

FRONTIER HEALTH SERVICE GUIDE



Frontier
Health®

Where People Are Important



Frontier Health, a trusted name in the region, has been the leading provider of behavioral health, mental health, substance abuse, co-occurring, intellectual and developmental disabilities, recovery, and vocational rehabilitation services throughout Northeast Tennessee and Southwest Virginia since 1957. As a private, not-for-profit 501(C) 3 organization, we offer a range of care to help individuals successfully move toward, sustain recovery, and achieve their full potential.

Our outpatient programs provide comprehensive and seamless personalized care, from diagnosis through a full continuum of treatment resources. Children and youth programs coordinate services with other professionals like teachers, juvenile court staff, and family physicians, ensuring a holistic approach to care.

Frontier Health serves nearly 65,000 individuals each year. About 57,000 individuals receive clinical services, and over 7,000 individuals receive community educational or interpretive services.

Frontier Health maintains state, federal, and national licensure and accreditation, ensuring the quality of financial and service providers and accountability. Staff includes psychiatrists, psychologists, licensed clinical social workers, licensed professional counselors, employment specialists, direct support, and other professionals. Frontier Health receives partial funding from the states of Tennessee and Virginia. Services in Virginia are funded in partnership with Planning District One Behavioral Health Services.

The Service Directory lists Frontier Health facilities and programs. While offering a complete continuum of care is a defining element, Frontier Health maintains the focus on its mission—to provide quality services that encourage people to reach their full potential because Frontier Health truly is “Where People Are Important.”



Mission

To provide trauma-focused quality services that encourage people to achieve their full potential.

Vision

To become the community's premier provider, employer and partner in demonstrating standards of excellence for providing accessible high quality behavioral health, substance use and developmental disability services. Our guiding vision will consistently reflect:

"Doing the Right Thing!"

Our Philosophy of Care

Frontier Health provides services to help children, adults and families reach their emotional, mental and physical well-being through a continuum of care. We focus in the areas of mental health, substance use and intellectual and developmental disabilities. We believe each person deserves supportive, respectful, and integrated care that is person-centered and trauma-informed. We tailor services to meet individual needs and achieve recovery. Frontier believes all individuals have the ability to improve and change their lives and treatment plans should be based on each individual's needs. We develop and enhance our services based on outcomes as well as input from the individuals we serve and our community.

Our team consists of caring and highly skilled individuals who are trained in evidence-based practices and make our patients their number one priority. We continually build and maintain collaborative relationships with community partners throughout our 11 county service area to best serve our communities. The enhancement of the emotional, mental and physical well-being of our community is at the center of everything we do.



Some programs and services offered by Frontier Health are funded in part under agreements with the state of Tennessee and in the Commonwealth of Virginia in partnership with Planning District One Behavioral Health Services and Highlands Community Services Board.

STRATEGIC PLANNING PILLARS

What are pillars? The five pillars of Frontier are People, Quality and Service, Growth, Value and Innovation/Technology. They represent who we are and what our priorities are. These pillars are an extension of our culture and values, and support our mission and vision.

Why are pillars important? The priorities of an organization shows its culture and its character. The pillars we have chosen are declarations of who we are and what makes us different. These unite Frontier both symbolically and practically. They will guide us from our strategic planning and organizational goals all the way to our individual goals and work plans.

Why are we doing this? Frontier continues to grow and evolve, and as we grow it is important that we are unified in our direction and purpose. The Frontier Health pillars help unite us as we align our strategies, goals and operations under these key pillars.

What are we expected to do with them? Each division and employee will integrate the pillars into their strategic planning and individual goals. We hope that by using the same framework, this will help us work towards common goals and objectives as an organization. Remember- we are all in the boat together needing to row together in the same direction.



PEOPLE: The People pillar includes not only the employees of Frontier, but also the patients, visitors and families who come to us for care, and the communities we serve. We are committed to a caring, healing culture of excellence that is founded in respect and compassion for those we serve, co-workers and ourselves.

QUALITY AND SERVICE: This pillar includes traditional quality metrics like core measures and outcomes, access to care, ease of use, and excellent services. Patient satisfaction is part of the Quality and Service pillar. "Quality and Service" links directly to our culture, focusing on not only what we do, but how we do it.

VALUE: Providing value in health care is more than just about the cost of care; it is about providing the right care at the right time in the most efficient manner possible. Value is also measured by our service and dedication to our communities and to those we serve.

GROWTH & INNOVATION: Increasing access to care for those who need our services as well as expanding services to meet community needs is important to the stability of Frontier.

Social Media Outlets

Frontier Health has multiple social media outlets we use to help showcase updates, available jobs, weather alerts, and much more! Visit the links below to subscribe and follow us!



FACEBOOK: www.facebook.com/FrontierHealth



Instagram: User Name: [frontier.health](#)



YouTube: User Name: Frontier Health
www.youtube.com/channel/UCQ_-ylyGIv5gSudiKWIo-qA



Linked-In: User Name: Frontier Health
www.linkedin.com/company/2296591/

Where to Find Delays or Closures

Frontier Health facilities may go on an opening delay or close due to inclement weather. We do our best to get this information out to the public in a timely matter. Below you will find where we post these updates during these situations.



1. frontierhealth.org
ORANGE Ticker

This is the first location these updates are posted and it is located at the top of our website.

2. Facebook & Linked-In 

Shortly after (with-in minutes) of updating the orange ticker, our Facebook and Linked-In pages will have an update posted.

★ Represents a main Frontier Health Facility.

★ Represents a 24/7 Frontier Health Walk-in Center.





Frontier
Health®

Where People Are Important

ISE

SCOTT

WASHINGTON

SULLIVAN

JOHNSON

WASHINGTON

CARTER

UNICOI

Executive Team



Kristie Hammonds
President and CEO



Diane Bowen
Senior Vice President
of Operations



Jeff Howard, CPA
Senior Vice President
Chief Financial Officer



Chad Duncan
Senior Vice President
of Community Based
Services



Tim Perry
Senior Vice President
of Tennessee Outpatient
Services



Sherri Feathers
Senior Vice President
of Specialty Services



Kim Trantham
Senior Vice President
of Virginia Services



Heather Crouse
Senior Vice President
of Outpatient & Children's
Specialty Services



Rajesh Kadam, M.D.
Senior Vice President
Medical Services

TENNESSEE FACILITIES

Adventure Program Johnson City

TDMHSAS



210 E. Watauga Ave.
Johnson City, TN 37601
Tel: 423-232-4326
Fax: 423-232-4255

Intensive Outpatient Treatment program for adolescents 13 to 18 years old with substance abuse, mental health and co-occurring problems, helping youths discover better alternatives to facing and coping with stress, while building problem-solving skills. Referrals are made by juvenile courts, schools, family, or client. Services include individual, group and family therapy; therapeutic recreation, leisure and social skills training, educational service, GED training, aftercare and random drug screens.

Problems Addressed:

- Substance Abuse
- Co-occurring Disorders
- Family Problems
- Peer Groups
- School Issues

Bristol Apartments



2951 Broad St.
Bristol, TN 37620
Tel: 423-968-1681
Fax: 423-990-4401

Residential living services for adults with serious or persistent mental illness and who require minimum assistance to maintain an independent lifestyle.

- Support for Community Living
- Daily Living Skills
- Psychosocial Support Services



1145 Volunteer Parkway
Bristol, TN 37620
Tel: 423-989-4500
Fax: 423-989-4582

genOa
healthcare®

Pharmacy located inside BBHS
Tel: 423-845-4475

Outpatient mental health, substance abuse, and co-occurring programs for adults, children, adolescents and families. Case management services (home/community-based services) are also available. Case management supports treatment goals and provides linkage to community resources.

- Individual & Group Psychotherapy
- Crisis Services
- Case Management
- Care Coordination
- Marital & Family Therapy
- Pharmacotherapy
- Consultation & Education Services
- Psychiatric Consultation
- Parenting Classes
- Individual Placement and Support Employment Services
- Intensive Outpatient A&D / Co-Occurring
- C&Y Continuous Treatment Team (CTT)
- Comprehensive Child & Family Treatment (CCFT)
- Juvenile Court Services
- School Based Services
- Criminal Justice Services,
for more info contact:
criminaljustice@frontierhealth.org

Specialized Adult Programs Offered at BBHS

Bridging the Gap / Older Adults Project

SEE PG 37 FOR DESCRIPTION

Specialized Children & Youth (C&Y) Programs Offered at BBHS

Adolescent Drug & Alcohol Recovery

SEE PG 37 FOR DESCRIPTION

Children in The Middle

SEE PG 37 FOR DESCRIPTION

Healthy Transitions

SEE PG 38 FOR DESCRIPTION

School-Based Behavioral Health Program

SEE PG 40 FOR DESCRIPTION

Frontier Industries - Bristol (FIB)

VDBHDS/VDARS/TDIDD/ TDMHSAS

Frontier Industries programs provide opportunities for individuals with disabilities to learn and master fundamental life skills necessary to achieve independence and to live and/or work in the community of their choice.

