

## **About This Resource**

This booklet provides a list of resources for individuals with disabilities living in the city of Chattanooga. Although we have attempted to verify all of the information thoroughly, the City of Chattanooga Office of Multicultural Affairs (OMA) assumes no responsibility for omissions or errors. Therefore, we welcome all additions, updates, or corrections by contacting us at (423) 643-6706 or email [oma@chattanooga.gov](mailto:oma@chattanooga.gov).

## **About the Office of Multicultural Affairs**

The Office of Multicultural Affairs (OMA) serves as the primary liaison with the Chattanooga City Council, the Office of the Mayor, and the community on matters affecting socially and economically disadvantaged groups.

OMA was established to encourage understanding and goodwill, to promote justice, and to eliminate discrimination between and among the citizens of Chattanooga because of race, religion, national origin, age, sex, disability, or ethnicity.

Our mission is to foster an environment that reflects the equal treatment and participation of all segments of Chattanooga's diverse, culturally rich communities in the areas of civic, economic, educational, and social

development. In furtherance of our mission, we are working with the Mayor's Council on Disability to promote greater access and increased civic engagement for individuals with disabilities.

It is our hope that this resource enables City of Chattanooga employees to assist those individuals to obtain the services they need to participate fully in all of the City's programs and activities.

## **About the Mayor's Council on Disability**



The Mayor's Council on Disability (MCD) is an advisory group of citizens with a mission to provide direction and guidance to the Mayor and Chattanooga City Council by proposing policies, programs, practices, and procedures that give equal opportunity for all individuals with disabilities, empowering them to achieve inclusion and integration in all aspects of society. Members of the Mayor's Council on Disability work to support economic self-sufficiency, independent living and

inclusion and integrations for all individuals with disabilities in Chattanooga, Tennessee.

The Mayor's Council on Disability meets on the first Tuesday of every month at Chattanooga City Hall in the Mayor's Conference Room at 3:00 p.m.

### **Reasonable Accommodation Requests**

The Americans with Disabilities Act (ADA) prohibits discrimination against a qualified individual with a disability. The City of Chattanooga does not permit discrimination on the basis of physical or mental disability in admission to, access to, or operations of its programs, services or activities. The City of Chattanooga does not discriminate on the basis of disability in its hiring or employment practices.

The Office of Multicultural Affairs will address any questions, concerns, complaints, or requests for additional information or a reasonable accommodation under the ADA. Individuals who need auxiliary aids for effective communication in programs and services of the City of Chattanooga are invited to make their needs and preferences known to our office.

To learn more about the City of Chattanooga's ADA policy regarding access to city programs and activities, visit our website at [www.chattanooga.gov](http://www.chattanooga.gov). To make a Reasonable Accommodation Request, contact our Compliance Officer at (423)643-8240 or email at [amorgan@chattanooga.gov](mailto:amorgan@chattanooga.gov) or contact the Office of Multicultural Affairs at (423) 643-6706.

## **Granting an Accommodation Request**



The Office of Multicultural Affairs at (423)-643-6706 and the City Compliance Officer at (423) 643-8240 are available to assist city departments with Reasonable Accommodation Requests. The most frequently requested accommodations include requests for a sign language interpreter, real-time captioning, Braille or large-print materials. The following is a list of resources to assist in granting these requests:

## **Services for the Deaf and Hard of Hearing**

**CART Captioning ( Communication Access Real-time Translations)**

**Dianne Bryden (RPR)**  
(423) 413-1568  
[stenocapper@gmail.com](mailto:stenocapper@gmail.com)

**Linda Hershey (CRC)**  
[hershey915@gmail.com](mailto:hershey915@gmail.com)

**Courtney Shaw**  
(423) 933-8209  
[cdhshaw@yahoo.com](mailto:cdhshaw@yahoo.com)

### **Interpreter Referral Service**

#### **Partnership for Families, Children, and Adults Deaf Services**

Contact: (423) 697-3842

Cost: \$60/hr plus travel ; additional cost for legal  
(travel is based from 1800 McCallie Ave.).

