

Cleveland Community Mental Health Resource Guide

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Introduction

Community Overview

Cleveland, TN is part of Bradley County, which is located in the Great Appalachian Valley and is bordered by the Blue Ridge Mountains and the Tennessee River. This rural region is located in the “Bible Belt” and most of the citizens are affiliated with Protestant/Pentecostal religions. There are many healthcare services available to citizens of Cleveland due to its proximity to Chattanooga, TN and other medium-sized cities and towns. The Tennessee State Department offers a wide range of behavioral health support networks including a 24/7 Crisis Intervention Hotline at (855) 274-7471. The Tennessee Government also provides a Behavioral Health Safety Net for individuals 18+ years old who have a mental illness but lack behavioral health insurance. Individuals can learn more about this program and apply for behavioral health/pharmaceutical benefits through the government website at <https://www.tn.gov/behavioral-health/mental-health-services/adults/behavioral-health-safety-net-.html>.

Gaps in Services

An article in the Cleveland Daily Banner noted that some of the most common mental health needs in Cleveland, TN include severe anxiety and depression, and opioid addiction/dependency (Denton, 2019). The opioid crisis is rampant in the Appalachian Valley, and many clients are struggling with substance abuse/misuse. There are many resources in Cleveland to assist clients with opioid addiction, but relapse rates are still high due to a variety of factors. Some of these factors include availability of opioids, peer/environmental pressure to use, lack of stress coping skills, and boredom due to living in a rural area.

Since many residents in Cleveland, TN are predominantly Protestant/Pentecostal, they may have traditional views of mental illness and substance abuse/misuse that tend to blame the victim and increase stigma. This stigma may cause individuals to avoid seeking help for their issues. Although there has been significant improvement in decreasing stigma within the community regarding mental health and substance use disorders, there is still a need to bridge the gap between local churches and mental health organizations.

When obtaining resources for this mental health guide, I also found that although there is an abundance of behavioral health facilities with vast services in the area, there is still a shortage of qualified psychiatrists. Many clients are unable to obtain medications that may help with their mental illness, and individuals with severe mental illness may go untreated. The psychiatrists who are available in the region are not accepting any new patients since their caseloads are already overflowing.

Although there are some gaps in services, Cleveland offers a wide variety of behavioral health services and networks for majority of clients with mental illness and/or substance use disorders. The surrounding regions of Dalton, GA and Chattanooga, TN also have some great opportunities for clients, including individuals with intellectual/developmental delays.

OUTPATIENT BEHAVIORAL HEALTH RESOURCES

Camelot Care Center

391 Broad St. NW, Cleveland, TN 37311

(423) 476-3799 ; www.thecamelotdifference.com/southeast-tn-cleveland

Services: Camelot Care Center offers a wide range of services to multiple regions in Tennessee. Their primary focus is on foster care and family preservation, but they also offer outpatient therapy counseling services. They have a substance abuse program for young adults and adolescents. They offer intensive home-based counseling services through Comprehensive Child and Family Treatment (CCFT). Counselors specialize in emotional/behavioral problems, mental health issues, parenting skills, aggression or anger management, grief, trauma and child/domestic abuse, and substance abuse.

Eligibility: Children, adolescents, and adults with emotional/behavioral issues, mental health needs, or substance abuse issues. Self-referral or referrals from schools/physicians.

Cost: Insurance and self-pay. They do accept TennCare.

Center for Motivational Counseling Services, LLC

2401 N. Ocoee St., Cleveland, TN 37311

(423) 458-2010 ; www.cmcservices.org

Services: CMC Services provides faith-based and secular services to adolescents and adults with behavioral and emotional needs. They do not operate as licensed counselors, but provide advice, coping skills, and techniques to help clients with interpersonal difficulties. They provide services for depression/anxiety, grief, stress management, addiction and recovery, conflict resolution, ADD and ADHD, anger management, and time management structuring. They also provide couples counseling, family counseling, parenting support, career counseling, and pre-marital counseling.

Eligibility: Adults and adolescents with emotional, behavioral, and interpersonal issues. Self-referrals only.

Cost: Self-pay only. They do not accept insurance, but clients may be eligible for out of network coverage/reimbursement.

