Aquatic Therapy	Organized Socialization	
Community Outings	Physical Therapy	
Education	Pre-Vocational Training	
Job Coaching	Speech-Language Pathology	



**TriStar Skyline Medical Center**

<https://tristarhealth.com/>

**TriStar Skyline Medical Center**

3441 Dickerson Pike  
Nashville, TN 37207  
P: (615) 769-2000

**TriStar Skyline Madison Campus**

500 Hospital Drive  
Madison, TN 37115  
P: (615) 769-5000

**Program Description:**

Tristar Skyline Medical Center is an acute inpatient rehabilitation unit with 41 private rooms and interdisciplinary treatment areas and is the only CARF certified acute rehabilitation program in middle Tennessee.

**Ages Accepted:** 21+

**Accreditations:**

TJC  
CARF  
Medicare

**Reimbursement Accepted:**

Private Insurance  
Medicare  
Self-Pay  
Veteran's Benefits  
Worker's Comp

**Rehabilitation Programs:**

Acute Inpatient Rehabilitation – Adult  
Adult Stroke Rehabilitation  
Outpatient Rehabilitation – Adult

**Services Available:**

Assistance with Insurance Issues	Neurology
Assistive Technology	Neuropsychological Evaluation
Behavior Modification	Nursing
Case Management	Occupational Therapy
Care Coordination	Physical Therapy
Cognitive Retraining	Rehab Nursing (Post-Acute Chronic)
Counseling	Speech-Language Pathology
Diagnostic Services	Substance Abuse Prevention
Education	Support Group
Home/Structural Modifications	Swallowing Recovery Program
Independent Living Skills	Vestibular/Balance Program
Inpatient Rehab	

**University of Tennessee Medical Center Knoxville**

1924 Alcoa Highway

Knoxville, TN 37920

<https://www.utmedicalcenter.org/>

**Phone:** (865) 305-9741

**Program Description:**

UTMCK Emergency and Trauma Services is the only Level 1 Trauma Center in the area for adults and children and serves as the tertiary referral center for medical care in East Tennessee, servicing Knox County and 21 surrounding counties.

**Admissions Criteria:** Trauma patients with blunt or penetrating injuries

**Ages Accepted:** Birth and up

**Number of people with brain injuries served per year:** 1,500

**Accreditations:**

TJC

Medicare

**Reimbursement Accepted:**

Private Insurance

Veteran's Benefits

CHAMPUS

Medicare

Worker's Comp

Medicaid / TennCare

Vocational Rehabilitation

Self-Pay

SSI

**Rehabilitation Programs:**

Adult Stroke Rehabilitation

Outpatient Rehabilitation – Adult

Outpatient Neurological Rehabilitation

**Services Available:**

Audiology

Speech Language Pathology

Balance Center

Support Group

Neurology

Swallowing Recovery Program

Occupational Therapy

Trauma Survivor Network Program

Physical Therapy

Vestibular/Balance Program

Respiratory Therapy

Wound Management Center

**Vanderbilt Stallworth Rehabilitation Hospital**

2201 Children’s Way  
Nashville, TN 37212

<https://www.encompasshealth.com/locations/vanderbiltstallworth>

**Phone:** (615) 320-7600

**Fax:** (615) 963-4030

**Program Description:**

Vanderbilt Stallworth Rehabilitation Hospital provides a multidisciplinary approach to improve overall mobility, function, cognition, and independence after a TBI. The facility provides education and training to patients and caregivers in preparation for return to the community.

**Ages Accepted:** 13+

**Number of people with brain injuries served per year:** 120+

**Accreditations:**

TJC  
Medicare

**Reimbursement Accepted:**

Private Insurance	Self-Pay
Medicare	Veteran’s Benefits
Medicaid / TennCare	Worker’s Comp
CHAMPUS	State / County Mental Health Funds

**Rehabilitation Program:**

Acute Inpatient Rehabilitation – Adult	Community Re-Entry
Adult Stroke Rehabilitation	Traumatic Brain Injury Program

