

Tennessee Department of Health

# Traumatic Brain Injury Services



## Directory and Resource Information Guide 2019 - 2020



## FOREWORD

If you are reading these words, chances are your life has been touched by traumatic brain injury. Whether you are a survivor of brain injury, a family member or friend, or a professional serving the TBI community, knowing your options is an important first step. The goal of this booklet, *State of Tennessee Traumatic Brain Injury Services Directory and Resource Information Guide*, is to assist you in finding appropriate services and resources.

Brain injury can happen to anyone at any time regardless of age, race, gender or economic status. The cause, severity and resulting symptoms and impairments can be as different as each person that is injured. Traumatic brain injury is also referred to as closed head injury, head trauma, concussion, TBI, mild TBI, disorder of consciousness, blast brain injury and shaken baby syndrome, just to name a few. These terms are used interchangeably to indicate an injury to the brain has occurred.

Each year in Tennessee, approximately 7,000 people are injured and admitted to the hospital with traumatic brain injury. TBI survivors can experience impairments that affect their physical, cognitive and behavioral functioning which in turn impacts their ability to return to home, school and work. Whether the injury is the result of a car crash, a slip and fall, assault or sports activity, there can be an economic and emotional toll on the survivor and the family.

Dealing with the reality of brain injury can be difficult, especially when making the many decisions related to your own or a loved one's recovery. This resource guide has been designed to assist in finding the programs, organizations and services that are needed.

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



## TABLE OF CONTENTS

Tennessee Traumatic Brain Injury Program	5
Basic Questions Answered	6
Clues That a Brain Injury Has Occurred	8
Scales and Measurements of Functioning	9
<b>RESOURCES BY CATEGORY</b>	
Advocacy/Legal Services	11
Assistive Technology	13
Camp / Recreation	14
Concussion	15
Disability Organizations	16
Education	17
Employment services /Vocational Rehabilitation	18
Financial Assistance and Benefits	19
Housing / Living and Care Arrangements	20
Information and Referral	21
Medical	23
Mental Health	24
Personal Support / Home and Community based services	25
Public Services	27
Resources for brain injury	28
Service Animals	29
Service Coordination	30
Support Groups	32
<b>FACILITIES AND SERVICES</b>	33
Guiding Principles for Selecting a Facility	34
Accreditation	35
Facilities and Services In-state	36 - 66
Facilities and Services Out-of-state	67 – 77
<b>INDEX</b>	78



## **TENNESSEE DEPARTMENT OF HEALTH, TRAUMATIC BRAIN INJURY PROGRAM**

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

(800) 882-0611

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

Each year in Tennessee, approximately 7,000 people are injured and admitted to the hospital with traumatic brain injury. TBI survivors can experience impairments that affect their physical, cognitive and behavioral functioning which in turn impacts their ability to return to home, school, and work. Whether the injury is the result of a car crash, a slip and fall, assault or sports activity, there can be an economic and emotional toll on the survivor and the family. The focus of the TBI Program is to improve services available to survivors of TBI and their families.

### Program components

In accordance with the legislation, the TBI Program Director works with a nine-member Governor-appointed Advisory Council. Program staffs have established a clearinghouse with a toll-free information line. Each year, the program collaborates with the Brain Injury Association of Tennessee to present a statewide conference attended by families, survivors and professionals. The program is funded through increased fines on six specific traffic violations, with the revenues deposited into a TBI trust fund.

### Service Coordination

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

### Federal Grant for Brain Links

In 2018, the Tennessee TBI Program was awarded a State TBI Partnership Grant by the Administration on Community Living (ACL) to create and strengthen a system of services and supports that maximizes the independence, well-being and health of people with TBI across the lifespan. This includes all related demographics, family members and support networks.

### Traumatic Brain Injury Registry

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

### Grants

The TBI program is authorized to provide grants to county and municipal governments and/or not-for-profit organizations for home and community based programs to serve the needs of persons with TBI and their families.

## **BRAIN INJURY: Basic Questions Answered**

(From Arkansas Trauma Rehabilitation Program *Family Resource Guide* and used with permission)

### **1. What is traumatic brain injury?**

Traumatic brain injury is an injury to the brain caused by an external physical force. It may produce a diminished or altered state of consciousness, which results in impairment of cognitive abilities and physical functioning. These impairments may be either temporary or permanent and cause partial or total functional disability or psychosocial maladjustment.

### **2. Who is at risk and what types of brain injuries are there?**

Those at highest risk for traumatic brain injuries are children, young adults between the ages of 15-24, and adults 75 years and older. There are two types of traumatic brain injuries: penetrating brain injuries and closed head injuries. Penetrating head injuries occur when a foreign object enters the brain and causes damage to specific areas of the brain. Closed head injuries result from a blow to the head. A majority of survivors of traumatic brain injury experience brain swelling also called edema. Edema is a result of damage to blood vessels in the brain and is the body's response to brain injury.