Family Matters / Youth Counseling Services (YCS)

423 Central Ave. NW, Cleveland, TN 37311

(423) 476-1933 ; www.thefamilymatters.org

Services: This organization provides counseling and therapy services for individuals, families, and couples. They offer psychological assessments, evaluations, and treatment options as well as provide education in the community. They also provide educational services to clients with learning difficulties. Another service offered is alcohol and drug treatment for individuals struggling with substance abuse disorder.

Eligibility: Adults with marriage/mental health issues and children ages 5+ with learning difficulties and/or psychological distress. Adolescents and adults with substance use issues. Self-referrals are accepted, but most referrals come from family and children services, juvenile court, physicians, churches, and school systems.

Cost: Insurance and self-pay based on sliding fee schedule. They do accept TennCare.

Hiwassee Mental Health Center**940 South Ocoee St., Cleveland, TN 37311****(423) 479-5454 ; www.vbhcs.org**

Services: Hiwassee Mental Health Center is part of Volunteer Behavioral Health and offers many services for individuals with a wide variety of mental and behavioral health issues. They provide addiction services, forensic services, federal probation/parole services, psychological/psychiatric evaluations, psychosexual evaluations, outpatient individual/family/group therapy, and residential recovery programs. They also have unique programs to assist veterans by providing military evaluations, housing, support groups, and mental health services. The Regional Intervention Program (RIP) assists families with learning behavior management skills and is designed to help families with children under 6 years old with behavioral problems. They also provide housing for individuals with psychiatric disabilities including supervised residential (SR), specialized long-term, traditional supported living facilities (SLF), supported apartments, and independent community living.

Eligibility: Eligibility requirements based on specific programs and services. Veterans must contact the VA to obtain eligibility. Self-referrals are accepted and are assessed via phone by an intake team.

Cost: Insurance and self-pay based on sliding fee scale

Health Management Services**2292 Chambliss Ave., Suite C-2, Cleveland, TN 37311****(423) 479-5672 ; www.hmscleveland.com**

Services: Health Management Services consists of a team of licensed mental health specialists that provide a wide variety of services. They offer psychological evaluations of adults and children, educational testing, neuropsychological assessment, child custody and parenting evaluations, disability and vocational evaluations, stress-related illness treatment, adult/child individual therapy, anger management classes, employee assistance programs, alcohol and drug abuse treatment, child abuse treatment, marriage and family therapy, and stress management programs.

Eligibility: Children and adults with mental illness and/or emotional, behavioral, and life stressors. Self-referrals are accepted.

Cost: Insurance and self-pay.

Lee University Marriage and Family Therapy & Play Therapy Center**1201 Magnolia Ave. NE, Cleveland, TN 37311****(423)614-8112 ; www.leemft.org**

Services: Services are provided by Marriage and Family Therapy (MFT) Interns at Lee University to follow practicum requirements. They offer help for relationship distress, depression/anxiety, grief/loss, parenting struggles, coping with illness, trauma/abuse, family conflict, premarital counseling, infidelity recovery, and stress management.

Eligibility: Adults and children age of 4+ years old who have emotional, behavioral, and family/marriage issues. Self-referrals are accepted.

Cost: Flat rate of \$20 per session, free if financially unable to afford. Online sessions are free. Does not accept insurance.

Lookout Mountain Community Services – Outpatient Clinic**1875 Fant Dr., Ft. Oglethorpe, GA 30742****(706) 861-3387 ; www.lmcs.org/services/addictive-disease/**

Services: Lookout Mountain Community Services provides diverse behavioral health services in multiple locations. They provide group, individual, and family addiction counseling and education in an intensive outpatient setting as well as addiction recovery services. They also provide specialized addiction services for children and adolescents after school that includes group and individual counseling. Their APEX program is an intensive in-school treatment for children and families with severe behavioral, relational, or mental health issues.

Eligibility: Adults and children ages 4+ with mental health issues and/or suffering from addiction. Self-referrals and walk-ins are accepted.

Cost: Insurance and self-pay with sliding scale. They do accept Medicaid.