- Work Skills Assessment
- Employment Discovery
- Community Discovery and Integration
- Job Development and Placement/ Supported Employment
- Employer Support
- On the Job Training and Coaching
- Follow Up Support
- Supported Living

Open Arms Peer Support Center

TDMHSAS

Persons who have received mental health services develop their own recovery-based programs to enhance recovery skills and enhance personal, social and community living skills.

- Peer Support
- Advocacy
- Socialization
- Support Groups
- Recreational Opportunities
- Community Outreach
- Transportation
- Recovery Education Classes

Charlotte Taylor Center (CTC) TDMHSAS



426 East G. St.
Elizabethton, TN 37643
Tel: 423-547-5950
Fax: 423-547-5953

Outpatient mental health, substance abuse, and co-occurring programs for adults, children, adolescents and families. Case management services (home/community-based services) are also available. Case management supports treatment goals and provides linkage to community resources.

- Individual & Group Psychotherapy
- Crisis Services
- Case Management
- Care Coordination
- Marital & Family Therapy
- Pharmacotherapy
- Psychiatric Consultation
- Consultation & Education Services
- C&Y Continuous Treatment Team (CTT)
- Comprehensive Child & Family Treatment (CCFT)
- Juvenile Court Services
- School Based Services
- Criminal Justice Services,
for more info contact:
criminaljustice@frontierhealth.org

Specialized Children & Youth (C&Y) Programs Offered at CTC

Project BASIC SEE PG 39 FOR DESCRIPTION



616 E. Church St., Ste. A
Greeneville, TN 37743
Tel: 423-639-3213
Fax: 423-639-4692

Outpatient mental health, substance abuse and co-occurring services for adults provided by licensed or licensed-eligible clinicians. Case management services (home/community-based services) are also available. Case management supports treatment goals and provides linkage to community resources:

- Crisis Services
- Case Management
- Care Coordination Referral to Residential Services
- Individual Placement & Support Employment Services
- Peer Support Services
- Criminal Justice Services, for more info contact: criminaljustice@frontierhealth.org

Freedom Peer Support Center

Tel: 423-639-1313

- Transportation
- Community Outreach
- Peer Support
- Advocacy
- Socialization
- Recreational Opportunities
- Recovery Education Classes
- Support Groups

Persons who have received mental health services develop their own recovery-based programs to enhance recovery skills and enhance personal, social and community living skills.

Specialized Adult Programs Offered at Church Street

Recovery Education Center	SEE PG 39 FOR DESCRIPTION
Employment Services	SEE PG 37 FOR DESCRIPTION
Healthy Transitions	SEE PG 38 FOR DESCRIPTION

Crockett Apartments

TDMHSAS



1006 Arnold Road
Greeneville, TN 37743
Tel: 423-639-3886
Fax: 423-639-7305

- Support for Community Living
- Daily Living Skills
- Psychosocial Support Services

Residential living services for adults with serious or persistent mental illness and who require minimum assistance to maintain an independent lifestyle.



801 Arnold Road
Greeneville, TN 37743

Tel: 423-639-3886

Fax: 423-639-7305

- Support for Community Living
- Daily Living Skills
- Psychosocial Support Services

Adult supported living facility for 10 people with mental illness helps residents who can benefit from a structured environment achieve independence within the community.

Eldreth Home

TDMHSAS



2301 E. Center St.
Kingsport, TN 37664

Tel: 423-247-4000

Fax: 423-224-1399

Adult supported living facility for 10 people with mental illness helps residents who can benefit from a structured environment achieve independence within the community.

- Support for Community Living
- Daily Living Skills
- Psychosocial Support Services

Employee Assistance Program Contract Services

Contract Comprehensive EAP Services provided through outpatient sites for regional businesses and industries.

(www.frontierhealth.org/eap)

- Critical Incident Stress Debriefing
- 24 Hours a Day, 7 Days a Week
- Follow-Up to Ensure Referral Satisfaction
- Short-Term Counseling
- Assessments & Referrals
- Educational Seminars

P.O. Box 9054
Gray, TN 37615

Cristi Blalock: 423-467-3741
cblalock@frontierhealth.org

FOR FRONTIER HEALTH EMPLOYEES
Diana Finlay: 423-547-6554



218 N. Main St.
Erwin, TN 37650
Tel: 423-743-1470
Fax: 423-743-1472

Outpatient mental health, substance abuse, and co-occurring programs for children, adolescents, and adults. Case management services (home/ community-based services) are also available. Case management supports treatment goals and provides linkage to community resources:

- Individual & Group Psychotherapy
 - Crisis Services
 - Marital & Family Therapy
 - Case Management
 - Care Coordination Pharmacotherapy
 - Consultation & Education Services
 - Individual Placement & Support Employment Services
 - Psychiatric Consultation
 - C&Y Continuous Treatment Team (CTT)
 - Comprehensive Child & Family Treatment (CCFT)
 - Juvenile Court Services
 - School Based Services
 - Criminal Justice Services,
- for more info contact:
criminaljustice@frontierhealth.org

Fairmount Transitional Housing

TDIDD



719 Kentucky Ave.
Bristol, TN 37620
Tel: 423-968-2532
Fax: 423-968-2532

Residential facility for adult males that provides necessary supports to ensure their highest level of residential independence and successful community living.

- Ongoing Support Services
- Daily Living Skills

Frontier Health Corporate Office (Corp)



1167 Spratlin Park Drive
P.O. Box 9054
Gray, TN 37615-9054
Tel: 423-467-3600
Fax: 423-467-3710

- Administration
- Business Development
- Financial Services
- Grant Development
- Human Resources
- Management Information Systems
- Communications and Public Relations
- Payroll
- Purchasing

Mental Health Awareness Training

Contact: 423-895-4436

Mental Health First Aid is an 8-hour course that teaches you how to identify, understand and respond to signs of mental illnesses and substance use disorders. The training gives you the skills you need to reach out and provide initial help and support to someone who may be developing a mental health or substance use problem or experiencing a crisis. Frontier Health provides both the adult and youth version and encourages the faith-based communities to access this training through a SAMSHA funded program.

Additional trainings on specific topics such as Adverse Childhood Experiences (ACES), suicide prevention, parenting, and other behavioral health and substance use issues can be provided on request.

Frontier Health Foundation

Tel: 423-467-3742 • FrontierHealthFoundation.org

Frontier Health Foundation is a nonprofit corporation that operates as the charitable and educational arm of Frontier Health. The Foundation helps ensure the continued ability of providing the highest quality behavioral health and vocational services to the communities and individuals served. Our work sustains the fight to eradicate stigma and discrimination surrounding mental and behavioral health through advocacy, fund-raising and building public awareness.





2017 Stonebrook Place
Kingsport, TN 37660
Tel: 423-224-1417
Fax: 423-224-1418

Frontier Industries programs provide opportunities for individuals with disabilities to learn and master fundamental life skills necessary to achieve independence and to live and/or work in the community of their choice.

- Work Skills Assessment
- Employment Discovery
- Community Discovery and Integration
- Job Development and Placement/Supported Employment
- Recovery Education Classes
- Employer Support
- On the Job Training and Coaching
- Follow Up Support
- Supported Living
- Support Groups

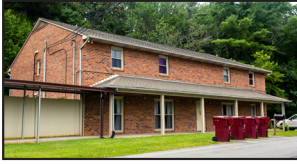
Friendship Connection Peer Support Center

Tel: 423-247-0160

- Transportation
- Peer Support
- Advocacy
- Socialization
- Recreational Opportunities
- Community Outreach

Persons who have received mental health services develop their own recovery-based programs to enhance recovery skills and enhance personal, social and community living skills.

Specialized Adult Programs Offered at FIK	
Recovery Education Center	SEE PG 39 FOR DESCRIPTION
Employment Services	SEE PG 37 FOR DESCRIPTION



208 & 210 Quarry Road
Johnson City, TN 37601
Tel: 423-232-7234
Fax: 423-232-7235

Two adjacent Intensive Long-term Adult Supported Living Facilities, each serving 8 people with serious and persistent mental illness. They provide 24/7 residential care with coordinated and structured treatment and rehabilitation services including: personal care services, training in community living skills, vocational skills and socialization/recreational activities.

- Personal Care Services/Daily Living Skills
- Support for Community Living
- Psychosocial Support Services
- Mental Health Treatment and Rehabilitation
- Job Development and Placement

Grant-Widner

TDMHSAS



4121 Old Jonesboro Road
Bristol, TN 37620
Tel: 423-652-7378
Fax: 423-990-4405

Adult supported living facility for 10 people with mental illness helps residents who can benefit from a structured environment achieve independence within the community.

- Daily Living Skills
- Support for Community Living
- Ongoing Support Services



210 River Road
Sneedville, TN 37869
Tel: 423-733-2216
Fax: 423-733-2450

Outpatient mental health, substance abuse, and co-occurring programs for children, adolescents, and adults. Case management services (home/ community-based services) are also available. Case management supports treatment goals and provides linkage to community resources.