**Services Available:**

Academic Transitioning	Inpatient Rehab	Religious Support
Assistive Technology	Music/Pet Therapy	Respiratory Therapy
Brain Injury Service Coordination	Neurology	Social Services
Case Management	Neuropsychological Evaluation	Speech-Language Pathology
Care Coordination	Nursing	Support Group
Cognitive Retraining	Occupational Therapy	Swallowing Recovery Program
Community Re-Entry	Organized Socialization	Transportation
Community Outings	Peer Counseling	Vestibular/Balance Program
Counseling	Physical Therapy	Vision Therapy
Education	Prevocational Training	Wound Care
Independent Living Skills	Rehab Nursing	

**Vanderbilt University Medical Center**

Nashville, TN

<https://www.vumc.org/rehabilitationservices/>

**Adult Outpatient Rehabilitation Scheduling:** (615) 343-9284

**Pediatric Rehabilitation Scheduling:** (615) 343-6554

**Stallworth Rehabilitation Scheduling:** (615) 320-7600

**Dayani Center Scheduling:** (615) 322-4751

**Pi Beta Phi Rehabilitation Institution:** (615) 936-5040

**Program Description:**

Rehabilitation Services at Vanderbilt are provided in multiple inpatient and outpatient settings including the Vanderbilt University Medical Center, Vanderbilt Children’s Hospital, Vanderbilt Orthopedic Institute, Vanderbilt Dayani Center, Vanderbilt Bill Wilkerson Center’s Pi Beta Phi Rehab program, and Vanderbilt-Stallworth Rehabilitation Hospital. Professionals represented in the rehabilitation programs include Occupational Therapists, Occupational Therapy Assistants, Physical Therapy Assistants, Certified Athletic Trainers, Speech-Language Pathologists, Audiologists and Neuropsychologists.

**Ages Accepted:** Birth and up

**Accreditations:**

TJC

Medicare

**Reimbursement Accepted:**

Private Insurance

Self-Pay

CHAMPUS

Medicare

Veteran’s Benefits

Medicaid / TennCare

Worker’s Comp

**Rehabilitation Programs:**

Outpatient Rehabilitation – Adult

Outpatient Rehabilitation – Pediatric

Outpatient Neurological Rehabilitation

Acute Care Rehab Services – Adult and Pediatric

**Services Available:**

Audiology

Driving Evaluation/Education

Speech-Language Pathology

Aquatic Therapy

Independent Living Skills

Swallowing Recovery Program

Assistive Technology

Neurology

Vestibular/Balance Program

Behavior Modification

Neuropsychological Evaluation

Vision Therapy

Brain Injury Service Coordination

Occupational Therapy

Wheelchair Seating Clinic

Case Management

Physical Therapy

Cognitive Retraining

Respiratory Therapy

Diagnostic Services

Social Services

**West Tennessee Healthcare Rehabilitation Hospital Cane Creek**

180 Mount Pelia Road

Marin, TN 38237

<https://www.encompasshealth.com/locations/canecreekrehab>

**Phone:** (731) 261-1200

**Fax:** (731) 261-1591

**Referral Fax:** (866) 324-9831

**Program Description:**

West Tennessee Healthcare Rehabilitation Hospital Cane Creek a Partnership with Encompass Health, is committed to helping regain independence after a life-changing illness or injury. This facility is a leading provider of inpatient rehabilitation for stroke, hip fracture, and other complex neurological and orthopedic conditions.

**Admissions Criteria:**

Acute Inpatient Rehabilitation

**Ages Accepted:** 14+

**Number of people with brain injuries served per year:** 30

**Accreditations:**

TJC

**Reimbursement Accepted:**

Private Insurance

Medicare

Medicaid / TennCare

Self-Pay

Traumatic Brain Injury Program

Worker's Comp

Vocational Rehabilitation

CHAMPUS

**Rehabilitation Programs:**

Acute Inpatient Rehabilitation – Adult

Adult Stroke Rehabilitation

Community Re-Entry

Traumatic Brain Injury Program

**Services Available:**

Assistance with Insurance Issues

Assistive Technology

Case Management

Cognitive Retraining

Community Re-Entry

Dietary and Nutrition Counseling

Home and Structural Modifications

Independent Living Skills

Nursing

Occupational Therapy

Physical Therapy

Rehab Nursing (Post-Acute Chronic)

Respiratory Therapy

Social Services

Speech-Language Therapy

Support Group

Vestibular/Balance Program

Vision Therapy

**West Tennessee HealthCare Rehabilitation Hospital Jackson**

616 West Forest Avenue

Jackson, TN 38301

<https://www.encompasshealth.com/locations/jacksonrehab>

**Phone:** (731) 574-3000

**Fax:** (731) 574-3395

**Program Description:**

West Tennessee Healthcare Rehabilitation Hospital Jackson is a licensed, 48-bed, TJC accredited, freestanding inpatient rehabilitation hospital located adjacent to Jackson-Madison County General Hospital.