Mental Health Cooperative**2544 Dalton Pike SE, Cleveland, TN 37323****(423) 728-6400 ; www.mhc-tn.org**

Services: The Mental Health Cooperative offers addiction services, care management, psychiatric services, psychotherapy, and 24/7 crisis services. Psychiatric and psychotherapy services include evaluation and recommendations for treatment, medication-assisted therapy, mobile crisis services, pharmacy services delivering specialized packaging for psychiatric medications, and individual/group/family therapy. They also provide tailored treatment plans for children with psychiatric/psychological issues including school consultations, IEP support, school based therapy, juvenile court support and navigation, behavior management, substance abuse evaluation and support, and intensive in-home services.

Eligibility: Adults with severe mental illness and children/adolescents with emotional/behavioral issues and/or mental illness. Self-referrals are accepted, or referrals from a physician.

Cost: Insurance and self-pay with financial assistance options. They do accept TennCare.

Omni Community Health**2600 Executive Park NW, Cleveland, TN, 37312****(423) 244-9006 or (877) 258-8795 ; www.theomnifamily.com/behavioral-health/**

Services: The behavioral health portion of Omni Community Health provides comprehensive diagnostic and evaluation services, individual/family/couples therapy, group therapy, case management, play therapy, medication management and evaluation, and trauma-focused cognitive behavioral therapy (TF-CBT). They also provide school-based intervention services, continuous treatment team (CTT) for individuals with chronic mental illness, consultation and outsource staffing services, and supportive housing for individuals experiencing mental illness.

Eligibility: Children, adolescents, and adults with emotional/behavioral issues, mental health issues, and/or family issues. Self-referrals are accepted.

Cost: Insurance and self-pay. They do accept TennCare and Kentucky Medicaid.

Parkridge Valley Hospital – Outpatient Cleveland**1855 Executive Park Dr. NW, Cleveland, TN 37312****(423) 472-1999 ; www.parkridgehealth.com/service/parkridge-valley-cleveland**

Services: Provides mental health services and substance abuse rehabilitation and support in an outpatient setting. Individual counseling, psycho-educational classes, and group therapy is offered for mental illnesses, and a 12-step program is offered for individuals with substance abuse issues. They work closely with schools, the court system, probation offices, and the Department of Children’s Services (DCS) to provide individualized treatment. They also provide employee assistance programs to local industries, and counselors are available 24/7 for urgent needs.

Eligibility: Adolescents and adults with substance abuse issues and/or mental health issues.

Cost: Insurance and self-pay. They do accept TennCare and payment from Veterans Administration

Tennova Behavioral Health – Cleveland**2305 Chambliss Avenue NW, Cleveland, TN 37311****(423) 559-6000 ; www.tennovacleveland.com/behavioral-health-services**

Services: The multidisciplinary team at Tennova Behavioral Health offers diagnostic evaluations, crisis stabilization, and mental health treatment for adults. This outpatient clinic offers individual and group therapy with cognitive behavioral therapy (CBT) for individuals with mood disorders, anxiety disorders, and chemical abuse/dependence. They also offer dialectic behavioral therapy (DBT) to assist clients in their interpersonal relationship issues. Chemical-dependency services, including detoxification services, are available for adults struggling with addiction.

Eligibility: Adults ages 18+ years old with acute mental illness, mood disorders, anxiety disorders, and/or substance abuse/dependence issues. Self-referrals are accepted, and clients will call the HOPE Line at (423) 479-4673 for initial assessment and evaluation.

Cost: Insurance and self-pay. They do accept Medicaid and offer financial assistance.

Traverse Counseling Services**3555 Keith St. NW, Suite 104, Cleveland, TN 37312****(423) 310-8206 ; www.traversecounselingservices.com**

Services: Traverse offers a variety of services to individuals struggling with emotional, behavioral, and interpersonal issues. They provide marriage and family therapy, individual therapy, anxiety/depression counseling, career therapy, premarital counseling, and relationship therapy. They have one therapist who is trained in EMDR therapy for victims of trauma. One unique aspect about Traverse is that they have a Christian Mentorship service that addresses Christian-specific spiritual issues, as well as counseling services for individuals of any religion (or lack of religion) with existential and philosophical questions. They also provide talk and art therapy to children and teens, and recovery support for individuals who are recovering from substance abuse.