### **3. What is a concussion?**

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

### **5. What is a contusion?**

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

### **5. What is a skull fracture?**

A skull fracture results in damage to the skin and bone of the skull as well as to the brain itself. The form of medical treatment varies with the location and severity of the fracture. Close observation and follow-up treatment are always required. Many

skull fractures result in mild to severe problems associated with daily functioning such as walking, memory, vision and behavior.

### **6. What is a hematoma?**

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

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

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

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

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

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

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

## **BRAIN INJURY: Basic Questions Answered (continued)**

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

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

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

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

### **11. What is rehabilitation?**

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

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

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

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

Shock, anger, hurt, denial and depression are common reactions families experience. A loved one's brain injury can change the families' life as well. Your adult child may require more attention from you. An injured parent may need the assistance of adult children. As the patient

goes through the stages of recovery, so does the family. The key is to take it one day at a time.

### **14. What are signs of stress?**

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

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

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

### **16. Helpful suggestions for families.**

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

## CLUES THAT BRAIN INJURY HAS OCCURRED

(From Arkansas Trauma Rehabilitation Program *Family Resource Guide* and used with permission)

If you have had a brain injury, or know someone who has, these are some of the natural reactions the body exhibits behaviorally, emotionally, cognitively, physically and with personality. This information is provided so you can know what to expect when helping to care for a loved one or if you are experiencing these symptoms.

### Behavioral Issues

- Wanders off/runs away
  - Impulsive (acts without thinking)
  - Reduced self-esteem
  - Repeated invasion of personal space
  - Short fuse – unable to control outbursts
  - Difficulty maintaining relationships
- 

### Cognitive Issues

- Easily distracted
  - Seems to “space out”
  - Difficulty understanding
  - Difficulty with reality
  - Seems confused
  - Poor memory
  - Decreased safety awareness
  - Slow to answer questions
  - Difficulty organizing (time, etc.)
- 

### Personality Issues

- Denies deficits
- Irritable
- Egotistical
- Doesn't listen
- Asks a lot of questions
- Argumentative
- Manipulative
- Appears unmotivated
- Moody - laughs or cries easily
- Depressed
- Face shows little or no emotion

### Physical Issues

- Fatigue and/or weakness
  - Spasticity and tremors
  - Motor coordination
  - Speech difficulties
  - Seizures
  - Balance
  - Mobility
  - Sense of taste or smell changes
- 

### Social Issues

- Inappropriate social interaction (overly formal or overly friendly)
  - Interrupts conversations
  - Fabricates stories/lies
  - Inappropriate conversation (sex, drugs, alcohol abuse, etc.)
  - Poor eye contact
  - Goes off on tangents
- 

### Verbal Issues

- Poor speech
- Speaks in a monotone
- Vulgarity/swearing
- Talks too loud or too soft
- Has difficulty “finding” words
- Broken speech



## **SCALES AND MEASUREMENTS OF FUNCTIONING**

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

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

The Glasgow Coma Scale (GCS) is an assessment tool that helps medical professionals to determine the severity of the brain injury. The Glasgow Coma Scale measures motor response, eye opening and verbal response on a scale between 3 and 15. GCS scores between 3 and 8 indicate a severe brain injury.

Most severe brain injuries occur from open head injuries. Such injuries can cause a wide range of functional short- or long-term changes that affect thinking, sensation, language and emotion.

Moderate brain injuries have a GCS score between 9 and 12. Moderate brain injuries occur when a person experiences changes in brain function for longer than a few minutes following trauma.

Mild brain injuries have a GCS score between 13 and 15. These injuries occur when an individual sustains a blunt trauma or acceleration force to the head. The individual can experience disorientation, dizziness and irritability.

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

The Disability Rating Scale measures an individual's general functional change over the course of recovery and rates an individual's level of disability from None to Extreme. This scale considers cognitive and physical function, impairment, disability and handicap to present a global depiction of the individual's disability. The DRS can track an individual's progress from "coma to community."

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

The Functional Independent Measure (FIM) is a scale that rates an individual's independence level with activities of daily living. Areas of activities of daily living include self-care, bowel and bladder management, locomotion, transfers, communication and social cognition. FIM scores range from 1 – complete dependence to 7 – complete independence.

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

The Functional Assessment Measure (FAM) is used in conjunction with the Functional Independent measure (FIM). The FAM was developed specifically for people with brain injury and consists of 12 items added to the 18 items of the Functional Independence Measure (FIM).

### **Rancho Los Amigos Scale**

The Rancho Los Amigos Scale is an assessment tool that provides a description of various behavioral stages of an individual with a brain injury.

## **Rancho Los Amigos Scale**

(From Arkansas Trauma Rehabilitation Program *Family Resource Guide* and used with permission)

The Rancho Los Amigos Scale is an assessment tool that provides a description of various behavioral stages of an individual with a brain injury. Medical professionals use the Rancho Scale to monitor a patient's behavior while he or she progresses through rehabilitation. The Rancho Los Amigos Scale is most useful during the first few weeks or months following a brain injury.

### **Level I:**

No response. Patient does not respond to pain, touch, sound or sight.

### **Level II:**

Generalized Response. Patient begins to respond, regardless of type and location of stimuli.