**Admissions Criteria:** Patient must meet the inpatient rehab criteria

**Ages Accepted:** 13+

**Number of people with brain injuries served per year:** 48

**Accreditations:**

TJC

**Reimbursement Accepted:**

Private Insurance	Veteran’s Benefits	CHAMPUS
Medicare	Worker’s Comp	
Medicaid / TennCare	Vocational Rehabilitation	
Self-Pay	SSI	

**Rehabilitation Programs:**

Acute Inpatient Rehabilitation – Adult	Day Treatment
Adult Stroke Rehabilitation	Traumatic Brain Injury Program

**Services Available:**

Adult Education	Driving Evaluation/Education	Physical Therapy
Audiology	Education	Recreation Therapy
Assistance with Insurance Issues	Financial Planning	Rehab Nursing (Post-Acute Chronic)
Assistive Technology	Home/Structural Assessments	Religious Support
Behavior Modification	Independent Living Skills	Respiratory Therapy
Case Management	Inpatient Rehab	Social Services
Care Coordination	Neurology	Speech-Language Pathology
Cognitive Retraining	Neuropsychological Evaluation	Transportation
Community ReEntry	Nursing	Vestibular/Balance Program
Counseling	Occupational Therapy	
Diagnostic Services	Organized Socialization	

**FACILITIES AND SERVICES OUT OF STATE**

**Cardinal Hill Rehabilitation Hospital**

2050 Versailles Road  
Lexington, KY 40504

<https://www.encompasshealth.com/locations/cardinalhillrehab>

**Phone:** (859) 254-5701

**Program Description:**

Cardinal Hill Rehabilitation Hospital is a 232-bed rehabilitation hospital that provides a high level of comprehensive rehabilitation services, designed to return patients to leading active, independent lives.

**Ages Accepted:** Birth and up

**Number of people with brain injuries served per year:** 280-300

**Accreditations:**

CARF Medicare  
CARF-BI TJC

**Reimbursement Accepted:**

Private Insurance Veteran’s Benefits Vocational Rehabilitations  
Medicare Worker’s Comp SSI  
Medicaid / TennCare Developmentally Disabled Funds CHAMPUS  
Self-Pay

**Rehabilitation Programs:**

Acute Inpatient Rehabilitation – Adult Outpatient Rehabilitation – Pediatric  
Acute Inpatient Rehabilitation – Pediatric Outpatient Neurological Rehabilitation  
Adult Stroke Rehabilitation Post Rehabilitation Program  
Community Re-Entry Psychological Adjustment Program  
Day Treatment Psychosocial Adjustment Program  
Outpatient Rehabilitation – Adult Traumatic Brain Injury Program

**Services Available:**

Academic Transitioning Diagnostic Services Religious Support  
Aquatic Therapy Driving Evaluation/Education Respiratory Therapy  
Assistance with Insurance Issues Education School Liaison  
Assistive Technology Independent Living Skills Social Services  
Behavior Modification Inpatient Rehab Speech-Language Pathology  
Brain Injury Service Coordination Neuropsychological Evaluation Support Group  
Case Management Nursing Swallowing Recovery Program  
Care Coordination Occupational Therapy Vestibular/Balance Program  
Cognitive Retraining Peer Counseling Vision Therapy  
Coma Stimulation Physical Therapy Vocational Evaluation/Assessment  
Community Re-Entry Recreation Therapy Wheelchair Basketball  
Community Outings Rehab Nursing (Post-Acute Wheelchair Seating Clinic  
Counseling Chronic)



**Mission Health**  
**CarePartners Rehabilitation Hospital**  
68 Sweeten Creek Rd  
Asheville, NC 28803

<https://missionhealth.org/services-treatments/rehabilitation/rehab-hospital/>

**Phone:** (828) 277-4800

**Program Description:**

CarePartners is a comprehensive inpatient rehabilitation program that provides individualized treatment, including physical, occupational and speech therapies, psychology, rehabilitation nursing and case management. Medical care is provided by MDs specialized in rehabilitation medicine.