Eligibility: Adolescents and adults struggling with emotional, spiritual, behavioral, and/or interpersonal issues. Child behavioral services are only available for children and teens ages 5-18 years old. Self-referral is accepted

Cost: Insurance and self-pay. Insurance eligibility is specific to each counselor. Cost for self-pay is \$65-\$100 per hour and varies per counselor. Sliding scale fee is optional.

Vitalis Health

3091 Battlefield Pkwy, Ft. Oglethorpe, GA 30742

(706) 841-0500 ; www.vitalishealth.org

Contact: Matt McUumber, LCSW

Services: Mental health providers at Vitalis Health offer a variety of assessments and therapies for mental health issues. Diagnoses offered for ADHD, autism, depression, anxiety, bipolar, schizophrenia, and other mental health issues. Therapies include individual counseling utilizing cognitive behavioral therapy (CBT) and behavioral modification.

Eligibility: Individuals of all ages with mental health issues. Self-referrals accepted or referrals from physicians.

Cost: Insurance and self-pay. Does accept GA Medicaid

INPATIENT & OUTPATIENT RESOURCES

Erlanger Behavioral Health Hospital

804 Holtzclaw Ave., Chattanooga, TN 37404

(423) 380-1005; www.erlangerbh.com

Services: Erlanger Behavioral Health Hospital is an 88 bed facility that provides inpatient and outpatient services to adolescents, adults, and geriatric patients with severe mental illness. Individuals with acute psychiatric symptoms are hospitalized where they receive individual/group/family therapy and medication management services. They also have a specific program for individuals with mental illness and co-occurring addiction disorders. Mental illnesses treated include depression, anxiety, suicidal ideation/self-harm, bipolar, schizophrenia, schizoaffective disorder, eating disorders, behavioral disturbances related to dementia, delusions, psychosis, posttraumatic stress disorder, and personality disorders.

Eligibility: Adolescents, adults, and geriatrics with primary diagnosis of mental health disorder. Self-referrals accepted on case-by-case basis. Must be medically stable and no history of violence towards staff. Exclusions include patients who require specialist intervention/acute care, isolation due to infection, and hospice care. Referrals from hospital emergency departments, crisis response teams, mental health providers, physicians, social workers, community agencies, and law enforcement accepted.

Cost: Insurance and self-pay.

Focus Treatment Centers

7429 Shallowford Rd., Chattanooga, TN 37421

(423) 308-2560 ; www.focustreatmentcenters.com

Services: Focus Treatment Centers provides outpatient, partial hospitalization, and intensive outpatient care for individuals with eating disorders and/or substance use disorders. Residential services are offered for adult females suffering from eating disorders. Specific therapies include acceptance and commitment therapy (ACT), mindfulness, shame resiliency, self-compassion, EMDR Trauma therapy, skill building groups, dialectical behavior therapy (DBT), expressive therapies, nutrition services, and spirituality classes. Substance abuse services include inpatient detox, medication assisted treatment (MAT), and individual/group therapy.

Eligibility: Substance abuse treatment is for male and female adults, but treatment for eating disorders is for females only. Self-referrals are accepted.

Cost: Insurance and self-pay with financial assistance options

Moccasin Bend Mental Health Institute

100 Moccasin Bend Rd., Chattanooga, TN 37405

(423) 265-2271 ; www.tn.gov/behavioral-health/hospitals/moccasin-bend.html

Services: Moccasin Bend is a government-run inpatient psychiatric facility that provides medical, laboratory, pharmaceutical, forensic evaluation, and psychological services to individuals with severe mental illness. They provide services to clients who are unable to obtain services in the private sector and have no other treatment resources available. Most patients are involuntarily admitted on an emergency basis, and many are admitted while pending forensic evaluation.

Eligibility: Walk-ins are accepted, but typically referred involuntarily from physicians or court-ordered.