### **Level III:**

Localized Response. Blinks to strong light, turns toward or away from sound, and responds to physical discomfort, inconsistent response to commands.

### **Level IV:**

Confused/Agitated. Alert, very active, aggressive or bizarre behavior, non-purposeful motor movement, short attention span, inappropriate verbalization.

### **Level V:**

Confused/inappropriate/Non-agitated. Gross attention to environment, distractible, requires continual redirection, agitated by too much stimuli, inappropriate social interactions.

### **Level VI:**

Confused/appropriate. Inconsistent orientation, recent memory attention impaired, follows simple directions, goal-directed with assistance, begins to recall past, emerging awareness of self.

### **Level VII:**

Automatic/Appropriate. Performs daily routine in robot-like manner, skills deteriorate in unfamiliar environment, unrealistic planning. Superficial awareness.

### **Level VIII:**

Purposeful/Appropriate. Stand-by assist. Uses memory device with intermittent assist, over or under estimates abilities, irritable, self-centered, acknowledges other's feelings with minimal assist, low frustration tolerance, carries out familiar tasks with intermittent assist.

### **Level IX:**

Purposeful/Appropriate. Stand-by assist on request. Completes familiar tasks independently and shifts between tasks independently, self-monitors and anticipates problems with stand-by assist, uses assistive memory devices to recall schedule.

### **Level X:**

Purposeful/Appropriate. Modified independence. Handles multiple tasks simultaneously, independently initiates and carries out unfamiliar routines, anticipates impact of impairments, independently thinks about consequences of decisions, social interaction is consistently appropriate.

**Brain Injury Association of Tennessee**

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

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

955 Woodland Street | Nashville, TN 37206 | (615) 248-2541 | Family Help Line (800) 444-6443

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**Council on Developmental Disabilities**

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

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

1<sup>st</sup> floor, Davy Crockett Tower | 500 James Robertson Parkway | Nashville, TN 37243  
(615) 532-6615 | TTY (615) 741-4562 | Fax: (615) 532-6964

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**Disability Rights Tennessee**

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

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

(800) 342-1660 | TTY: (888) 852-2852

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

[www.tn.gov/health/health-program-areas/fhw/vipp/tbi.html#service](http://www.tn.gov/health/health-program-areas/fhw/vipp/tbi.html#service)

TBI Service Coordinators are available to advocate for survivors and families for needed programs and services. Call (800) 882-0611 or your local area service coordinator.

Memphis Area:	(901) 545-8487	Upper Cumberland area:	(931) 372-8900
West Tennessee area:	(731) 541-4941	Chattanooga area:	(423) 634-1572
Nashville area:	(615) 383-9442 x8802	Knoxville area:	(865) 331-1499
South central area:	(615) 440-9908	East area:	(423) 257-3644 x6

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**Tennessee Disability Coalition**

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

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

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

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**Tennessee Client Assistance Program (CAP)**

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

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

(800) 342-1660 | TTY (888) 852-2852



## ASSISTIVE TECHNOLOGY

### **Tennessee Technology Access Program**

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

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

Citizens Plaza Office Building, 12th Floor | 400 Deaderick St. | Nashville, TN 37243-1403  
(615) 313-5183 | (800) 732-5059 | TTY: (615) 313-5695 | Email [TN.TTAP@tn.gov](mailto:TN.TTAP@tn.gov)

### **Technology Access Centers**

#### **Mid-South Access Center for Technology**

University of Memphis  
530 Patterson Street  
Main office, 119 Patterson Street  
Memphis, Tennessee 38152  
(901) 678-1489  
TTY: (901) 678-1318  
[act@memphis.edu](mailto:act@memphis.edu)  
<http://act.memphis.edu>

#### **The STAR Center**

1119 Old Humboldt Road  
Jackson, TN 38305  
(731) 668-3888  
[infostar@starcenter.tn.org](mailto:infostar@starcenter.tn.org)  
[www.star-center.org](http://www.star-center.org)

#### **Technology Access Center**

475 Metroplex Drive, Suite 301  
Nashville, TN 37211  
(615) 248-6733  
(800) 368-4651  
[techaccess@tacnashville.org](mailto:techaccess@tacnashville.org)  
[www.tacnashville.org](http://www.tacnashville.org)

#### **Signal Centers Assistive Technology Services**

2300 Bailey Ave  
Chattanooga, TN 37411  
(423) 698-8528 x 262  
[Carolyn.boyd@signalcenters.org](mailto:Carolyn.boyd@signalcenters.org)  
[www.signalcenters.org/](http://www.signalcenters.org/)

#### **East Tennessee Technology Access Center**

116 Childress Street  
Knoxville, Tennessee 37920  
(865) 219-0130  
[ettacmain@gmail.com](mailto:ettacmain@gmail.com)  
[www.ettac.org/](http://www.ettac.org/)

### **Easter Seals Tennessee Camp**

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

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

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

750 Old Hickory Blvd #2-260 | Brentwood, TN 37027 | (615) 292-6640

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### **Sports 4 All**

[www.s4af.org](http://www.s4af.org)

Sports 4 All promotes full access to sports and recreation for people with intellectual and developmental disabilities through their programs *Equipment Endowment* and *Project HEALTH*. *Equipment Endowment* redistributes equipment and apparel across the nation to enable full participation in sports and recreation for individuals with disabilities. *Project HEALTH* offers free, adaptive fitness and nutrition education classes to people of all ability levels throughout the state of Tennessee. For a full list of community classes locations and times, visit the calendar on the website.