**Admissions Criteria:** Medically stable, discharge plan, able to participate in therapy

**Ages Accepted:** 13+

**Number of people with brain injuries served per year:** 140

**Accreditations:**

CARF	Medicare
CARF-BI	DNV

**Reimbursement Accepted:**

Private Insurance	Worker's Comp
Medicare	Vocational Rehabilitation
Self-Pay	SSI
Veteran's Benefits	CHAMPUS

**Rehabilitation Programs:**

Acute Inpatient Rehabilitation – Adult	Outpatient Neurological Rehabilitation
Adult Stroke Rehabilitation	Traumatic Brain Injury Program
Outpatient Rehabilitation – Adult	

**Services Available:**

Aquatic Therapy	Nursing
Assistance with Insurance Issues	Occupational Therapy
Case Management	Physical Therapy
Care Coordination	Rehab Nursing (Post-Acute Chronic)
Coma Stimulation	Religious Support
Counseling	Respiratory Therapy
Driving Evaluation/Education	School Liaison
Home/Structural Modification	Speech-Language Pathology
Inpatient Rehab	Support Group
Neuropsychological Evaluation	Vestibular/Balance Program
	Wheelchair Seating Clinic

**Children’s Healthcare of Atlanta**

Atlanta, Georgia

<https://www.choa.org/rehab>

**Inpatient Phone:** (404) 785-2274

**Program Description:**

Children’s Healthcare of Atlanta Inpatient Rehabilitation Program offers therapy to pediatric patients ages birth to 21 after a traumatic and life-changing injury or illness. The team can evaluate patients on-site to assess the medical appropriateness for the CARF accredited program.

**Admissions Criteria:**

Able to tolerate a minimum of three hours of therapy per day and have an appropriate discharge plan

**Ages Accepted:** Birth – 21

**Number of people with brain injuries served per year:** 221

**Accreditations:**

TJC                    CARF-BI  
CARF                CARF Pediatric Specialty Care

**Reimbursement Accepted:**

Private Insurance                    Worker’s Comp  
Medicaid / TennCare                SSI  
Self-Pay                                 Georgia Medicaid

**Rehabilitation Programs:**

Acute Inpatient Rehabilitation – Pediatric                    Outpatient Rehabilitation -- Pediatric  
Community Re-Entry    Traumatic Brain Injury Program  
Day Treatment

**Services Available:**

Academic Transitioning	Education	Respiratory Therapy
Audiology	Home Modification	School Liaison
Aquatic Therapy	Housing	Social Services
Assistance with Insurance Issues	Independent Living Skills	Speech-Language Pathology
Assistive Technology	Inpatient Rehab	Support Group
Behavior Modification	Neurology	Ventilator Support
Brain Injury Service Coordination	Neuropsychological Evaluation	Vestibular/Balance Program
Case Management	Nursing	Wheelchair Seating Clinic
Care Coordination	Occupational Therapy	
Cognitive Retraining	Organized Socialization	
Coma Stimulation	Peer Counseling	
Community Re-Entry	Pet Therapy	
Community Outings	Physical Therapy	
Diagnostic Services	Recreation Therapy	
Driving Evaluation/Education	Religious Support	

**Methodist Rehabilitation Center**

1350 East Woodrow Wilson Ave.

Jackson, MS 39216

<https://www.methodistonline.org/>

**Phone:** (800) 223-6672

**Program Description:**

Through proven expertise, patient-focused research and comprehensive inpatient and outpatient services, Methodist Rehabilitation restore the ability to those left disabled by the brain and spinal cord injuries, stroke, amputations, and other conditions.

**Ages Accepted:** 13+

**Number of people with brain injuries served per year:** 100

**Accreditation:**

TJC                    CARF-BI  
CARF                   Medicare

**Reimbursement Accepted:**

Private Insurance                    Veteran’s Benefits                    CHAMPUS  
Medicare                                Worker’s Comp                        Financial Aid for MS Residents  
Medicaid / TennCare                Vocational Rehabilitation  
Self-Pay                                    SSI

**Rehabilitation Programs:**

Acute Inpatient Rehabilitation – Adult                                Outpatient Rehabilitation – Adult  
Acute Inpatient Rehabilitation – Pediatric                            Outpatient Rehabilitation – Pediatric  
Adult Stroke Rehabilitation    Outpatient Neurological Rehabilitation  
Community Re-Entry    Post Rehabilitation Program  
Day Treatment    Traumatic Brain Injury Program