## **Services for the Blind and Visually Impaired**

**University of Tennessee, Chattanooga (UTC)**

**Disability Resource Center**

Contact: (423) 425-4006

Cost: Free for student use only

UTC Mosaic Program: a multifaceted and comprehensive program developed to support the holistic needs of degree-seeking UTC students with Autism Spectrum Disorders (ASD).

Tip: To make computer-generated documents accessible to the visually impaired, print them in an 18-point font, or email them to the individual making the reasonable accommodation request.

## **To File a Discrimination Complaint**

The Office of Multicultural Affairs is dedicated to eliminating wrongful discrimination and promoting communication, mutual understanding and respect among citizens of Chattanooga. In pursuit of these goals, the Office of Multicultural Affairs offers a complaint process for individuals with disabilities who feel they were treated differently because of their disability.

The Office of Multicultural Affairs accepts complaints concerning housing, employment and public accommodations, and offers mediation- a process where a neutral mediator seeks to help the parties develop a shared understanding of the conflict and to work toward building a practical and lasting resolution. Mediation is informal, private, and encourages the parties to create a solution together.

If you would like to inquire about filing a discrimination complaint or need assistance in resolving a dispute through mediation, contact the Office of Multicultural Affairs at (423) 643-6706 or email us at [oma@chattanooga.gov](mailto:oma@chattanooga.gov).



# Service Providers

## **A.I.M. Center, Inc.**

472 W. MLK Blvd.

Chattanooga, TN 37402

Phone: (423) 624-4800

Fax: (423) 648-9134

Web: [www.aimcenterinc.org](http://www.aimcenterinc.org)

### Services:

- Mental Health Services
- Employment-Related service, including supported employment services (job readiness training and job coaching)
- Supported education services (tutoring, GED assistance, computer skills)
- Independent living skills
- Recreational activities (transportation available)

## **Adaptive Driving Program - Siskin Hospital**

### **1 Siskin Plaza**

Chattanooga, TN 37403

Phone: (423) 634-1200

Fax: (423) 634-1394

Web: [www.siskinrehab.org/patient/driving.asp](http://www.siskinrehab.org/patient/driving.asp)

Services:

- Adaptive driver training, including in-vehicle evaluation and training with adaptive driving equipment
- Clinical evaluation of the individual's vision, reaction time, cognition, and driving judgment through driving simulation

**Alzheimer's Association Southeast Chapter, Inc.**

7625 Hamilton Park Drive, Suite 6

Chattanooga, TN 37421

Phone: (423) 265-3600

TDD: (866) 403-3073

Web: [www.alz.org](http://www.alz.org)

Email: [afrench@alz.org](mailto:afrench@alz.org)

Services:

- HELPLINE: (800) 272-3900
- Safe Return Program
- Advocacy Services
- Senior Citizen Services
- Specific Disability Information
- Support Groups

## **The Arc of Hamilton County**

4613 Brainerd Road

Chattanooga, TN 37411

Phone: (423) 624-6887

Fax: (423) 624-3974

Email: [office@thearchc.org](mailto:office@thearchc.org)

### Services:

- Independent Support Coordination
- Advocacy Services and Specific Disability Information

## **Area Agency on Aging and Disability**

1000 Riverfront Parkway

Chattanooga, TN 37402

Phone: (423) 266-5781

Fax: (423) 648-9274

Toll Free: (866) 836-6678

Web: <http://www.setaaad.org> and <http://www.sedev.org/>

### Services:

- In-home assistance
  - Family caregiver project: respite care, limited in-home services to assist senior caregivers (ages 60 and over) who are primary caregivers of children.
- Senior Citizen Services

Home and Community based waiver project: an alternative to institutional nursing facilities (specific guidelines for eligibility and limited funding available)

### **Speech Language Reading Center**

5819 Winding Ln. Suite 105

Hixson, TN 37343

Phone: (423) 877-5042

Fax: (423) 877-5046

<https://chattanoogaspeech.com/>

A full service speech and language program with onsite speech language therapist, assistive technology and equipment.