- Individual & Group Psychotherapy
 - Crisis Services
 - Marital & Family Therapy
 - Case Management
 - Care Coordination Pharmacotherapy
 - Consultation & Education Services
 - Psychiatric Consultation
 - C&Y Continuous Treatment Team (CTT)
 - Comprehensive Child & Family Treatment (CCFT)
 - Juvenile Court Services
 - School Based Services
 - Criminal Justice Services,
- for more info contact:
criminaljustice@frontierhealth.org

Specialized Children & Youth (C&Y) Programs Offered at Hancock Co.

Alcohol & Drug Prevention

A school- and community-based program leads students in a small group process of 12 sessions.

Helps Students:

- Identify Personal Problems
- Retain Value
- Restore Productivity
- Seek Help

Project BASIC

SEE PG 39 FOR DESCRIPTION

School-Based Behavioral Health Program

SEE PG 40 FOR DESCRIPTION

Hancock County Peer Support Center

TDMHSAS

Tel: 423-733-1540

- Transportation
- Peer Support
- Advocacy
- Recovery Education Classes
- Socialization
- Recreational Opportunities
- Community Outreach
- Support Groups

Persons who have received mental health services develop their own recovery-based programs to enhance recovery skills and enhance personal, social and community living skills.



101 Lena Drive
Rogersville, TN 37857
Tel: 423-272-9239
Fax: 423-272-1803

Outpatient mental health, substance abuse, and co-occurring programs for children, adolescents, and adults. Case management services (home/community-based services) are also available. Case management supports treatment goals and provides linkage to community resources.

- Individual & Group Psychotherapy
- Crisis Services
- Marital & Family Therapy
- Case Management
- Care Coordination Pharmacotherapy
- Consultation & Education Services
- Psychiatric Consultation
- Intensive Outpatient A&D/
Co-Occurring
- C&Y Continuous Treatment Team (CTT)
- Comprehensive Child & Family
Treatment (CCFT)
- Juvenile Court Services
- School Based Services
- Criminal Justice Services,
for more info contact:
criminaljustice@frontierhealth.org
- Individual Placement and Support
Employment Services

Specialized Children & Youth (C&Y) Programs Offered at Hawkins Co.

Project BASIC SEE PG 39 FOR DESCRIPTION

School-Based Behavioral Health Program SEE PG 40 FOR DESCRIPTION

Higher Ground Peer Support Center

TDMHSAS



873 S. Shady St.
Mountain City, TN 37683
Tel: 423-418-4415
Fax: 423-727-5953

Persons who have received mental health services develop their own recovery-based programs to enhance recovery skills and enhance personal, social and community living skills.

- Peer Support
- Advocacy
- Socialization
- Recreational Opportunities
- Community Outreach
- Transportation
- Recovery Education Classes
- Support Groups



2001 Stonebrook Place
Kingsport, TN 37660
Tel: 423-224-1000
Fax: 423-224-1023

Evaluation and treatment of child and adolescent mental health, substance abuse and co-occurring disorders are provided. Case management supports treatment by helping individuals figure out what services are needed, empowering through person centered planning. Case management is a home/community based service.

- Individual, Family & Group Psychotherapy
- Crisis Services
- Psychiatric Consultation
- Pharmacotherapy
- Consultation & Education Services
- Case Management
- Care Coordination
- C&Y Continuous Treatment Team (CTT)
- Comprehensive Child & Family Treatment
- Juvenile Court Services

Specialized Children & Youth (C&Y) Programs Offered at HC&Y

Children in the Middle	SEE PG 37 FOR DESCRIPTION
Substance Abuse Prevention Program	SEE PG 40 FOR DESCRIPTION
Regional Intervention Program (RIP)	SEE PG 39 FOR DESCRIPTION
School-Based Behavioral Health Program	SEE PG 40 FOR DESCRIPTION

Assessment & Forensic Services - Kingsport

TDMHSAS

Tel: 423-224-1318 • Fax: 423-224-1328

Assessment & Forensic Services assesses children, adolescents and adults who are self-referred, referred by treatment providers, or referred by other community agencies. Psychological assessments help identify and clarify problem areas in order to determine appropriate diagnoses and recommendations.

Referrals are made by local industries, health care providers, legal services, DCS, DHS, law enforcement, emergency agencies, school systems, self referral.

- Diagnostic Evaluations
- Educational Evaluations
- Forensic Evaluations
- Personnel Evaluations
- Other Specialized Evaluations

TRACES

TDCS

Tel: 423-224-1067 • Fax: 423-224-1095 • www.frontierhealth.org/foster/traces/

Operating throughout Northeast Tennessee, TRACES Therapeutic Foster Care & Adoptions serves youth in state custody, ages birth to 18. Foster parents who are recruited and intensively trained by TRACES staff help prepare youth for reunification with family, or adoption. The goal is to provide a therapeutic home-like environment and develop a viable, long-term permanency plan as quickly as possible.

- Increase Healthy Relationship Skills
- Improve Problem-Solving & Communication Skills
- Appropriate Use of Free Time
- Independent Living Skills
- Adoption Services
- Intensive Reunification Services
- Recruitment & Retention of Quality Foster & Adoptive Families
- Individual, Group, & Family Therapy
- Private Domestic & International Adoptive Home Studies



1570 Waverly Road
Kingsport, TN 37684
Tel: 423-224-1300
Fax: 423-224-1375

genOa
healthcare®

Pharmacy located inside HCC
Tel: 423-408-6141

Outpatient mental health, substance abuse, and co-occurring programs for children, adolescents, and adults. Case management services (home/community-based services) are also available. Case management supports treatment goals and provides linkage to community resources.

- Individual & Group Psychotherapy
- Crisis Services
- Marital & Family Therapy
- Case Management
- Care Coordination Pharmacotherapy
- Consultation & Education Services
- Individual Placement & Support Employment Services
- Intensive Outpatient A&D/Co-Occurring
- Psychiatric Consultation
- C&Y Continuous Treatment Team (CTT)
- Comprehensive Child & Family Treatment (CCFT)
- Criminal Justice Services, for more info contact: criminaljustice@frontierhealth.org

Specialized Adult Programs Offered at HCC

Bridging the Gap / Older Adults Project

SEE PG 37 FOR DESCRIPTION

Johnson County Counseling Center (JCCC)

TDMHSAS



318 Donnelly St.
Mountain City, TN 37683
Tel: 423-727-2100
Fax: 423-727-2110

Outpatient mental health, substance abuse, and co-occurring programs for children, adolescents, and adults. Case management services (home/community-based services) are also available. Case management supports treatment goals and provides linkage to community resources.

- Individual & Group Psychotherapy
- Crisis Services
- Marital & Family Therapy
- Case Management
- Care Coordination Pharmacotherapy
- Consultation & Education Services
- Psychiatric Consultation
- C&Y Continuous Treatment Team (CTT)
- Comprehensive Child & Family Treatment (CCFT)
- Juvenile Court Services
- School Based Services
- Criminal Justice Services, for more info contact: criminaljustice@frontierhealth.org

Specialized Children & Youth (C&Y) Programs Offered at JCMHC

School-Based Behavioral Health Program

SEE PG 40 FOR DESCRIPTION

Project Basic

SEE PG 39 FOR DESCRIPTION

Kingsport Apartments

TDMHSAS



1326 Tranbarger Drive
Kingsport, TN 37665
Tel: 423-247-4000
Fax: 423-224-1399

- Support for Community Living
- Daily Living Skills
- Psychosocial Support

Residential living services for adults with serious or persistent mental illness and who require minimum assistance to maintain an independent lifestyle.

Laurel House

TDMHSAS



516 Swadley Rd.
Johnson City, TN 37601
Tel: 423-360-6279
Fax: 423-232-2752

- Support for Community Living
- Daily Living Skills
- Psychosocial Support
- Peer Support

Co-ed congregate living for up to ten individuals. Provides a supportive living environment, balancing social connection with personal independence.



433 New Beason Well Rd.
Kingsport, TN 37660
Tel: 423-288-1828
Fax: 423-288-1809

Group Home for adolescent females ages 12 to 18. Youth may be delinquent, unruly, or dependent and neglected. Daily structured program builds on identified strengths. The program strongly encourages family involvement to achieve the ultimate goal of family reunification. Independent living or foster family care may be sought for youth with no viable family resource.

Assessment services for state custody youth on referral by the Tennessee Department of Children's Services.

- Daily Life Skills Group
- Individual, Group & Family Counseling
- Independent Living Skills
- Therapeutic Recreation
- Substance Abuse Counseling
- Family Reunification
- Aftercare Services

Runaway Program, including Project Safe Place

Tel: 877-288-1828

Provides temporary, emergency shelter and counseling to youth who are runaways, throw-aways, or are escaping unresolved family conflicts. This nationwide program is the only one of its kind within a 100-mile radius where youth can seek 72-hour sanctuary. The goal of the program is to intervene quickly, and assist the youth and their family with reunification. As an outreach of Link House, Project Safe Place seeks to educate youth to access services through Link House instead of running away and possibly facing uncertain dangers on the streets.