5827 Charlotte Pike | Nashville, TN 37209 | (615) 354-6454

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

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

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

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



### Tennessee Sports Concussion Law

[www.tn.gov/health/health-program-areas/fhw/vipp/tbi/tennessee-concussion.html](http://www.tn.gov/health/health-program-areas/fhw/vipp/tbi/tennessee-concussion.html)

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

The legislation, Public Chapter 148, has three key components:

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

Both public and private school sports programs and recreational leagues for children under age 18 that require a fee are affected by the law which covers all sports. The Department of Health website contains all the resources that coaches, youth athletes and parents need to fulfill the intent of the law. According to the Centers for Disease Control and Prevention, a concussion is a type of traumatic brain injury that changes the way the brain normally works. Most concussions occur without loss of consciousness. Athletes who have, at any point in their lives, had a concussion have an increased risk for another concussion. Young children and teens are more likely to get a concussion and take longer to recover than adults. The concussion law is an opportunity to make playing sports safer for Tennessee's young athletes.

At the Department of Health's concussion website, links for the required forms, trainings and guidelines will equip coaches, parents and athletes to recognize and respond to sports-related concussion.

### Concussion Resources

Concussion Information and Training

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

CDC Concussion Checklist

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

CDC "Heads Up" concussion in youth sports

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

Brain Links

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

Return to Learn/ Return to Play Concussion Management Guidelines

[www.tn.gov/content/dam/tn/health/documents/Return to Learn Guidelines - final.pdf](http://www.tn.gov/content/dam/tn/health/documents/Return_to_Learn_Guidelines_-_final.pdf)

School Wide Concussion Management

<http://brain101.orcasinc.com>

## DISABILITY ORGANIZATIONS

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

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

955 Woodland Street | Nashville, TN 37206 | (615) 248-2541 | Family Help Line (877) 757-2428

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### **Council on Developmental Disabilities**

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

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

1<sup>st</sup> floor, Davy Crockett Tower | 500 James Robertson Parkway | Nashville, TN 37243  
(615) 532-6615 | TTY (615) 741-4562 | Fax: (615) 532-6964

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### **Epilepsy Foundation**

The Epilepsy Foundation is dedicated to assisting those affected by epilepsy by educating the persons affected and their families. Epilepsy Foundation hosts a variety of programs for various activities, ranging from athletics, art, music and support groups.

Middle & West TN  
<https://epilepsytn.org/>  
(615) 269-7091  
(800) 244-0768

Southeast Tennessee  
[www.epilepsy-setn.org](http://www.epilepsy-setn.org)  
(423) 634-1771

East Tennessee  
[www.epilepsyfoundationtn.org](http://www.epilepsyfoundationtn.org)  
(800) 951-4991  
(865) 522-4991

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

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

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

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

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

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

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

## EDUCATION

### Brain Links

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

In 2018, the Tennessee TBI Program was awarded a TBI grant by the Administration on Community Living to create and strengthen a system of services and supports for people with TBI across the lifespan. The program known as Brain Links has a statewide team of brain injury specialist that equip professionals to better serve people with TBI. Brain Links can provide:

- Evidence-based TBI trainings tailored to a particular discipline
- Certificates for educational credits
- Toolkits for screening, symptom tracking and communication with schools
- Educational resources including parent-friendly educational materials
- Resources for return to home, school or work settings

#### West Region

Carrie Carlson  
Resource Specialist  
(901) 813-8595

#### Middle Region

Paula Denslow, Director  
Resource Specialist  
(615) 585-2998  
[Paula\\_d@tndisability.org](mailto:Paula_d@tndisability.org)

#### Middle Region

Wendy Elmo  
Resource Specialist  
(908) 458-7532

#### East Region

Jennifer Rayman  
Resource Specialist  
(865) 951-2282

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### Tennessee Department of Education, Special Education

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

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

710 James Robertson Parkway | Nashville, TN 37243

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### STEP: Support and Training for Exceptional Parents

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

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

712 Professional Plaza | Greeneville, TN 37745 | 800- 280-STEP |

Toll Free: (800) 280-STEP | Español: (800) 975-2919 |(423) 639-0125 | FAX: (423) 636-8217

TTY/text: (423) 639-8802 | Email: [information@tnstep.org](mailto:information@tnstep.org)

West Tennessee  
(901) 726-4334

East Tennessee  
(423) 639-0125

Middle Tennessee  
(615) 463-2310

Parent information Message Line  
(800) 280-STEP  
(800) 975-2919 (Spanish)

**JOBS4TN ONLINE**

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

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

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**Tennessee Department of Human Services, Vocational Rehabilitation**

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

Vocational Rehabilitation (VR) is a federal and state funded program providing services to help individuals with disabilities enter or return to employment. It is designed to assist individuals of work age with physical and/or mental disabilities compete successfully with others in earning a livelihood.