**Services Available:**

Academic Transitioning                    Education                                    Social Services  
Adult Education                            Independent Living Skills                Speech-Language Pathology  
Aquatic Therapy                            Inpatient Rehab                            Support Group  
Assistance with Insurance Issues        Job Coaching                                Ventilator Support  
Assistive Technology                        Neuropsychological Evaluation        Vestibular/Balance Program  
Behavior Modification                        Nursing                                        Vision Therapy  
Case Management                            Occupational Therapy                        Wheelchair Basketball  
Care Coordination                            Organized Socialization                    Wheelchair Seating Clinic  
Cognitive Retraining                        Physical Therapy                            Work Adjustment Training  
Community Re-Training                        Recreation Therapy  
Community Re-Entry                        Religious Support  
Community Outings                            Respiratory Therapy  
Diagnostic Services                            School Liaison  
Driving Evaluation/Education

**Neurologic Rehabilitation Institute at Brookhaven Hospital**

201 S Garnett Road

Tulsa, Oklahoma 74128

<https://traumaticbraininjury.net/>

**Phone:** (918) 269-8909 - Contact Person: Debbie Spaeth, Brain Injury Case Manager

**Program Description:**

Brookhaven specializes in treating adults living with brain injury who have developed behavioral, psychiatric, and/or substance abuse issues that have become unmanageable in the environment they live in. This highly individualized treatment program is tailored to each individual to restore the highest level of independence possible.

**Ages Accepted:** 18+

**Number of people with brain injuries served per year:** 100

**Admission Criteria:**

TBI/ABI	Psychiatric/substance use diagnosis
Disruptive, aggressive, unsafe behaviors	Treatment not effective
Unmanageable in their environment	Neurobehavioral, motor cognitive deficits
Legal Issues	

**Accreditations:**

CARF-BI	JCAHO
Medicare	Oklahoma State Department of Health – Licensed Acute Inpatient Psychiatric Facility

**Reimbursement Accepted:**

Amerigroup	UHC MCOs
BlueCare	Self-Pay

**Rehabilitation Programs:**

Post-Rehabilitation Program – Inpatient Neurocognitive Rehabilitation  
 Psychosocial Adjustment Program  
 Traumatic Brain Injury Program  
 Transitional Living Homes – Oklahoma and Iowa

**Services Available:**

Behavior Modification	Independent Living Skills	Recreation Therapy
Brain Injury Service Coordination	Inpatient Rehab	Rehab Nursing (Post-Acute)
Case Management	Neuropsychological Evaluation	Religious Support
Care Coordination	Nursing	Residential Program
Cognitive Retraining	Occupational Therapy	Social Services
Community Re-Entry	Organization Socialization	Speech-Language Pathology
Community Outings	Physical Therapy	Substance Abuse Prevention
Counseling	Pre-Vocational Training	

**NeuroRestorative**

Carbondale, IL / Chicago, IL / Paducah, KY

<https://www.neurorestorative.com/>

**Phone:** (615) 529-3060

**Make a Referral or Request Information:** (800) 743-6802

**Program Description:**

NeuroRestorative’s program offers a continuum of community-based programming for adults, children and adolescents with brain injuries and other neurological challenges. Accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), each location provides an array of services based on the needs and goals of the program participant.

**Admissions Criteria:**

Diagnosis of an acquired brain injury, a neurologic disorder or neuropsychiatric condition. Potential to benefit from services. Medically stable in accordance with NR Medicaid policies.

**Ages Accepted:** Birth and up

**Number of people with brain injuries served per year:** 150+

**Accreditations:**

CARF-BI

**Reimbursement Accepted:**

Private Insurance	Veteran’s Benefits
Medicaid / TennCare	Worker’s Comp
Self-Pay	Vocational Rehabilitation

**Rehabilitation Programs:**

Adult Stroke Rehabilitation	Outpatient Rehabilitation – Adult
Community Re-Entry	Outpatient Rehabilitation – Pediatric
Day Treatment	Outpatient Neurological Rehabilitation
Traumatic Brain Injury Program	Post-Rehabilitation Program