2940 Broad St.
Bristol, TN 37620
Tel: 423-968-1681
Fax: 423-990-4401

- Support for Community Living
- Daily Living Skills
- Psychosocial Support

Adult Supported Living facility for people with mental illness helps residents who can benefit from a structured environment achieve independence within the community.



1324 Midland Dr.
Kingsport, TN 37664
Tel: 423-830-2564

After Hours:
Tel: 1-833-961-2554

Adventure Program - Kingsport

Intensive Outpatient Treatment program for adolescents 13 to 18 years old with substance abuse, mental health and co-occurring problems, helping youths discover better alternatives to facing and coping with stress, while building problem-solving skills. Referrals are made by juvenile courts, schools, family, or client. Services include individual, group and family therapy; therapeutic recreation, leisure and social skills training, educational service, GED training, aftercare and random drug screens.

Problems Addressed:

- Substance Abuse
- Family Problems
- School Issues
- Co-occurring Disorders
- Peer Groups

Outpatient Psychiatric Services

Outpatient psychiatric consultation and going services for individuals experiencing mental health, substance use or co-occurring concerns.

Children & Youth Walk-in Center

Midland Center offers a day and evening program for children and youth experiencing a non-medical psychiatric emergency or struggling with alcohol or drug dependency, or a co-occurring substance use and psychiatric diagnosis. A Mobile Crisis team member and nursing staff will assess individuals in crisis, provide immediate support, and assist in determining the safest and most appropriate level of care. Individuals presenting at Turning Point Walk-In should bring any and all home medication prescriptions in the original container provided by the pharmacy.



401 Holston Drive
Greeneville, TN 37743
Tel: 423-639-1104
Fax: 423-636-8365

genOa
healthcare®

Pharmacy located inside Nola
COMING SOON

Outpatient mental health, substance abuse, and co-occurring programs for children, adolescents, and adults. Case management services (home/community-based services) are also available. Case management supports treatment goals and provides linkage to community resources.

- Individual & Group Psychotherapy
- Crisis Services
- Marital & Family Therapy
- Case Management
- Care Coordination Pharmacotherapy
- Consultation & Education Services
- Intensive Outpatient A&D / Co-Occurring
- Psychiatric Consultation
- C&Y Continuous Treatment Team (CTT)
- Comprehensive Child & Family Treatment (CCFT)
- Juvenile Court Services
- School Based Services
- Criminal Justice Services,
for more info contact:
criminaljustice@frontierhealth.org

Specialized Children & Youth (C&Y) Programs Offered at Nolachuckey-Holston

Project BASIC

SEE PG 39 FOR DESCRIPTION

School-Based Behavioral Health Program

SEE PG 40 FOR DESCRIPTION

Plymouth Road Apartments



2802 Plymouth Rd.
Johnson City, TN 37601
Tel: 423-306-4488
Fax: 423-232-2768

- Support for Community Living
- Daily Living Skills
- Psychosocial Support Services

Residential living services for adults with serious or persistent mental illness and who require minimum assistance to maintain an independent lifestyle.

Roller-Russ

TDMHSAS



2221 Memorial Court
Kingsport, TN 37660
Tel: 423-245-1121
Fax: 423-578-3950

- Support for Community Living
- Daily Living Skills

Adult Supported Living facility for adults with mental illness helps residents who can benefit from a structured environment achieve independence within the community.



P.O. Box 3426
Kingsport, TN 37664
Hotline - Johnson City: (423) 926-7233
Hotline - Kingsport: (844) 578-7233

Safe House provides 28 beds in two distinct domestic violence shelters, located in undisclosed locations in Kingsport and Johnson City. Safe House provides safe confidential shelter to any victim of domestic violence as well as their children. Safe House staff are also collocated at the Family Justice Centers in Johnson City and Blountville.

Services to victims include:

- A 24/7 Hotline & Advocacy to Victims of Domestic Violence or Sexual Assault
- 24/7 Coordination with Sexual Assault Nurse Examiners (SANE Nurses).
- 24/7 Sexual Assault Advocate on call to Accompany Victims to Area Hospitals
- Transitional Housing Support
- Case Management
- Assistance with Safety Planning and Orders of Protection
- Transportation

Safe Place



Tel: 1-800-RUNAWAY (1-800-786-2929)

Safe Place is a national youth outreach and prevention program for young people under the age of 18 (up to 21 years of age in some communities) in need of immediate help and safety. As a collaborative community prevention initiative, Safe Place designates businesses and organizations as Safe Place locations, making help readily available to youth in communities across the country. Safe Place locations include: libraries, YMCAs, fire stations, public buses, various businesses, and social service facilities.

Spring House

TDMHSAS



1113 King Springs Rd.
Johnson City, TN 37601
Tel: 423-928-4802
Fax: 423-232-2768

- Support for Community Living
- Daily Living Skills

Adult Supported Living facility for 8 people with mental illness helps residents who can benefit from a structured environment achieve independence within the community.



852 Youth Center Rd.
Blountville, TN 37617
Tel: 423-279-2150
Fax: 423-279-2159

Group Home for males ages 13 to 18 who are referred by Juvenile Courts in Bristol, Kingsport, and Sullivan County or who are in the custody of DCS. Youth may be delinquent, unruly, or chronically truant from school. This program assists youths by re-evaluating goals, engaging family in process and providing the entire family with the tools to help youth successfully re-integrate into a family setting at discharge.

- Daily Life Skills Group
- Individual, Group & Family Counseling
- Case Management
- Family Involvement
- Educational Planning
- Peer Conflict Resolution
- Therapeutic Recreation
- Development of Long-Term Goals
- Coordinate/Partner with Juvenile Courts

Turning Point

TDMHSAS



208 E. Unaka Ave.
Johnson City, TN 37601
Tel: 423-926-0940
Fax: 423-926-4202

Walk-In Center

Turning Point offers a 24/7 walk In Center for anyone of any age experiencing a non-medical psychiatric emergency or struggling with alcohol or drug dependency, or a co-occurring substance use and psychiatric diagnosis. A Mobile Crisis team member and nursing staff will assess individuals in crisis, provide immediate support, and assist in determining the safest and most appropriate level of care. Individuals presenting at Turning Point Walk-In should bring any and all home medication prescriptions in the original container provided by the pharmacy. Referrals may include one of the following programs offered at Turning Point:

FIRST FLOOR

Mobile Crisis Services

Our Mobile Crisis services are available 24/7, providing assessment to anyone of any age experiencing a mental health crisis. Services are provided by mental health clinicians, with Mandatory Pre-Screeners (MPA's) available 24/7. Assessments are completed in various settings, including the Turning Point Walk-In Center, telehealth, and face-to-face. The focus is on collaborating with the person in crisis as much as possible to determine the most appropriate level of care to resolve the immediate crisis. Possible dispositions include referral to outpatient services or to services at Turning Point (23-Hour Observation, Crisis Stabilization Unit, Medically Monitored Detox, or A&D Residential Treatment). Those assessed to be at imminent risk of harm to self or others will be referred for psychiatric hospitalization.

23-Hour Observation

Our 23-observation program provides a safe and secure environment for adults over the age of 18 experiencing a mental health crisis or psychiatric emergency. Services may include a nursing assessment, mobile crisis assessment, discharge planning, coordination with your outpatient team, prescriber evaluation, peer support, 23-hour observation, and transportation services. All individuals will receive a crisis assessment by a member of our mobile crisis team or a Recovery Navigator, which includes needed support and referrals to the most appropriate level of care. To ensure quality of care, it is important that individuals bring any and all medication prescriptions in the original container provided by the pharmacy.

Crisis Stabilization Unit

The CSU is a 24/7 crisis stabilization program providing a safe and secure environment to those in need of longer psychiatric stabilization and or medically monitored detoxification. Adults over the age of 18 are served for up to 5 days and offered supportive services. Referral to our CSU is voluntary and a joint decision between the person served and the mobile crisis staff completing the assessment. The Nurse Practitioner will approve CSU placement, after consideration of level of care needs and ongoing medical stability. Services include:

- 24 Hour Nurse and Supportive Staff
- Daily Rounding by a Physician or Nurse Practitioner
- Discharge / Case Management Services
- Co-occurring Group
- Individual Therapy
- Family Therapy
- Safety Planning

Magnolia Ridge Unit

Up to 40 residential treatment beds serving males over the age of 18 with an alcohol or drug dependency, or a co-occurring substance use and psychiatric diagnosis. While many referrals are step down from the CSU, referrals are accepted from all sources. Magnolia Ridge Unit offers a multi-disciplinary approach, using evidenced based practices to move individuals toward a path to recovery. Services include:

- Co-Occurring Mental Health & Addiction Treatment
- Daily Nursing and Prescriber Availability
- Individual and Group Therapy
- Family Education
- Case Management and Aftercare Planning, including referrals to recovery housing

Willow Ridge Unit

Willow Ridge offers up to 24 treatment beds, serving females over the age of 18 with an alcohol or drug dependency, or a co-occurring substance use and psychiatric diagnosis. While many referrals are step down from the CSU, referrals are accepted from all sources. Magnolia Ridge Unit offers a multi-disciplinary approach, using evidenced based practices to move individuals toward a path of long term recovery. Services include:

- Co-Occurring Mental Health & Addiction Treatment
- Daily Nursing and Prescriber Availability
- Individual and Group Therapy
- Family Education
- Case Management and Aftercare Planning, including referrals to recovery housing

988 Center

Frontier's 988 Suicide & Crisis Lifeline is also located on-site at Turning Point. 988 provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week, across the United States and its territories. The 988 Lifeline is comprised of a national network of over 200 local crisis call centers, combining local care and resources with national standards and best practices. Frontier Health is part of this national network, answering 988 calls in Tennessee and Virginia.