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**Tennessee Rehabilitation Center**

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

The Tennessee Rehabilitation Center (TRC) at Smyrna is a state-operated, comprehensive rehabilitation facility. Services are provided on campus and the majority of clients live on campus in residential units while receiving services.

460 Ninth Ave | Smyrna, TN 37167 | (615) 459-6811 | TDD (615) 233-9402

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**Tennessee Department of Labor and Work Force Development**

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

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

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**Benefits to Work Project**

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

Benefits to Work is a program of the Tennessee Disability Coalition and Empower TN. The program's purpose is to promote self-sufficiency for individuals with disabilities by alleviating significant obstacles related to work.

**For information contact:** Alice L. Bowen, Program Director | (888) 839-5333

**TBI Family Support Program**

[www.tn.gov/health/health-program-areas/fhw/vipp/tbi.html#support](http://www.tn.gov/health/health-program-areas/fhw/vipp/tbi.html#support)

The Tennessee Traumatic Brain Injury (TBI) Targeted Family Support Program benefits individuals that have sustained severe disability due to traumatic brain injury by assisting those individuals, as well as their families, so that they may remain in their homes and communities. Services can include but are not limited to: respite care, day care services, home modifications, equipment, supplies, personal assistance, transportation, homemaker services, housing costs, health-related needs, nursing and counseling. The primary purpose of the program is to support:

- adults with disability due to traumatic brain injury who choose to live with their families,
- adults with disability due to traumatic brain injury not supported by other residential programs funded by state or federal government,
- families who have school-age or younger children with disability due to traumatic brain injury.

(615) 321-5699 x 223 or (800) 882-0611

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

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

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

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

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

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**Vista Points, Inc.**

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

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

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

(888) 422-4076

## HOUSING / LIVING CARE ARRANGEMENTS

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

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

ASI is a nationwide, nonprofit housing and service provider for adults with physical disabilities and seniors and oversees three affordable and accessible apartment complexes in Nashville and Memphis. Tennessee Community Services Agency provides supportive services to eligible residents of the Memphis facilities. Locations:

Hagy Commons  
2737 McCampbell Ave.  
Nashville, TN 37214

McCullough Place  
1456 Gilham Rd  
Memphis, TN 38134

Welsh Manor  
2900 Coleman Rd  
Memphis, TN 38127

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

[www.NeuroRestorative.com/state-location/castalian-springs](http://www.NeuroRestorative.com/state-location/castalian-springs)

This facility provides transitional and supported living services for adults with brain injuries using a single-family home setting in a rural location.

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

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

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

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

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

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### **Hosanna Community**

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

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

6410 Grubb Rd | Hixson, TN 37343 | (423) 870-6880

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### **21<sup>st</sup> Century Living Services** (see also **Facilities**)

[www.21cldrs.com](http://www.21cldrs.com)

This program offers supervised living, supported living and long-term residential program.

575 Airport Rd | Gallatin, TN 37066 | (800) 452-9771 or (615) 452-9766

**Brain Injury Association of Tennessee**

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

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

955 Woodland St. | Nashville, TN 37206 | (615) 248-2541 | Family Help Line (800) 444-6443

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**Tennessee Disability Pathfinder**

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

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

Pathfinder provides:

- Toll-free statewide bilingual help-line: (800) 640-4636
  - Free on-line Services Database: <http://kc.vanderbilt.edu/pathfinder/>
  - Disability Resource Library
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**Tennessee Commission on Aging and Disability**

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

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

(615) 741-2056

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

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

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

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## INFORMATION AND REFERRAL

### Tennessee Association of Human Resource Agencies

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

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

Delta Covington, TN 38019 (901) 476-5226 <a href="http://www.deltahra.org">www.deltahra.org</a>	MidCumberland Nashville, TN 37217 (615) 331-6033 <a href="http://www.mchra.com">www.mchra.com</a>	South East Dunlap, TN 37327 (423) 949-2191 or (800) 852-6155 <a href="http://www.sethra.us">www.sethra.us</a>
East Tennessee Knoxville, TN 37923 (865) 691-2551 <a href="http://www.ethra.org">www.ethra.org</a>	Northwest Tennessee Martin, TN (800) 750-6866 <a href="http://www.nwtdd.org/nwthra">www.nwtdd.org/nwthra</a>	Southwest Henderson, TN 38340 (800) 372-6013 <a href="http://www.swhra.org">www.swhra.org</a>
First Tennessee Johnson City, TN 37604 (423) 461-8200 <a href="http://www.fthra.org">www.fthra.org</a>	South Central Fayetteville, TN 37334 (931) 433-7182 x1119 <a href="http://www.schra.us">www.schra.us</a>	Upper Cumberland Cookeville, TN 38501 (931) 528-1127 <a href="http://www.uchra.com">www.uchra.com</a>