### **Audiology Services of Chattanooga**

6151 Shallowford Rd. Suite 104

Chattanooga, TN 37421

Phone: (423) 894-1133

Fax: (423) 894-0292

Web: [www.hearchattanooga.com](http://www.hearchattanooga.com)

#### Services:

- Deaf and hard-of-hearing programs
- Audiology services

- Testing and hearing aids

## **CARTA**

1617 Wilcox Boulevard  
Chattanooga, TN 37406

Phone: (423) 629-1411

Fax: (423) 698-2749

TDD: (423) 624-4534

Email: [info@carta-bus.org](mailto:info@carta-bus.org)

Web: [www.gocarta.org](http://www.gocarta.org)

Services:

Transportation Services

Care-A-Van (698-9038)

Curb-to-curb for individuals with disabilities

Information line: (423) 629-1473

## **Chattanooga Area Brain Injury Association**

1 Siskin Plaza

Chattanooga, TN 37403

Phone: (423) 634-1572

Fax: (423) 634-4524

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

Web: [www.cabi.tn.org](http://www.cabi.tn.org)

## Services:

- Advocacy services
- Service Coordination available to survivors of brain injuries and their family members
- Specific disability information and educational resources

## **Chattanooga Autism Center**

1400 McCallie Ave., Suite 100

Chattanooga, TN 37404

Phone: (423) 531-6961

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

Web: <http://www.chattanoogaautismcenter.org>

## Services:

- Outpatient Clinic
- Programa en Espanol Sobre Autism
- GCA Centre for Adult Autism
- Out N About
- STAGES Adult Transition Program
- H.O.P.E. Caregiver Support Group
- REACH Summer Learning
- Autism Education and Consulting
- Chattanooga Autism Conference
- Autism Workshop Series
- IEP Mentor Program

- Parents Night Out
- Chattanooga Autism Awareness Walk
- CARS - Vehicle Donation Program

## **Chattanooga Down Syndrome Society**

P.O. Box 4891

Chattanooga, TN 37405

Email: [chattanoogadownsyndromesociety@gmail.com](mailto:chattanoogadownsyndromesociety@gmail.com)

The mission of the Chattanooga Down Syndrome Society is to enhance the quality of life throughout the life span for all individuals with Down syndrome in the greater Chattanooga area by providing resources, education, awareness, advocacy, community, and support to these individuals, their families, and the professionals serving them. Events include Dash for DS and Buddy Walk.

## **Chattanooga-Hamilton County Health Department**

921 E. 3rd Street

Chattanooga, TN 37403

Phone: (423) 209-8000

Fax: (423) 209-8001

Web: <http://health.hamiltontn.org>

Services:

- Children's Special Services (CSS): Health coverage available to children and youth (birth to 21 years) with disabilities or chronic health conditions who meet medical eligibility and financial guidelines
- WIC Program: provides food, nutrition information, counseling, and access to health services for women, infants and children.

### **Chambliss Center for Children**

315 Gillespie Road

Chattanooga, TN 37411

Phone: (423) 698-2456

Fax: (423) 622-6549

Web: [www.chamblisscenter.org/](http://www.chamblisscenter.org/)

- Provides child care programs

### **City of Chattanooga Therapeutic Recreation Division**

1254 E. 3rd Street

Chattanooga, TN 37404

Phone: 423-643-6607

Fax: 423-643-6601

Web: [www.chattanooga.gov/Prac/30\\_255.htm](http://www.chattanooga.gov/Prac/30_255.htm)



The Therapeutic Recreation Division of the Chattanooga YFD Department seeks to provide leisure and recreation opportunities for citizens of all abilities. We serve both youth and adults with physical, cognitive, and/or emotional disabilities. Through our programs, education and advocacy, individuals can build confidence, improve physical and cognitive abilities, expand support and social networks, and enhance overall quality of life. Inquire about our monthly newsletter for more information.

Programs:

- Special olympics
- Golf
- Basketball
- Soccer
- Adaptive Climbing
- Adaptive Kayaking
- Social Events.