Law Enforcement Co-Response & Mobile Crisis Teams

Our Co-Responders are an extension of our Mobile Crisis team and consist of Qualified MPAs embedded with local enforcement teams. CO-Responders accompany law enforcement officers to 911 calls to assist in addressing behavioral health crises in the community. This integration of professions aims to ensure public safety, de-escalate crisis situations using therapeutic interventions, reduce unnecessary trauma or use of force, and divert individuals from the criminal justice system to appropriate mental health services.

SECOND FLOOR

Juvenile Justice Reform (JJR)

For questions or referrals, please contact our Program Coordinator at **(423) 571-4949**

The Juvenile Justice Reform Program (JJR) focuses on diverting youth from juvenile court involvement, decreasing the rate of out-of-home placements or placements in state's custody, and increasing connections youth have with their families and communities.



The JJR program provides a Behavioral Health Court Liaison in each of the 11 courts with juvenile jurisdiction in the Northeast Region. Behavioral Health Court Liaisons will provide evidence based assessments and immediate access to behavioral health services.

Referrals can come from various sources, including directly from the court. If a youth is assessed as being at risk for out-of-home placement, the youth and family will be able to access FIRST (Family In-Home Resiliency and Stabilization Team). Each team, consisting of a therapist and care manager, will provide intensive in-home therapy and care management utilizing Multi-Dimensional Family Therapy (MDFT).

Assessment & Forensic Services - Johnson City

Assessment & Forensic Services assesses children, adolescents and adults who are self-referred, referred by treatment providers, or referred by other community agencies. Psychological assessments help identify and clarify problem areas in order to determine appropriate diagnoses and recommendations.

Referrals are made by local industries, health care providers, legal services, DCS, DHS, law enforcement, emergency agencies, school systems, self referral.

- Diagnostic Evaluations
- Educational Evaluations
- Forensic Evaluations
- Personnel Evaluations
- Other Specialized Evaluations

Email: criminaljustice@frontierhealth.org

Behavioral Health Liaisons staff assist individuals in the legal system with mental health needs and/or substance use disorders. The program promotes diversion from jail to meaningful support services and resources in the community.

Services include:

- Communicating with Police Agencies
- Assistance at Court Hearings
- Meetings with Incarcerated Individuals
- Transitioning from Jail to Community
- Working with Families
- Referrals to Treatment
- Training to Law Enforcement Agencies



2243 Eddie Williams Rd.
Johnson City, TN 37601
Tel: 423-975-6000
Fax: 423-928-4222

Outpatient site with programs focused on community integration, advocacy, resources, and support.

- Peer Wellness Services
- Individual Placement & Support Employment Services
- Supported Employment
- Peer Support Services

Specialized Adult Programs Offered at VCJ

Employment Services

SEE PG 3 FOR DESCRIPTION

HOPE for TN

SEE PG 3 FOR DESCRIPTION

Virginia's Place

TDMHSAS



900 Buffalo St.
Johnson City, TN 37601
Tel: 423-430-8560
Fax: 423-430-8565

Virginia's Place is an 18-bed residential re-entry housing program for adult males with severe and persistent mental illness (SPMI) or SPMI with co-occurring substance use disorder. The program provides residents with long-term housing in a safe, structured, and stable environment with 24-hour supervision. Residents are encouraged to participate in support services such as case management, personal care services, training in community living skills, independent living skills development, and medical and rehabilitation services. Residents are also informed and encouraged to participate in community services such as Individual Placement and Support/Supported Employment, Certified Peer Recovery Support, and SSI/SSDI Outreach, Access, and Recovery (SOAR).



109 W. Watauga Ave.
Johnson City, TN 37604

Adult Services
Tel: 423-232-2600
Fax: 423-232-2646
Children & Youth Services
Tel: 423-232-2700
Fax: 423-232-2714

Outpatient mental health, substance abuse, and co-occurring programs for adults, children, adolescents, and families. Case management services (home/community-based services) are also available. Case management supports treatment goals and provides linkage to community resources.

- Individual & Group Psychotherapy
- Marital & Family Therapy
- Pharmacotherapy
- Crisis Services
- Case Management
- Care Coordination
- Consultation & Education Services
- Parenting Classes
- Peer Support Services
- Psychiatric Consultation
- C&Y Continuous Treatment Team (CTT)
- Juvenile Court Services
- School Based Services
- Intensive Outpatient A&D / Co-Occurring
- Comprehensive Child & Family Treatment (CCFT)
- Criminal Justice Services, for more info contact: criminaljustice@frontierhealth.org



Pharmacy located inside WBHS
Tel: 423-930-8999

Specialized Adult Programs Offered at WBHS

Mother-Child Connection	SEE PG 39 FOR DESCRIPTION
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Specialized Children & Youth Programs Offered at WBHS

School-Based Behavioral Health Program	SEE PG 40 FOR DESCRIPTION
Family Links Respite	SEE PG 37 FOR DESCRIPTION
Regional Intervention Program (RIP)	SEE PG 39 FOR DESCRIPTION

VIRGINIA FACILITIES

Appalachia Court Apartments



250 Park St.
Jonesville, VA 24263

Please contact Lee County Behavioral Health Services for more information: **Tel: 276-346-3590**

11-unit apartment complex provides supported housing for adults with serious or persistent mental illnesses who require minimum assistance to maintain an independent lifestyle.

- Support for Community Living
- Daily Living Skills

Community Connections

VDBHDS



43 Champions Ave.
Big Stone Gap, VA 24219
Tel: 276-523-0682
Fax: 276-523-0684

Childrens Specialty Services
Tel: 276-524-5001
Fax: 276-524-5002

Community Services



Childrens Specialty Services

Center provides training for daily living activities including grooming, housekeeping, shopping, cooking and basic self-care skills.

- Case Management
- Day Support Services
- Residential Support
- Community Engagement

Developmental Services

Developmental Services provides a continuum of services to children, youth and adults with intellectual or developmental disabilities including case management, day support services, residential support, and community engagement. All services provided are referred through Case Management. Day Support Services are provided through the Adult Activity Center five days a week. Transportation can be arranged. The Adult Activity

Infant & Toddler Connection of Dilenowisco

Tel: 276-260-9991 • 800-453-4332

A child and family may receive early intervention supports and services if the child is: up to 3 years old and has certain levels of developmental delay, differences in development and/or a diagnosed condition. Referrals are made by pediatricians but parents can call to request a screening if they have concerns about their child. Children receive services in their natural environment, such as home or day care.

- Care Coordination
- Speech Therapy
- Occupational Therapy
- Special Instruction
- Physical Therapy

Adolescent SA Intensive Outpatient Services

Frontier Health Substance Abuse Intensive Outpatient Program serves youth 13 to 18 years of age, who are seeking help with substance use and psychiatric difficulties. The focus of the program is to address the problems of family, peer group and school. It utilizes resources to help youths stop using drugs and discover more appropriate alternatives to facing and coping with stress, while also building healthy relationship and problem-solving skills. Our goal is to provide evidence-based practice to ensure quality services that will assist children, and their families with attaining optimal functioning and become fully integrated into their community. Children and families will receive high-quality services where they can be at home with their family. Staff work with youth to establish positive recovery support from peers, family and community resources. Family involvement is crucial.

- Individual Therapy (EMDR & TF-CBT)
- Educational Service
- Group Therapy (CBI-SUV & MATRIX)
- Educational Supports
- Family Therapy (MATRIX Group)
- Aftercare Planning
- SA Case Management
- Safety Planning / Relapse Prevention
- Therapeutic Recreation
- Random Drug Screening
- Social Skills Training

Prevention Services

Tel: 276-523-0682

Working with the community to target risk factors and increase protective factors.

- ACES Training
- Signs of Suicide
- Catch My Breath
- Violence and Bullying Awareness (Communities Against Youth Violence)
- Alcohol, Tobacco and Other Drug Awareness
- Mental Health First Aid
- Parenting Education
- Child Abuse Awareness
- Community Coalition Collaborations
- Information and Education Resources

VALUES Therapeutic Foster Care

**Tel: 276-523-0682 • Email: values@frontierhealth.org
www.frontierhealth.org/foster/values/**

VALUES provides intensive services to youth with serious emotional issues. The comprehensive service model involves the youth, family members, foster parents, human service professionals, and behavioral health providers. The trauma informed approach addresses the needs of children who experienced abuse, neglect and trauma. Also, Post Adoption Services are provided to families utilizing community based services and supports.