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### Traumatic Brain Injury Service Coordinators

[www.tn.gov/health/health-program-areas/fhw/vipp/tbi.html#service](http://www.tn.gov/health/health-program-areas/fhw/vipp/tbi.html#service)

TBI Service Coordinators are available to assist survivors, families and professionals access needed programs and services. Call (800) 882-0611 or:

Memphis area: (901) 545-8487	Upper Cumberland area: (931) 372-8900
West Tennessee area: (731) 541-4941	Chattanooga area: (423) 634-1572
Nashville area: (615) 383-9442 x8802	Knoxville area: (865) 331-1499
South central area: (615) 440-9908	East area: (423) 257-3644 x6

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**Centerstone**

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

Centerstone of Tennessee provides a wide range of specialized mental health and substance abuse services to 50,000 people of all ages each year. It operates more than 50 facilities and has more than 160 partnership locations across Middle Tennessee. Among the issues Centerstone addresses are depression, addiction, family conflict, school struggles, stress/anxiety, PTSD/trauma and attention deficit disorder. The organization believes every person matters and is uniquely committed to bridging the gaps between mind and body health through integrated primary and behavioral healthcare.

Toll-free (888) 291-HELP | Crisis Line: (800) 681-7444

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**Tennessee Department of Mental Health and Substance Abuse Services**

[www.tn.gov/behavioral-health.html](http://www.tn.gov/behavioral-health.html)

The Division of Mental Health is responsible for developing, expanding and monitoring a comprehensive continuum of services for citizens of Tennessee who are at risk of developing or have been diagnosed with serious emotional disturbance, or serious and persistent mental illness. The Division of Substance Abuse Services' responsibilities include developing and implementing a statewide system of substance use, abuse and addiction services for the general public, persons at risk for substance abuse, and persons abusing substances.

Crisis line (855) 274-7471 | Help line (800) 560-5767

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**Centers for Independent Living**

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

**Empower TN**

955 Woodland Street  
Nashville TN 37206  
(615) 292-5803 VOICE  
(615) 292-7790 TDD  
[www.empowertn.org](http://www.empowertn.org)  
Email [info@empowertn.org](mailto:info@empowertn.org)

**Memphis Center For Independent Living**

1633 Madison Avenue  
Memphis TN 38104  
(901) 726-6404 VOICE  
[www.mcil.org](http://www.mcil.org)  
Email [mcil@mcil.org](mailto:mcil@mcil.org)

**Disability Resource Center**

900 E. Hill, Suite 205  
Knoxville TN 37915  
(865) 637-3666 VOICE  
(865) 637-6796 TTY  
[www.drctn.org](http://www.drctn.org)  
Email [drc@drctn.org](mailto:drc@drctn.org)

**TARP, Inc. Center for Independent Living**

1027 Mineral Wells Ave., Suite 3  
Paris, TN 38242  
(731) 644-0026 VOICE  
[www.tarp1.org/](http://www.tarp1.org/)  
Email [moreinfo@tarp1.org](mailto:moreinfo@tarp1.org)

**Jackson Center For Independent Living**

23 Federal Drive  
Jackson TN 38305  
(731) 668-2211 VOICE  
(731) 256-7026 VIDEO PHONE  
[www.j-cil.com](http://www.j-cil.com)  
Email [information@jcil.tn.org](mailto:information@jcil.tn.org)

**Tri-state Resource & Advocacy Corp. (TRAC)**

6925 Shallowford Rd # 300  
Chattanooga, TN 37421  
(423) 892-4774 VOICE  
<http://tndeaflibrary.nashville.gov/directory/southeast/tri-state-resource-advocacy-corporation-inc-trac>

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**Crumley House (see also Facilities)**

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

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

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

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## PERSONAL SUPPORT / HOME AND COMMUNITY BASED SERVICES

### **TennCare Choices**

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

CHOICES is TennCare's program for long-term care services for elderly (65 years of age and older) or disabled (21 years of age and older). Long-term care services include care in a nursing home or certain services to help a person remain at home or in the community.

TennCare main phone line: (800) 342-3145 | TN Health Connection (855) 259-0701

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### **Tennessee Respite Coalition**

<https://tnrespite.org/>

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

Statewide Respite Helpline (888) 579-3754

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### **Tennessee Community Services Agency**

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

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

2115 West Main Street | Union City, Tennessee 38261 | (731) 884-2640

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## PUBLIC SERVICES

### **Adult Protective Services**

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

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

(615) 532-3492 or (888) 277-8366

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### **Automobile Licenses for Disabled**

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

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

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

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### **Smart911.com**

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

Create a safety profile for your household that includes vital personal and medical information you would want response teams to have in the event of an emergency. Enter your zip code to see if your area is served.

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### **TN Yellow Dot Program**

[www.tn.gov/tdot/traffic-operations-division/transportation-management-office/yellow-dot-program.html](http://www.tn.gov/tdot/traffic-operations-division/transportation-management-office/yellow-dot-program.html)

This free program alerts first responders regarding an individual's medical information in the event of an emergency on Tennessee roadways.