**Community Options, Inc. Chattanooga**

5751 Uptain Rd. Suite 407

Chattanooga, TN 37411

Phone: (423) 892-0022

Fax: (423) 892-7910

Web:

<https://www.comop.org/about-us/our-offices/tennessee/>

Services:

- Employment and residential services
- Provide residential and employment supports for individuals with disabilities (accepts those with Dual Diagnosis of MR and Mental Health)
- Personal Assistance
- Community Participation

**Creative Discovery Museum**

321 Chestnut Street

Chattanooga, TN 37402

Phone: (423) 756-2738

Email: [hhs@cdmfun.org](mailto:hhs@cdmfun.org)

Web: [www.cdmfun.org](http://www.cdmfun.org)

The museum is a self-guided, interactive tour. Exhibit galleries are fully accessible (except the top level of the Lookout Tower and the top level of River Play).

Wheelchairs are available free of charge.

## **Epilepsy Foundation of Southeast Tennessee**

1 Siskin Plaza

Chattanooga, TN 37403

Phone: (423) 634-1771

Toll Free: (866) 570-1789

Fax: (423) 634-1774

Web: [www.epilepsy-setn.org](http://www.epilepsy-setn.org)

## **Helen Ross McNabb Center**

6055 Shallowford Road

Chattanooga, TN 37421

Phone: (423) 266-6751

Fax: (423) 763-4650

Web: [www.McNabbcenter.org](http://www.McNabbcenter.org)

### Services:

- Mental Health Services
- Residential Services
- Short term crisis treatment program

## **Goodwill Industries**

3500 Dodds Avenue

Chattanooga, TN 37407

Phone: (423)-629-2501

Toll Free: (423)-272-2061

Fax: (423)-242-0504

TDD: (423)- 629-5339

Web: [www.goodwillchatt.org](http://www.goodwillchatt.org)

Services:

- Health Equipment Link Program (HELPS): New and used durable medical, such as walkers, crutches, wheelchairs and hospital beds, provided free of charge to those unable to purchase these necessities.
- Employment and Training Programs, such as vocational evaluations, work adjustment training, community employment services and job readiness training.

**Hamilton County Community Assistance**

921 East 3rd Street

Chattanooga, TN 37403

Phone: (423)-209-8374

Fax: (423)-209-8377

Services:

- Emergency assistance
- Temporary financial assistance with food, rent, prescription medications, and utility bills (no city sewer).

## **Hosanna Community**

6410 Grubb Road

Hixson, TN 37343

Phone: (423)-870-6880

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

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

### Services:

- Residential Services
- Community living arrangements for individuals who have physical disabilities
- Modest Scholarship fund available

## **The Speech and Hearing Center**

2212 Encompass Drive

Suite 148

Chattanooga, TN 37421

Phone: (423)-622-6900

Fax: (423)-622-4834

### Services:

- Hearing aids
- Hearing testing
- Speech therapy

## **National Federation of the Blind of Chattanooga**

Contact: Byron Meador

Phone: (423)-838-2922

### Services:

- Consumer Support
- Advocacy
- NFB-Newsline for the Blind
- Teleconference meetings
- Quarterly meetings at the Downtown Chattanooga Public Library

## **Orange Grove Center**

615 Derby Street

Chattanooga, TN 37404

Phone: (423)-629-1451

Fax: (423)-624-1294

Web: [www.orangegrovecenter.com](http://www.orangegrovecenter.com)

### Services:

- Comprehensive health care services, including dental
- Adult Day Services
- Arts Programs
- Recreational Activities
- Assistive Technology and Equipment
- Employment Related Services

- Outpatient Rehab therapy (OT, PT, ST)
- Educational and Vocational Training
- Special Education Program

## **Partnership for Families, Children and Adults**

1800 McCallie Avenue

Chattanooga, TN 37404

Phone: (423)-755-2822

Fax: (423)- 697-3812

Web: [www.partnershipfca.com](http://www.partnershipfca.com)

### Services:

- Deaf and Hard of Hearing Programs ( Interpreter services, sign language classes, and interest-free loans for telecommunications devices)
- Mental Health Services
- Senior Citizen Services (Long Term Care Ombudsman and Older Adult Care Management)
- Counseling and Support Services (Consumer Credit Counseling; Family Counseling)
- Crisis and Emergency Services (Family Violence and Emergency Shelters; Sexual Assault Center)
- Homemaker Services
- Crime Victim Services for older adults and persons with disabilities
- Supervised Visitations