Cost: Insurance and self-pay based on sliding scale. They do accept TennCare

INTELLECTUAL / DEVELOPMENTAL DELAYS RESOURCES

Anna Shaw Children's Institute

1201 Burleyson Rd., Dalton, GA 30720

(706) 226-8900 ; www.hamiltonhealth.com/services/anna-shaw-childrens-institute/

Services: Anna Shaw Children's Institute provides a vast range of services for children with multiple physical, developmental, emotional, and mental needs. They have board certified developmental-behavioral pediatricians who provide evaluation, diagnosis, and ongoing care for with developmental delays. They also offer psychological testing and therapy services for children with mental and/or developmental issues. Therapy services offered include aquatic therapy, assistive technology, oral motor/feeding therapy, sensory integration, neurodevelopmental treatment, occupational therapy (OT), physical therapy (PT), music therapy, and speech and language therapy (ST). Navigators provide one-on-one assistance and resources for parents to help in caring for their child with special needs.

Eligibility: Children from birth to 11 years old with physical, developmental, emotional, and mental health needs. Must be referred by a primary care physician for testing or specific diagnosis.

Cost: Insurance and self-pay. They do accept straight Medicaid and Humana Military / Tricare PPO.

Chattanooga Autism Center

1400 McCallie Ave., Suite 100, Chattanooga, TN 37404

(423) 531-6961 ; www.chattanoogaautismcenter.org

Services: The Chattanooga Autism Center is a parent and advocate driven organization that provides services for individuals with Autism Spectrum Disorders. They have several different programs including adult transition program (STAGES), summer learning program (REACH), Spanish language outreach program, parent support group (HOPE), social support group for autistic adults (GCA Centre for Adult Autism), music therapy, and the IEP parent mentor program. They also have an outpatient clinic that provides autism assessments/testing, cognitive behavioral therapy (CBT), and applied behavior analysis (ABA) therapy.

Eligibility: Children and adults diagnosed with Autism Spectrum Disorders, and their families. Self-referrals are accepted, but they have long waitlists at this time. Outpatient only.

Cost: Insurance and self-pay

Kaleidoscope – Highland Rivers and Lookout Mountain Community Services

1427 Lee Clarkson Rd., Chickamauga, GA 30707

(706) 375-2142 ; www.highlandrivers.com/kaleidoscope

Services: Kaleidoscope is a collaborative program with Highland Rivers and Lookout Mountain Community Services. They serve individuals with intellectual and/or developmental difficulties to help them achieve independence. Services include social and community involvement, prevocational and supported employment, computer training, gardening and healthy lifestyle coaching, family support services, and residential opportunities.

Eligibility: Individuals diagnosed with an intellectual/developmental disability prior to age 18 years old, at risk for being institutionalized. Self-referrals accepted but must fill out application with the Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) to be eligible.

Cost: Medicaid is accepted

Life Bridges

764 Old Chattanooga Pike SW, Cleveland, TN 37311
(423) 303-1953 ; www.lifebridgesonline.com

Services: Life Bridges provides services to individuals with intellectual and developmental difficulties and allows for inclusion in the community. They provide residential services, community involvement connections, and employment opportunities. Each treatment plan is tailored to the individual client to obtain his/her specific goals. Specific services include physical therapy, occupational therapy, speech/language therapy, nutritional therapy, behavioral therapy, 24/7 nursing care, respite services, life skills training, job coaching, and residential services.

Eligibility: Individuals with intellectual and developmental disabilities.

Cost: Medicaid accepted

Mending Arrow Ranch

627 Red Clay Rd. SW, Cleveland, TN 37311
(423) 305-5586 ; www.mendingarrowranch.org
Contact: Kayla Davis, CEO/Founder

Services: Mending Arrow Ranch is a faith-based organization that utilizes horses and ranch animals to provide mental, behavioral, spiritual, and physical services to children. They have four programs to assist children in diverse ways. The Brave One program is an adaptive riding program for children ages 2-21 years old with physical, cognitive, or developmental disabilities. The Dream Catchers program implements equine trauma-based care and mindfulness techniques to children ages 2-16 years old with emotional/behavioral issues. 4 Directions is a program for young women ages 8-18 years old who are vulnerable to issues in their social environment to build confidence and leadership skills. The Reading Warriors program is a literacy program for children who struggle with reading difficulties.

Eligibility: Eligibility is based on specific programs. Self-referrals are accepted but has a long wait list at this time.

Cost: Free