## RESOURCES FOR BRAIN INJURY

### **Americans with Disabilities Act**

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

The Americans with Disabilities Act (ADA) was signed into law July 26, 1990, by President George H.W. Bush. The ADA is one of America's most comprehensive pieces of civil rights legislation that prohibits discrimination and guarantees people with disabilities have the same opportunities as everyone else to participate in the mainstream of American life -- to enjoy employment opportunities, to purchase goods and services, and to participate in state and local government programs and services. Modeled after the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, religion, sex or national origin – and Section 504 of the Rehabilitation Act of 1973 - the ADA is an "equal opportunity" law for people with disabilities.

To be protected by the ADA, one must have a disability, which is defined by the ADA.

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

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

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

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

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### **Center for Disease Control and Prevention**

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

CDC's research and programs work to prevent brain injuries and help people recognize, respond and recover if a TBI occurs.

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

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### **United States Brain Injury Alliance**

<http://usbia.org/>

The mission of the United States Brain Injury Alliance is to engage the community in preventing brain injury and improving lives.

(703) 960-6500

## SERVICE ANIMALS

### **Retrieving Independence**

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

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

1802 Williamson Court, Ste 101 | Brentwood, TN 37027 | (615) 934-0444

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### **Wilderwood**

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

Wilderwood is a nonprofit organization which trains service dogs for people with neurological diseases. They specialize in diseases ranging from Autism to Alzheimer's. Wilderwood specializes solely in neurological service dogs. They have the medical staff and trainers who are equipped with a comprehensive understanding of brain disorders and are able to train service dogs with exacting skills for such diagnosis. The goal of the service dog is to keep an individual with a disability as independent as possible.

1319 Tuckaleechee Trail | Maryville, TN 37803 | (865) 660-0095

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## SERVICE COORDINATION

### OUR GOAL

*The goal of TBI Service Coordination is to improve the quality of life for persons with brain injury and their families. The service coordinator assists with “filling in the gaps.”*

### WHAT IS SERVICE COORDINATION?

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

- Develops a comprehensive plan of care
- Provides referrals to available resources
- Coordinates services by engaging in advocacy
- Bridges gaps in the service delivery system

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

### WHY IS SERVICE COORDINATION NEEDED?

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

Due to improved medical technology, the number of people who survive traumatic brain injury has increased significantly in recent years. Many families struggle to cope with caring for a loved one with a brain injury. A service coordinator is a valuable resource for identifying and securing needed services that help the survivor and the family make the most of life after injury.

The service coordinator works with the survivor to build natural support systems that provide direction for a productive and independent life.

### SCOPE OF SERVICES

All TBI service coordinators deliver the following core services:

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



*Service Coordinators “fill in the gaps”.*

## Service Coordinator Contact Information

### WEST REGION

**Memphis – Carolyn Chambers**

Regional One Health  
Traumatic Brain Injury Services, Room A-659  
877 Jefferson Avenue  
Memphis, TN 38103  
(901) 545-8487  
Fax: (901) 515-9006  
[cchambers@regionalonehealth.org](mailto:cchambers@regionalonehealth.org)  
Fayette, Haywood, Lauderdale, Shelby,  
Tipton

**Jackson – Jimmie Lee Morris**

West Tennessee Healthcare  
1804 Hwy 45 Bypass  
Jackson, TN 38305  
(731) 541-4941  
Fax: (731) 541-4669  
[Jimmie.Morris@wth.org](mailto:Jimmie.Morris@wth.org)  
Benton, Carroll, Chester, Crockett, Decatur, Dyer,  
Gibson, Hardeman, Hardin, Henderson, Henry,  
Houston, Humphreys, Lake, Madison, McNairy,  
Obion, Perry, Stewart, Weakley

### MIDDLE REGION

**Nashville – Angela Pearson**

Brain Injury Association of Tennessee  
955 Woodland Street  
Nashville, TN 37206  
(615) 383-9442 x8802  
Fax: (615) 383-1176  
[apearson@braininjurytn.org](mailto:apearson@braininjurytn.org)  
Cheatham, Davidson, Dickson, Montgomery,  
Robertson, Sumner, Trousdale, Williamson,  
Wilson

**South Central – Holland Camara**

Epilepsy Foundation  
701 Murfreesboro Rd Ste 200  
Nashville, TN 37210  
(615) 440-9908  
[hcamara@epilepsytn.org](mailto:hcamara@epilepsytn.org)  
Bedford, Coffee, Franklin, Giles, Hickman,  
Lawrence, Lewis, Lincoln, Marshall, Maury,  
Moore, Rutherford, Wayne

### CENTRAL REGION

**Upper Cumberland – Rick Hall**

Epilepsy Foundation  
118 South Dixie, Suite 8  
Cookeville, TN 38501  
(931) 372-8900 / (877) 894-8900  
Fax: (931) 372-8900  
[Harlanhall@yahoo.com](mailto:Harlanhall@yahoo.com)  
Cannon, Clay, Cumberland, DeKalb, Fentress,  
Jackson, Macon, Overton, Pickett, Putnam, Roane,  
Smith, Van Buren, Warren, White