**Services Available:**

Academic Transitioning	Counseling	Social Services
Aquatic Therapy	Driving Evaluation/Education	Speech-Language Pathology
Assistance with Insurance Issues	GED Training	Substance Abuse Prevention
Assistive Technology	Independent Living Skills	Support Group
Behavior Modification	Job Coaching	Transportation
Brain Injury Service Coordination	Neuropsychological Evaluation	Vision Therapy
Case Management	Occupational Therapy	Vocational Training
Care Coordination	Physical Therapy	
Cognitive Retraining	Prevocational Training	
Community Re-Entry	Recreation Therapy	
Community Outings	Residential Program	

**Pathways Brain Injury Program at Louisville East**

Louisville, KY

<https://providencelouisville.com/pathways-brain-injury-program/>

**Phone:** (502) 459-8900

**Program Description:**

Pathways is a 28-bed skilled nursing specialty brain injury and stroke unit, accredited by the Commission for Accreditation of Rehabilitation Facilities. This is a secure unit providing three hours of therapy five days a week under the direction of a physiatrist.

**Ages Accepted:** 18+

**Number of people with brain injuries served per year:** 50

**Accreditations:**

CARF-BI

Medicare

Specialty Contract with TN/KY Medicaid

**Reimbursement Accepted:**

Private Insurance

Medicaid

Self-Pay

Kentucky Medicaid

**Rehabilitation Programs:**

Adult Stroke Rehabilitation

Traumatic Brain Injury Program

**Services Available:**

Assistance with Insurance Issues

Behavior Modification

Cognitive Retraining

Community Re-Entry

Inpatient Rehab

Neuropsychological Evaluation

Nursing

Occupational Therapy

Physical Therapy

Recreation Therapy

Rehab Nursing (Post-Acute Chronic)

Social Services

Speech-Language Pathology

Swallowing Recovery Program

**Restore Neurobehavioral Center**  
Rosewell, GA (Rehab and Supported Living)  
Liburn, GA (Supported Living)  
Ragland, AL (Supported Living)  
<https://collagerehab.com>

**Phone:** (770) 563-8224

**Email:** [referral@restorehealthgroup.com](mailto:referral@restorehealthgroup.com)

**Program Description:**

Restore Neurobehavioral Center is a post-acute healthcare organization serving adults with acquired brain injury who are challenged by behavioral issues. The continuum of care ranges from intensive inpatient neurorehabilitation, transitional community re-entry, day, and outpatient programs as a step-down from the residential rehabilitation programs to long-term supported living services.

**Admissions Criteria:**

Diagnosis of traumatic or acquired brain injury. Must demonstrate maladaptive behaviors as a result of the injury and have a discharge plan. Admission to supported living requires evaluation and treatment through the post-acute residential rehabilitation program.

**Ages Accepted:** 18-65

**Accreditations:**

CARF  
State of Georgia

**Reimbursement Accepted:**

Private Insurance                      Worker's Comp  
Self-Pay                                      Veteran's Benefit

**Rehabilitation Programs:**

Acute Inpatient Rehabilitation – Adult	Outpatient Rehab – Adult
Adult Stroke Rehabilitation	Psychosocial Adjustment Program
Community Re-Entry	Traumatic Brain Injury Program
Day Treatment	

**Services Available:**

Assistive Technology	Housing	Residential Program
Assistance with Insurance Issues	Neuropsych Evaluation	Social Services
Behavior Modification	Nursing	Speech-Language Pathology
Brain Injury Service Coordination	Occupational Therapy	Support Group
Case Management	Organized Socialization	Swallowing Recovery Program
Care Coordination	Physical Therapy	Transportation
Cognitive Retraining	Prevocational Training	Vocational Training
Community Re-Entry	Recreation Therapy	
Community Outings	Rehab Nursing	
Counseling	Religious Support	

**Safehaven Traumatic Brain Injury Facility**

*Jimmy Simpson Foundation*

9558 N Highway 27

Rock Springs, GA 30739

<https://www.safhavenjsf.org/>

**Phone:** (706) 438-8662

**Program Description:**

Safehaven is a 12-bed long-term care facility for individuals with severe brain injury. Safehaven provides an individualized plan of care for each resident that includes 24-hour care. Staff is maintained at a two-to-one caregiver ratio.