- Increase Healthy Relationship Skills
- Improve Problem-Solving Skills
- Learn to Structure Free Time
- Increase Independent Living Skills
- Increase Self-Esteem
- Increase Rational Thinking Process
- Learn to Control Impulses



VALUES

Four Seasons Greenhouse



2637 4th Ave. East
Big Stone Gap, VA 24219
Tel: 276-523-4028

- Paid Work Adjustment Training
- Sheltered Employment

People with disabilities are empowered to achieve independence through employment. Four Seasons offers vegetable and flowering plants, herbs and hanging baskets. The hands-on training site is for people with disabilities who receive training to receive transferrable work skills.

Hawthorne Place

VDBHDS



500 Hawthorne Road NE
Norton, VA 24273
Tel: 276-679-1436

Crisis Intervention and Referral Services are provided by an experienced clinical team 24 hours per day. Services provided are evaluation and placement for individuals needing inpatient care, community based mobile crisis counseling and crisis walk in program where individuals experiencing a crisis can receive care for up to 23 hours when inpatient care isn't required. All programs work to successfully transition individuals back to their communities and provide referrals to outpatient levels of care.

- Medical Intervention
- Therapy & Assessment
- Peer Support

Assertive Community Treatment (ACT)

Assertive Community Treatment (ACT) is a service provided to the SMI population to support people being able to maintain in the community. It is a multidisciplinary team built to take care of the whole person where they are at. This service brings all of their mental health care to them in the community.



2532 4th Ave. East
Big Stone Gap, VA 24219
Tel: 276-523-4357
Fax: 276-523-2527

- Support for Community Living
- Daily Living Skills
- Socialization & Interpersonal Skills
- Psychosocial Rehabilitation

Community-based clubhouse model of psychosocial rehabilitation focuses on psychiatric rehabilitation through training, socialization and peer support in the community. The Kitchen Unit provides training in preparation, food service, menu planning, shopping and maintenance. The Communications Unit offers training in basic computing skills and office tasks such as typing, copying, answering phones, and office maintenance.

Lee County Behavioral Health



34084 Wilderness Rd.
Jonesville, VA 24263
Tel: 276-346-3590
Fax: 276-346-3612

Outpatient mental health and substance abuse services for adults, children, adolescents, and families. Case management supports treatment by helping individuals figure out what services are needed and empowering through person centered planning.

- Individual & Group Psychotherapy
- Crisis Services
- Psychiatric Services
- Case Management
- Medication Monitoring
- Family Therapy
- Parenting Classes
- Substance Abuse Recovery Services
- Home-Based Services
- Juvenile Recovery Court
- Adult Recovery Court
- Consultation & Education Services
- Virginia Alcohol Safety Action Plan
- Project LINK provides intensive outreach case management, home visitation, and support services to pregnant and parenting women who are “at risk” or are currently abusing substances.



199 Laurel Ridge Drive
Big Stone Gap, VA 24219
Tel: 276-523-1536
Fax: 276-523-1537

- Support for Community Living
- Daily Living Skills

Residential facility for people with serious and persistent mental illnesses that helps residents achieve independence within the community.

Polly Summit



197 Laurel Ridge Drive
Big Stone Gap, VA 24219
Tel: 276-523-0028
Fax: 276-523-0029

- Support for Community Living
- Daily Living Skills

Residential facility for people with serious or persistent mental illnesses that helps residents achieve independence within the community.

Scott County Behavioral Health



1006 U.S. Hwy 23 N
Weber City, VA 24290
Tel: 276-225-0976
Fax: 276-225-1241

Outpatient mental health and substance abuse programs for children, adolescents, and adults. Case management supports treatment by helping individuals figure out what services are needed, empowering through person centered planning.

- Individual & Group Psychotherapy
- Crisis Services
- Psychiatric Services
- Medication Monitoring
- Case Management
- Home-Based Services
- Substance Abuse Recovery Services
- Consultation & Education Services
- Virginia Alcohol Safety Action Plan
- Juvenile Recovery Court
- Adult Recovery Court
- Project LINK provides intensive outreach case management, home visitation, and support services to pregnant and parenting women who are “at risk” or are currently abusing substances.



36 King St.
Bristol, VA 24201
Tel: 276-466-2286
Fax: 276-466-2286

- Support for Community Living
- Daily Living Skills

Residential facility for 12 people with intellectual and developmental disabilities that helps residents achieve independence within the community.

Wise County Behavioral Health Services

VDBHDS



295 Wharton LN NE
Norton, VA 24273
Tel: 276-260-9991
Fax: 276-260-9717

Outpatient mental health and Substance Abuse programs for adults, children, adolescents. Case management supports treatment by helping individuals figure out what services are needed, empowering through person centered planning.

- Individual & Group Psychotherapy
- Psychiatric Services
- Crisis Services
- Medication Monitoring
- Case Management
- Parenting Classes
- Juvenile Recovery Court
- Adult Recovery Court
- Consultation & Education Services
- Virginia Alcohol Safety Action Plan
- Project LINK provides intensive outreach case management, home visitation, and support services to pregnant and parenting women who are “at risk” or are currently abusing substances.

PROGRAMS OFFERED AT MULTIPLE LOCATIONS

Adolescent Drug & Alcohol Recovery

Intensive education-based intervention directed at the evaluation, intervention and prevention of alcohol and drug use.

- Individual & Group Counseling
- Family Counseling
- Peer Pressure Communication Skills

Bridging the Gap / Older Adults Project

Mental wellness program to bridge the gap between older adults and their mental health needs.

- Education on Mental Health & Substance Abuse Issues
- Case Management
- Psychiatric Consultation

Child Abuse Prevention

Parent education groups are offered at no charge for parents.

- Parent Education Groups
- Distribution of Parent Education Materials

Children in the Middle

A court-mandated program for divorcing parents with children under age 18 is provided using the Children in the Middle curriculums. Preliminary Mediation Education is also given explaining access to Sullivan County's Family Mediators.

- Counseling Classes
- Preliminary Mediation Education

Employment Services

Employment services include:

- Vocational Planning
- Job Readiness Training
- Employment Placement Services
- Individual Placement and Support
- Supported Employment
- Job Coaching
- Ticket to Work (www.tickettowork.org)

Family Links

Short-term respite program for families with children who are 2 to 15 years old and have severe emotional disturbances. Family Links serves families in the Tri-Cities area. The program is 8-12 weeks, for 2-4 hours one time per week. The program works with families to improve behavioral issues and social skills. Family Links is free of charge and anyone can make a referral. For eligibility requirements and other guidelines, call [423-232-2665](tel:423-232-2665) or [423-232-2719](tel:423-232-2719).

- Respite Care Up to 4 Hours One Time Per Week



Healthy Transitions

Email: ht@frontierhealth.org

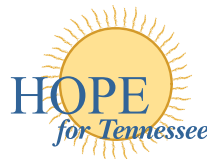
Healthy Transitions is a free, federally funded grant program designed to assist young adults aged 16-25 who reside throughout these three counties in Tennessee: Greene County, Sullivan County, and Hawkins County. These young adults may be struggling with mental illness, severe emotional disturbances, intellectual disabilities, substance abuse, and/or co-occurring disorders to be placed in this program. We offer therapy, peer support, case management, education assistance and employment services.



HOPE for TN

Tel: 800-332-7281

Health, Outreach & Empowerment: Education offered to individuals and groups. Information is provided on HIV, STD's, Hepatitis, Harm Reduction, Abstinence and Condom Use. Services provided to Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Unicoi, and Washington Counties.



Case Management Services

- HIV Case Management
- Nutrition Assistance Services
- Transportation Assistance to Core Medical Appointments.
- Housing & Utility Assistance

Mental Health Awareness Training

Contact: 423-895-4436

Mental Health First Aid is an 8-hour course that teaches you how to identify, understand and respond to signs of mental illnesses and substance use disorders. The training gives you the skills you need to reach out and provide initial help and support to someone who may be developing a mental health or substance use problem or experiencing a crisis. Frontier Health provides both the adult and youth version and encourages the faith-based communities to access this training through a SAMSHA funded program.

Additional trainings on specific topics such as Adverse Childhood Experiences (ACES), suicide prevention, parenting, and other behavioral health and substance use issues can be provided on request.

Mental Health First Aid

Contact: 423-895-4436

Mental Health First Aid is a course that teaches you how to identify, understand and respond to signs of mental illnesses and substance use disorders. The training gives you the skills you need to reach out and provide initial help and support to someone who may be developing a mental health or substance use problem or experiencing a crisis.

Mother-Child Connection

Intensive Outpatient recovery oriented services for women at least 18 years old who are either pregnant, or have dependent children, and who have a substance use disorder or co-occurring mental health and substance use disorder, including specialized treatment to deal with the unique problems women face.