## **Senior Directory**

Phone: (423)-629-4944

Toll Free: (800)- 955-8510

Fax: (423)-822-5661

Publication for Seniors in a 13 county area across the Southeast Tennessee

## **Services for the Deaf and Hard of Hearing**

1801 Duncan Avenue

Chattanooga, TN 37404

Phone: (423)-697-3842

Fax: (423)-679-3839

TDD: (423)-697-3831

Web: [www.partnershipfcs.com](http://www.partnershipfcs.com)

### Services:

- Independent Living Support
- Interpreter Services
- Video-Relay Services
- Sign language classes
- Newsletter



## **Signal Centers, INC**

109 N. Germantown Road

Chattanooga, TN 37411

Phone: (423)-698-8528 or (866)-296-3422

Fax: (423)-624-1365

TDD: (423)-648-2628

Web: [www.signalcenters.org](http://www.signalcenters.org)

### Services:

- The Children's Program: An Inclusive early childhood educational program with specialized therapy services at the three centers.
- The Assistive Technology Center: Provides technology demonstrations, training, loan and reutilization programs to all ages.
- The Adult Center: Provides opportunities for socialization and peer interaction for adults with disabilities and older adults.
- The Child Care Resource and Referral Network: Supports high-quality child care through services to providers, children and families.
- The Parent's Place: Provides parental resources to support individuals raising children.
- The Relative Caregiver Program: Provides support for caregivers raising a relative's children.
- The Child and Adult Care Food (USDA) Program.

## **Siskin Children's Institute**

1101 Carter Street  
Chattanooga, TN 37402  
Phone: (423)-648-1700  
Fax: (423)-490-7750

### Services:

- Siskin School
- Siskin Training and Resource Center

## **Siskin Hospital for Physical Rehabilitation**

One Siskin Plaza  
Chattanooga, TN 37403  
Phone: (423)-634-1200  
Fax: (423)-634-4538  
Web: [www.siskinrehab.org](http://www.siskinrehab.org)

### Services:

- Assistive Technology and Equipment
- Health Care and Mental Health Services
- Outpatient Rehab Therapy (OT, PT, ST)
- Support Groups
- Vision Clinic
- Supported Employment
- Vocational and Occupational Rehabilitation Programs

- Job analysis for reasonable accommodation
- Acquired Brain Injury Program and Brain Injury Re-Entry
- TBI Support Groups and Program service coordination for clients with traumatic brain injury

## **Southeast Tennessee Human Resources Agency (SETHRA)**

P.O. Box 909

312 Resource Rd.

Dunlap, TN 37327

Phone: (423) 949-2191

Fax: (423) 949-4023

Email: [info@sethra.us](mailto:info@sethra.us)

### Services:

- Corrections
- Elderly Support
- Employment & Education
- Housing & Energy
- Meals & Medicine
- Representative Payee
- SETHRA-CASA
- Transportation
- Youth Programs

## **Sports, Arts & Recreation of Chattanooga**

Email: [SPARC@SPARCTN.Org](mailto:SPARC@SPARCTN.Org)

Web: [www.sparctn.org/about-sparc/](http://www.sparctn.org/about-sparc/)

Motto: "If I can do this, I can do anything"

### **Activities:**

Skiing, Snow Skiing, Cycling, Basketball, Racing/Running, Kayaking, Scuba Diving, and Tennis.

## **Tennessee Disability Pathfinder**

Phone: 1-(800)-640-4636

TTY: 1-(800)-273-9595

Web: [www.vkc.mc.vanderbilt.edu/vkc/pathfinder/](http://www.vkc.mc.vanderbilt.edu/vkc/pathfinder/)

### **Services:**

- Phone, web and print resources available in English and Spanish to connect the Tennessee Disability Community with service providers.
- Free referral services to individuals with disabilities, family members, service providers and advocates.