**Admissions Criteria:**

Individuals must be 18 years of age with a traumatic brain injury diagnosis and be non-ambulatory for admission to the Safehaven Program.

**Ages Accepted:** 18+

**Number of people with brain injuries per year:** 12

**Reimbursement Accepted:**

Self-Pay

Worker's Comp

**Rehabilitation Programs:**

Traumatic Brain Injury Program

**Services Available:**

Assistance with Insurance Issues

Behavior Modification

Brain Injury Service Coordination

Case Management

Care Coordination

Nursing

Residential Program

Support Group



**Shepherd Center**

Atlanta, GA

<https://www.shepherd.org/>

**Main Line:** (404) 352-2020

**Admissions Phone:** (404) 350-7345 or (800) 743-7437

**Program Description:**

Shepherd Center has a full continuum of services to treat people who have experienced traumatic and non-traumatic brain injury, including stroke. Programs treat specific conditions for disorders of consciousness and specific age groups such as adolescents. Shepherd has an ICU that specializes in a complex brain injury that addresses secondary complications.

**Admissions Criteria:** Have a diagnosis of TBI, non-traumatic brain injury or stroke. Age 12 or over to age 65. Have a discharge plan.

**Accreditation:**

TJC                      CARF-BI                      CARF

**Reimbursement Accepted:**

Private Insurance                      Veteran’s Benefits                      Vocational Rehabilitation                      Self-Pay  
Medicare/Medicaid                      Worker’s Comp                      CHAMPUS / TRI CARE

**Rehabilitation Programs:**

Acute Inpatient Rehab – Adult                      Day Treatment                      Post Rehabilitation Program  
Adult Stroke Rehabilitation                      Outpatient Rehabilitation – Adult                      TBI Program  
Beyond Therapy                      Outpatient Rehab – Pediatric (12+)                      Vocational Program  
Community Re-Entry                      Outpatient Neurological Rehabilitation

**Services Available:**

Academic Transitioning	Driving Evaluation/Education	Respiratory Therapy
Adult Education	Education	School Liaison
Audiology	Financial Planning	Social Services
Aquatic Therapy	GED Training	Speech-Language Pathology
Assistive Technology	Independent Living Skills	Summer Camp
Assistance with Insurance Issues	Inpatient Rehab	Swallowing Recovery Program
Behavior Modification	Job Coaching	Transportation
BI Service Coordination	Neuropsych Evaluation	Ventilator Support
Case Management	Occupational Therapy	Vestibular/Balance Program
Care Coordination	Organized Socialization	Vision Therapy
Cognitive Retraining	Peer Counseling	Vocational Training
Community Re-Entry	Physical Therapy	Vocational Evaluation/Assessment
Community Outings	Prevocational Training	Wheelchair Basketball
Counseling	Recreation Therapy	Wheelchair Seating Clinic
Diagnostic Services	Religious Support	Wound Management Center
Disorders of Consciousness	Residential Program	



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**FACILITIES FORM**

**Facility Form**

Information in this directory assists persons with brain injury, families, caregivers, and related professionals to identify and locate appropriate programs and services. Please use the form below to submit updates or to add your facility information to the *Tennessee Traumatic Brain Injury Services Directory and Resource Information Guide*.

Questions? Call Ashley Bridgman, Traumatic Brain Injury Program Director at (800) 882-0611 or (615) 741-1230.

Please submit this form to Ashley Bridgman at Ashley.N.Bridgman@tn.gov

**Note: Please provide information for only ONE facility per form. Be sure to answer all required information in Sections 1 - 2.**

---

**Section 1. Information on person completing this form (not for use in Directory)**

**Date Completed**

**Name (First/Last)**

**Title**

**Street Address**

**Street Address Line 2**

**City**

**State**

**Zip Code**

**Phone Number**

**Email Address**

**Please provide any addition information (100 character count max):**

**Section 2. Information for inclusion in the Directory**

**Facility Name**

**Street Address**

**Street Address Line 2**

**City**

**State**

**Zip Code**

**Phone Number**

**Email Address**

**Website**

**Program Description: (350 character count max):**

**Ages Accepted:**

**Number of people with brain  
injuries served per year?**

**Admission Criteria (200 character count max):**



**Accreditations**

JCAHO

CARF

CARF-BI

CORF

Medicare

None

Other (specify):