- Co-occurring Treatment
- Substance Abuse Treatment
- Individual, Family & Group Therapy
- Other Recovery Oriented Services
- Medical Evaluation Referral
- Health Education
- Relapse Education
- Follow-Up Services
- Case Management



Project BASIC

Classroom program targets appropriate expressions of feelings, social skills, conflict resolution and problem-solving skills with fun, challenging activities.

- Mental Health Education
- Early Intervention
- Teacher Consultation
- School Climate Projects



Recovery Education Center

Victory Center is a psychosocial rehabilitation program that operates as a Recovery Center. Victory Center helps individuals to address symptoms and struggles related to mental illness and/or addiction and to reach goals associated with symptom reduction, supports, employment and community living.

Victory Center works with outpatient services, case management, supported housing, peer support centers, employment services, and psychiatric hospitals to help individuals make the most of the recovery process.

- WRAP (Wellness Recovery Action Plan)
- Recovery Education
- Psycho-Education
- Advocacy
- Community Integration
- Life Skills Classes, Healthy Lifestyles
- Leisure Education
- Co-occurring Services

Regional Intervention Program (RIP)

RIP is a free, internationally recognized parent-implemented program that helps parents work with their own children with behavior problems. Experienced RIP parents provide training to newly enrolled families. Children must be enrolled before their 6th birthday.

- Professional Resource Staff
- Behavior Management Training
- Classroom Programs
- Social Skills Training
- Preschool Intervention
- Follow-Up Services



Student Assistance Program & School-Based Behavioral Health Program

Clinical services for at-risk students with academic, social, and/or behavioral problems. Helps schools maintain safe, disciplined learning environments. Consultation for teachers and collaboration with counselors is provided.

- Group & Individual Counseling
- Crisis Intervention
- Parent Education & Counseling
- Violence Prevention Curriculum
- Referrals
- Assessment, Intervention for Alcohol or Tobacco Offenses
- Life Skills Training

Substance Abuse Prevention Program

A school- and community-based program leads students in a small group process of 12 sessions.

Helps Students:

- Identify Personal Problems
- Develop Problem Solving Skills
- Restore Productivity
- Seek Help
- Develop Resiliency

Youth Mental Health First Aid

Contact: 423-895-4436

Youth Mental Health First Aid is designed to teach parents, family members, caregivers, teachers, school staff, neighbors, health and human services workers, and other caring citizens how to help an adolescent (age 12-18) who is experiencing a mental health or addictions challenge or is in crisis. Youth Mental Health First Aid is primarily designed for adults who regularly interact with young people. The course introduces common mental health challenges for youth, reviews typical adolescent development, and teaches a 5-step action plan for how to help young people in both crisis and non-crisis situations. Topics covered include anxiety, depression, substance use, disorders in which psychosis may occur, disruptive behavior disorders (including AD/HD), and eating disorders.

LOCATIONS QUICK INFO

TENNESSEE

Carter County, TN

Charlotte Taylor Center PG 9

426 East G. St.

Elizabethton, TN 37643

Tel: 423-547-5950

Greene County, TN

Church Street Pavilion PG 10

616 E. Church St., Ste. A

Greeneville, TN 37743

Tel: 423-639-3213

Crockett Apartments PG 11

1006 Arnold Road

Greeneville, TN 37743

Tel: 423-639-3886

Crockett Group Home PG 11

801 Arnold Road

Greeneville, TN 37743

Tel: 423-639-3886

Nolachuckey-Holston Mental Health PG 23

401 Holston Drive

Greeneville, TN 37744

Tel: 423-639-1104

Hancock County, TN

Hancock County Mental Health PG 16

210 River Road

Sneedville, TN 37869

Tel: 423-733-2216

Hawkins County, TN

Hawkins County Mental Health PG 17

101 Lena Drive

Rogersville, TN 37857

Tel: 423-272-9239

Johnson County, TN

Higher Ground Peer Support Center PG 17

873 S. Shady St

Mountain City, TN 37683

Tel: 423-418-4415

Johnson County Counseling Center PG 20

318 Donnelly St.

Mountain City, TN 37683

Tel: 423-727-2100

Sullivan County, TN

Adventure Program PG 22

1324 Midland Dr

Kingsport, TN 37664

Assessment & Forensic Services -

Kingsport PG 18

2001 Stone Brook Place

Kingsport, TN 37660

Tel: 423-224-1318

Bristol Apartments PG 7

2951 Broad St.

Bristol, TN 37620

Tel: 423-968-1681

Bristol Behavioral Health Services PG 8

1145 Volunteer Parkway

Bristol, TN 37620

Tel: 423-989-4500

Eldreth Home PG 11

2301 E. Center St.

Kingsport, TN 37664

Tel: 423-247-4000

Fairmount Group Home PG 12

719 Kentucky Ave.

Bristol, TN 37620

Tel: 423-968-2532

Friendship Connection Peer Support PG 14

2017 Stonebrook Place

Kingsport, TN 37660

Tel: 423-247-0160

Frontier Industries – Kingsport PG 14

2017 Stonebrook Place

Kingsport, TN 37660

Tel: 423-224-1417

Grant-Widner PG 15

4121 Old Jonesboro Road

Bristol, TN 37620

Tel: 423-652-7378

Holston Children & Youth PG 18

2001 Stonebrook Place

Kingsport, TN 37660

Tel: 423-224-1000

Holston Counseling Center PG 19

1570 Waverly Road

Kingsport, TN 37664

Tel: 423-224-1300

Kingsport Apartments PG 20

1326 Tranbarger Drive

Kingsport, TN 37665

Tel: 423-247-4000

Link House PG 21

433 New Beason Well Road

Kingsport, TN 37660

Tel: 423-288-1828

Midland Center PG 22

1324 Midland Dr

Kingsport, TN 37664

Tel: 423-830-2564

Moore House PG 21

2940 Broad St.

Bristol, TN 37620

Tel: 423-968-1681

Roller-Russ PG 23

2221 Memorial Court

Kingsport, TN 37660

Tel: 423-245-1121

SAFE House PG 24

P.O. Box 3426

Kingsport, TN 37664

Tel: 844-578-7233

Sullivan House PG 25

852 Youth Center Road

Blountville, TN 37617

Tel: 423-279-2150

TRACES PG 18

2001 Stonebrook Place

Kingsport, TN 37660

Tel: 423-224-1067

Unicoi County, TN

Erwin Behavioral Health Services PG 12

218 N. Main St.

Erwin, TN 37650

Tel: 423-743-1470

Washington County, TN

Adventure Program PG 7

210 E. Watauga Ave

Johnson City, TN 37601

Tel: 423-232-4326

Crisis Stabilization Unit PG 25

Turning Point

208 E. Unaka Ave.

Johnson City, TN 37601

Tel: 877-928-9062

Frontier Health Corporate PG 13

1167 Spratlin Park Drive

Gray, TN 37615

Tel: 423-467-3600

Gibson Place PG 15

208-210 Quarry Road

Johnson City, TN 37601

Tel: 423-232-7234

Laurel House PG 20

516 Swadley Road

Johnson City, TN 37601

Tel: 423-360-6279

Plymouth Road Apartments PG 23

2802 Plymouth Road

Johnson City, TN 37601

Tel: 423-926-9001

Spring House PG 24

1113 King Springs Road

Johnson City, TN 37601

Tel: 423-928-4802

Turning Point PG's 25-28

208 E. Unaka Ave.

Johnson City, TN 376014

Tel: 423-926-0940

Victory Center - Johnson City PG 29

2243 Eddie Williams Road

Johnson City, TN 37601

Tel: 423-975-6000

Virginia's Place PG 29

900 Buffalo St.

Johnson City, TN 37601

Tel: 423-430-8560

Watauga Behavioral Health PG 30

109 W. Watauga Ave.

Johnson City, TN 37604

Adult Tel: 423-232-2600

Children & Youth Tel: 423-232-2700

VIRGINIA

Lee County, VA

Appalachia Court Apts. PG 31

250 Park St.

Jonesville, VA 24263

Tel: 276-346-3590

Lee County Behavioral Health PG 34

34084 Wilderness Road

Jonesville, VA 24263 18

Tel: 276-346-3590

Scott County, VA

Scott County Behavioral Health PG 35

1006 U.S. Hwy 23 N

Weber City, VA 24290

Tel: 276-225-0976

Washington County, VA

Sunhouse PG 36

36 King St.

Bristol, VA 24201

Tel: 276-466-2286

Wise County, VA

Community Connections PG 31-32

43 Champions Ave.

Big Stone Gap, VA 24219

Tel: 276-523-0682

Four Seasons Greenhouse PG 33

2637 4th Ave. East

Big Stone Gap, VA 24219

Tel: 276-523-4028

Hawthorne Place PG 33

500 Hawthorne Road NE

Norton, VA 24273

Tel: 276-679-1436

Independence House PG 34

2532 4th Ave. East

Big Stone Gap, VA 24219

Tel: 276-523-4357

Pierce House PG 35

199 Laurel Ridge Drive

Big Stone Gap, VA 24219

Tel: 276-523-1536

Polly Summit PG 35

197 Laurel Ridge Drive

Big Stone Gap, VA 24219

Tel: 276-523-0028

Wise County Behavioral Health PG 36

295 Wharton LN NE

Norton, VA 24273

Tel: 276-260-9991

SAFE Place

Tel: 1-800-RUNAWAY (1-800-786-2929)

