

Resource Guide for the Elderly and Disabled in Southeast TN

PFCA Programs:

1) Victim Support Services

Crisis Resource Center:

- Safe shelter to victims of domestic violence
- Emergency shelter for homeless families
- Long-term housing options for chronically homeless women
- Crisis hotline
- Forensic medical exams

Family Violence Center:

- Immediate shelter for individuals and their children who are victims of domestic violence

Rape Crisis Center:

- Crisis counseling
- Legal and court advocacy
- Forensic medical examinations/medical screenings

Victims of Crime Program:

- Crisis intervention/emergency services with follow up
- Counseling and guidance
- Assistance in applying for criminal injuries compensation
- Court accompaniment
- Safety planning
- Security repairs

2) Elder Services

Geriatrics Program:

Assistance with:

- Changes in lifestyle
- Family conflict/stress
- Financial problems
- Problems with memory loss, confusion, and depression
- Nursing home/boarding home placement
- Long-term care
- Referral to other services
- Assistance with public benefits such as Medicare, Medicaid, and TennCare

Homemakers Program:

- Assistance with tasks of daily living such as housekeeping and grocery shopping

Ombudsman Program:

- Resolves problems that may arise in LTC facilities such as financial exploitation, elder abuse, dietary problems, missing/stolen personal items, family conflicts, and understaffing
- Shares information about resident rights with residents, family members, and staff
- Advocates for the residents' rights
- Impartially mediate disputes between facility, residents, family, staff, and other services
- Makes routine visits to each facility in the district

Service Coordinators Program:

- Assists elderly/disabled residents of public housing in maintaining independent lifestyle by connecting with home and community based services

Retired and Senior Volunteer Program (RSVP)

- Assist volunteers aged 55 and older to find meaningful volunteer opportunities

3) Deaf Services:

- Access to video relay service
- Access to computers, printers, scanners, copier, and fax machines
- Independent living skills training
- Job placement/retention services
- ASL classes

4) Consumer Credit Counseling Services

5) Thrift Store

TCAD Services available to all eligible TN older adults:

1) State Health Insurance Program (SHIP) for Medicare Participants

- Counseling and assistance with Medicare and other related health insurance questions

2) National Family Caregiver Support Program (NFCSP)

- Info about available services
- Assistance in gaining access to supportive services
- Individual counseling
- Support groups

- Caregiver training
- Respite care for temporary relief

3) Information and Assistance (I&A) Program:

- Connect people to health and human service needs

Long-Term Care Ombudsman:

- Resolves problems that may arise in LTC facilities such as financial exploitation, elder abuse, dietary problems, missing/stolen personal items, family conflicts, and understaffing
- Shares information about resident rights with residents, family members, and staff
- Advocates for the residents' rights
- Impartially mediate disputes between facility, residents, family, staff, and other services
- Makes routine visits to each facility in the district

Nutrition Services:

- Congregate meals
- Home-delivered meals

OPTIONS for Community Living Program:

- Home and community based service choices
- Homemaker services
- Personal Care
- Home Delivered meals

Public Guardianship:

- Conservators to help older adults who can no longer help themselves
- Help make decisions about money and medical care