## **Tri-State Resource and Advocacy Corporation (TRAC)**

5708 Uptain Road, Suite 350, Bldg 5800

Chattanooga, TN 37411

Phone: (423)-892-4774

Toll Free: (800)-868-8724

Fax: (423)-892-9866

TDD: (423)-892-4774

Email: [4trac@bellsouth.net](mailto:4trac@bellsouth.net)

Web: [www.4trac.org](http://www.4trac.org)

### Services:

- ADA Information and Assistance
- Advocacy Services
- Employment Related (Individualized employment assistance available)
- Individualized training in Independent Living Skills
- Ramp Construction
- Resource Library available to consumers
- Music Program
- Animal Therapy Programs

### **United Way 211**

Phone: Dial 2-1-1 or (423)-265-8000

Toll Free: (800)-635-0444

TDD:(423)-752-0352

An information and referral service where you can get or give help just by dialing 2-1-1. Whether it is a problem making rent, finding quality, affordable child care or overcoming a family crisis, 2-1-1 connects people to human services to meet their needs. There are some areas where 2-1-1 is not available; residents in those areas and those using mobile phones may dial (423)-265-8000.

## **Vocational Rehabilitation Services for Hamilton County**

311 East Martin Luther King Boulevard

Chattanooga, TN 37403

Phone: (423)-634-6700

Fax: (423)-892-2898

TTY: (423)-634-6717

Web: [www.state.tn.us/humanserv](http://www.state.tn.us/humanserv)

### Services:

- Employment related services
- Vocational rehabilitation for hard of hearing
- Blind Services
- General Services

**Walter Boehm Defects Center  
T.C. Thompson Children's Hospital**

975 East Third Street  
Chattanooga, TN 37403

Phone: (423)-778-2222

Fax: (423)-778-6191

Web: [www.boehmbdc.com](http://www.boehmbdc.com)

Services:

- Health Care Services
- Outpatient Rehab Therapy (OT, PT, and/or ST)
- Promotes multidisciplinary medical care of children with neural tube defects
- Provides financial assistance for durable medical equipment, wheelchairs, braces, walkers, bath aids, special beds, and eyeglasses.

## **National Service Providers**

### **Americans Association of People with Disabilities**

Dedicated to ensuring economic self-sufficiency and political empowerment for more than 56 million Americans with disabilities. AAPD works in collaboration with other disability organizations for the implementation and enforcement of disability non-discrimination laws.

Website: [www.aapd.com](http://www.aapd.com)

### **The National Organization on Disability (NOD)**

A non-profit organization that promotes full participation full and contributions of Americans with Disabilities in all aspects of life.

Website: [www.nod.org](http://www.nod.org)

### **Assistive Technology Industry Association**

Provides equipment and systems to enhance the learning of individuals with disabilities.

Website: [www.atia.org/at-resources/what-is-at/](http://www.atia.org/at-resources/what-is-at/)



## **For More Information:**

Office of Multicultural Affairs  
101 East 11th Street  
Chattanooga, TN 37402  
Phone: (423) 643-6706  
Fax: (423) 643-6706  
Web: [www.chattanooga.gov](http://www.chattanooga.gov)  
Email: [oma@chattanooga.gov](mailto:oma@chattanooga.gov)

Mayor's Council on Disability  
101 E. 11th Street, 3rd Floor  
Chattanooga, TN 37402  
[mcd@chattanooga.gov](mailto:mcd@chattanooga.gov)

Contact Chairperson: Jennifer Crutchfield  
Phone: 423-933-4906  
Email: [jcrutchfield@wtcity.org](mailto:jcrutchfield@wtcity.org)

## City of Chattanooga's Discrimination Statement

Title VI and related statutes and regulations prohibit discrimination on the basis of race, color, national origin, sex, familial status, religion, disability, and age in programs and activities receiving federal financial assistance. If you feel that you have been discriminated against, contact the City of Chattanooga's Compliance Officer, Antonia Morgan at (423) 643-8240.



For additional copies, contact:

Office of Multicultural Affairs

101 E. 11th Street

Chattanooga, TN 37402

Office: (423) 643-6706

Fax: (423) 643-6696

[oma@chattanooga.gov](mailto:oma@chattanooga.gov)