Employee Assistance Program Contract Services

P.O. Box 9054

Gray, TN 37615

Tel: 423-467-3741

Crisis Services Tennessee: Adults, Children & Youth

Turning Point

208 E. Unaka Ave.

Johnson City, TN 37601

Tel: 877-928-9062

Crisis Services - Virginia: Adults, Children & Youth

Tel: 877-928-9062

988 SUICIDE & CRISIS
LIFELINE

Compliance Line - Available 24/7

Tel: 1-800-273-3615

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Bristol Behavioral Health Services PG 8

1145 Volunteer Parkway

Bristol, TN 37620

Tel: 423-845-4475

Holston Counseling Center PG 19

1570 Waverly Road

Kingsport, TN 37664

Tel: 423-408-6141

Nolachuckey-Holston Mental Health PG 23

COMING SOON

401 Holston Drive

Greeneville, TN 37744

Watauga Behavioral Health PG 30

109 W. Watauga Ave.

Johnson City, TN 37604

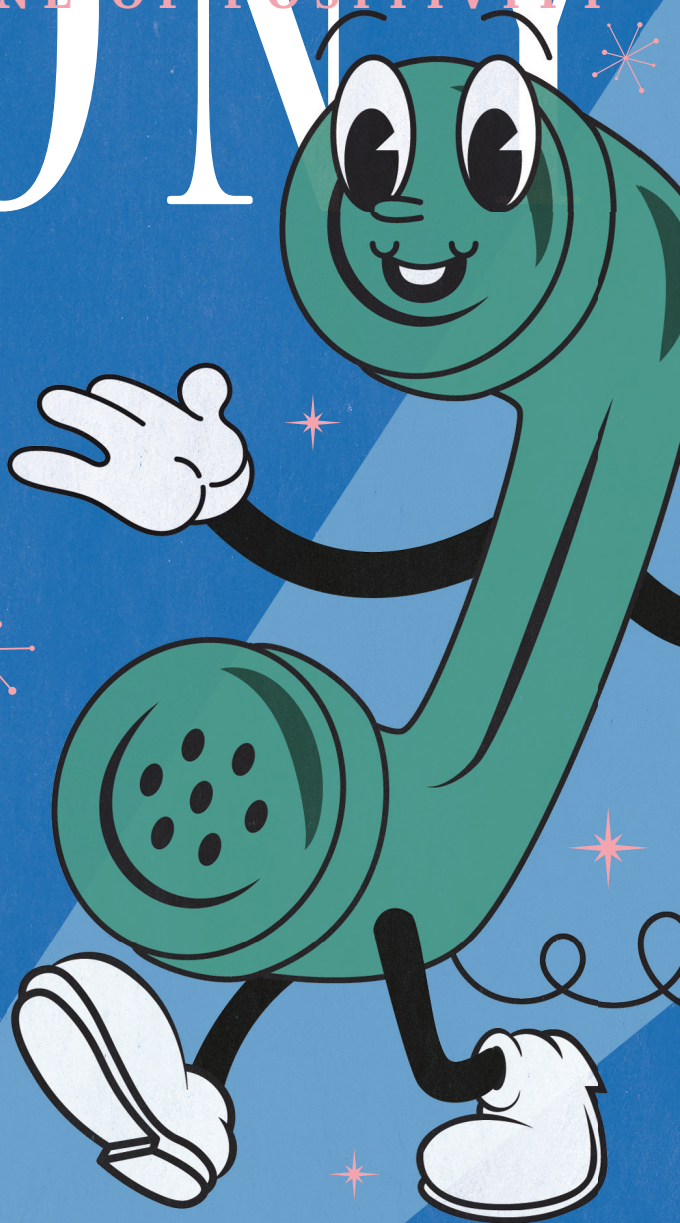
Tel: 423-930-8999

TONY

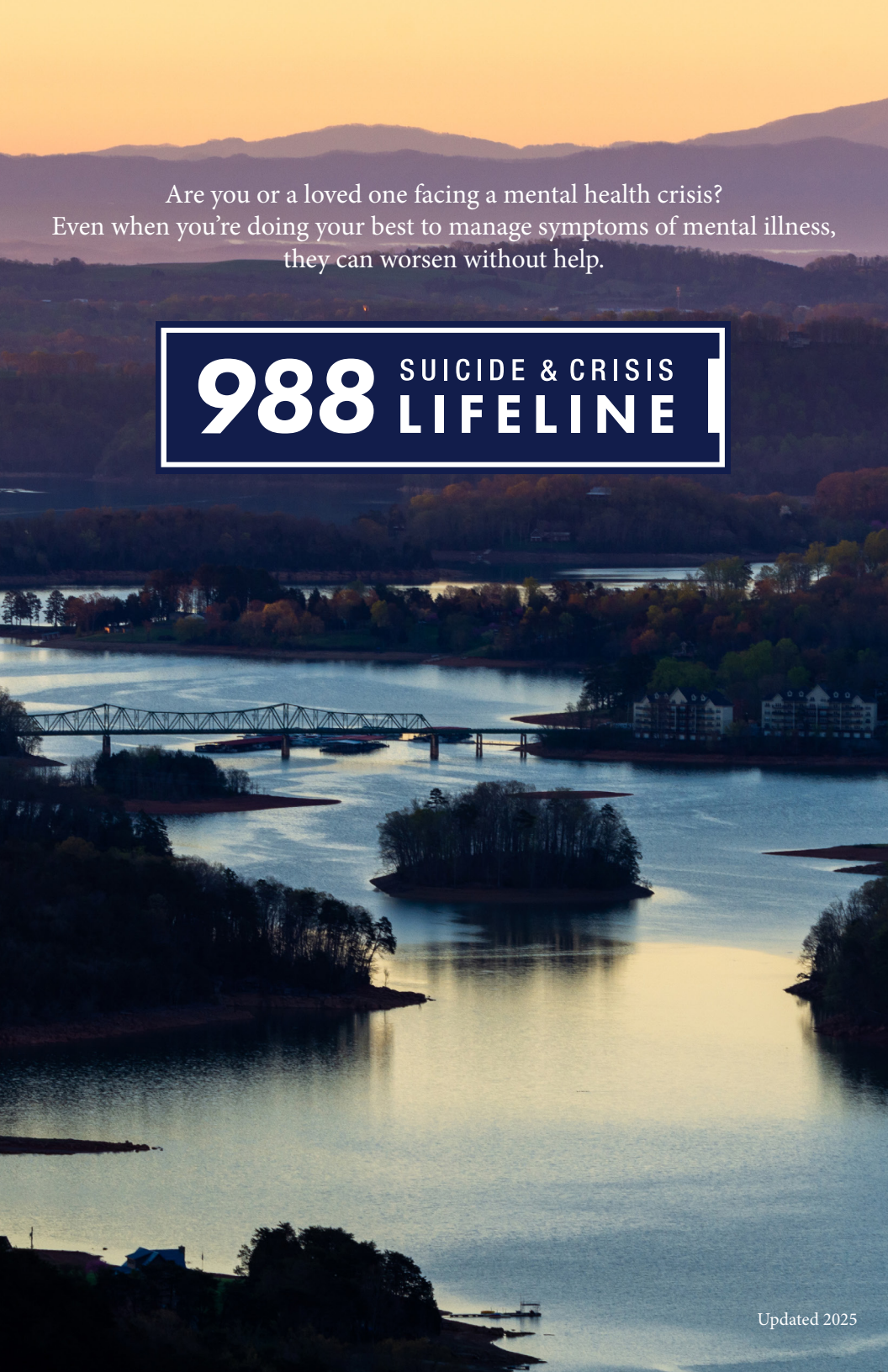
THE PHONE OF POSITIVITY

*Tony leaves
messages of
positivity for
anyone who
calls...*

*Give him a
ring to hear
how he'd like
to brighten
your day!*



423-656-0720



Are you or a loved one facing a mental health crisis?
Even when you're doing your best to manage symptoms of mental illness,
they can worsen without help.

988 SUICIDE & CRISIS
LIFELINE



Frontier Health is the region's leading provider of behavioral health, mental health, substance abuse, co-occurring, intellectual and developmental disabilities, recovery, and vocational rehabilitation services.

Frontier Health has been providing care since 1957; our mission is to provide quality services that encourage people to achieve their full potential. Our services provide a seamless program of personalized care. We offer a range of care to help you successfully move toward and sustain your recovery.

**P.O. Box 9054
1167 Spratlin Park Dr.
Gray, TN 37615**

**Tel: 423 - 467- 3600 • 888 -291-1935
Fax: 423 - 467- 3710**

www.FrontierHealth.org