**Reimbursement Accepted (check all that apply)**

Private Insurance

Medicare

Medicaid / TennCare

Self-Pay

Veteran's Benefits

Developmentally Disabled Funds

Vocational Rehabilitation

SSI

CHAMPUS

State/County Mental Health Funds

Other (specify):

**Rehabilitation Programs (check all that apply)**

Acute Inpatient Rehabilitation (Adult)

Acute Inpatient Rehabilitation (Pediatric)

Adult Stroke Rehabilitation

Community Re-Entry

Day Treatment

Outpatient Rehabilitation (Adult)

Outpatient Rehabilitation (Pediatric)

Outpatient Neurological Rehabilitation

Post-Rehabilitation Program

Psychosocial Adjustment Program

Traumatic Brain Injury Program

Vocational Program

Other

**Services Available (check all that apply)**

Academic Transitioning  
Adult Education  
Audiology  
Aquatic Therapy  
Assistance with Insurance Issues  
Assistive Technology  
Behavior Modification  
Brain Injury Service Coordination  
Case Management  
Care Coordination  
Cognitive Retraining  
Coma Stimulation  
Community Re-Entry  
Community Outings  
Counseling  
Diagnostic Services  
Driving Evaluation / Education  
Education  
Financial Planning  
GED Training  
Home / Structural Modifications  
Housing  
Independent Living Skills  
Inpatient Rehab  
Job Coaching  
Neurology  
Neuropsychological Evaluation  
Nursing

**Services Available (check all that apply)**

Occupational Therapy  
Organized Socialization  
Peer Counseling  
Physical Therapy  
Pre-Vocational Training  
Recreation Therapy  
Rehab Nursing (Post-Acute Chronic)  
Religious Support  
Residential Program  
Respiratory Therapy  
School Liaison  
Social Services  
Speech Language Pathology  
Substance Abuse Prevention  
Summer Camp  
Support Group  
Swallowing Recovery Program  
Transportation  
Ventilator Support  
Vestibular / Balance Program  
Vision Therapy  
Vocational Training  
Vocational Evaluation / Assessment  
Wheelchair Basketball  
Wheelchair Seating Clinic  
Work Adjustment Training  
Wound Management Center  
Other

**Please add any additional information that the facility would like to share within the directory (250 character count max):**

---

**Thank you ! For more information or questions please contact:  
Ashley Bridgman, TBI Program Director  
P: (615) 741-1230  
Toll-Free: (800) 882-0611  
E: [Ashley.N.Bridgman@tn.gov](mailto:Ashley.N.Bridgman@tn.gov)**

**Please submit completed form at [Ashley.N.Bridgman@tn.gov](mailto:Ashley.N.Bridgman@tn.gov)**

## **AGENCY/ORGANIZATION FORM**

**Agency/Organization Form**

Information in this directory assists persons with brain injury, families, caregivers, and related professionals to identify and locate appropriate programs and services. Please use the form below to submit updates or to add your agency or organization information to the *Tennessee Traumatic Brain Injury Services Directory and Resource Information Guide*.

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**Please submit this form to Ashley Bridgman at [Ashley.N.Bridgman@tn.gov](mailto:Ashley.N.Bridgman@tn.gov)**

**Section 1. Agency/Organization Point of Contact (not for use in Directory)****Date Completed****Contact Name (First/Last)****Title****Street Address****Street Address Line 2****City****State****Zip Code****Phone Number****Email Address**

---

**Section 2. Agency/Organization Information****Agency/Organization Name****Agency/Organization Website**

**Agency/Organization Description (300 character count max)**

**Street Address**

**Street Address Line 2**

**City**

**State**

**Zip Code**

**Agency/Organization Phone Number**

**Toll-Free Number**

**TTY Number**

**TTD Number**

**Email**

**Please add any additional information that your agency/organization would like to share within the directory (500 character count max):**

---

**Thank you! For more information or questions please contact:  
Ashley Bridgman, TBI Program Director  
P: (615) 741-1230  
Toll-Free: (800) 882-0611  
E: [Ashley.N.Bridgman@tn.gov](mailto:Ashley.N.Bridgman@tn.gov)**

**Please submit completed form to [Ashley.N.Bridgman@tn.gov](mailto:Ashley.N.Bridgman@tn.gov)**



Department of Health Authorization No. 343165.  
This Electronic publication was promulgated at zero cost.  
March 2023