**Chattanooga – Lisa Morgan**

Chattanooga Area Brain Injury Association  
One Siskin Plaza  
Chattanooga, TN 37403  
(423) 634-1572  
Fax: (423) 634-4542  
[Chattanoogabraininjury@gmail.com](mailto:Chattanoogabraininjury@gmail.com)  
Bledsoe, Bradley, Grundy, Hamilton, Marion,  
McMinn, Meigs, Polk, Rhea, Sequatchie

### EAST REGION

**Knoxville – Patty Cruze**

Patricia Neal Rehab at Fort Sanders  
1901 Clinch Ave. 5<sup>th</sup> Floor East  
Knoxville, TN 37916  
(865) 331-1499  
Fax: (865) 541-1273  
[PCruze@CovHlth.com](mailto:PCruze@CovHlth.com)  
Anderson, Blount, Campbell, Cocke,  
Grainger, Hamblen, Jefferson, Knox,  
Loudon, Monroe, Morgan,  
Sevier, Scott, Union

**Johnson City – Fredda Roberts**

Crumley House  
300 Urbana Rd  
Limestone, TN 37681  
(423) 257-3644 ext. 6  
Fax: (423) 257-6594  
[Fredda@crumleyhouse.com](mailto:Fredda@crumleyhouse.com)  
Carter, Claiborne, Greene, Hancock, Hawkins,  
Johnson, Sullivan, Unicoi, Washington

## SUPPORT GROUPS

### Traumatic Brain Injury Service Coordinator Support Groups

[www.tn.gov/health/health-program-areas/fhw/vipp/tbi.html](http://www.tn.gov/health/health-program-areas/fhw/vipp/tbi.html)

Select *Service Coordination*

TBI Service Coordinators provide local brain injury support groups for survivors, families, and related professionals. Call (800) 882-0611 or:

Memphis area: (901) 545-8487	Upper Cumberland area: (931) 372-8900
West Tennessee area: (731) 541-4941	Chattanooga area: (423) 634-1572
Nashville area: (615) 383-9442 x8802	Knoxville area: (865) 331-1499
South central area: (615) 440-9908	Upper East area: (423) 257-3644 ext. 6

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### Trauma Survivor Network

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

The Trauma Survivors Network (TSN) is a community of patients and families looking to connect with one another and rebuild their lives after a serious injury. The webpage includes links to the following Trauma Survivor Networks in Tennessee:

Erlanger Health System, Chattanooga  
Holston Valley Medical Center, Kingsport  
University of Tennessee Medical Center, Knoxville  
Vanderbilt University Medical Center, Nashville

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## **FACILITIES AND SERVICES**

## A GUIDE FOR SELECTING A FACILITY

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

## ACCREDITATIONS

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

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

**FACILITIES / SERVICES IN STATE**

**Associated Therapeutics, Inc.**  
**2704 Mineral Springs Avenue**  
**Knoxville, TN 37917**  
[www.associatedtherapeutics.com](http://www.associatedtherapeutics.com)

**For information, contact:** Thomas J. Kelly, PT, President

**Phone:** (865) 687-4537

**Program Description:**

Associated Therapeutics, Inc. is an outpatient physical therapy clinic. Services include physical therapy for orthopedic as well as neuro rehabilitation, work conditioning, functional capacity evaluation and vestibular rehabilitation.

**Admissions criteria:**

Physician's prescription as well as Direct Access

**Ages accepted:** 13 and above

**Number of people with brain injuries served per year:** 25

**Accreditations:**

Medicare

**Reimbursement Accepted:**

Private insurance

Medicare

Self-pay

Veteran's benefits

Vocational Rehabilitation

Worker's Comp

CHAMPUS

**Rehabilitation Programs:**

Outpatient rehabilitation-adult

Outpatient neurological rehabilitation

**Services Available:**

Physical therapy

Vestibular/Balance program

**Baptist Memorial Rehabilitation Hospital Germantown**  
2100 Exeter Road  
Germantown, TN 38138  
[www.baptistonline.org/locations/rehabilitation-germantown](http://www.baptistonline.org/locations/rehabilitation-germantown)

**For information, contact:** Referrals                      **Phone:** (901) 275-3300

**Program Description:**

Baptist Rehabilitation Germantown has the only day treatment facility in the tristate area. It also provides comprehensive inpatient and outpatient rehabilitation for all types of acquired brain injury.

**Admissions criteria:**

**Insurance and admissions** (901) 275-3311                      **Ages accepted:** 13 and above

**Number of people with brain injuries served per year:** 60

**Accreditations:**

TJC	CARF-BI
CARF	Medicare

**Reimbursement Accepted:**

Private insurance	Veteran's benefits
Medicare	Worker's Comp
Medicaid/TennCare	CHAMPUS
Self-pay	

**Rehabilitation Programs:**

Acute inpatient rehabilitation-adult	Outpatient rehabilitation-pediatric
Adult stroke rehabilitation	Outpatient neurological rehabilitation
Community re-entry	Post rehabilitation program
Day treatment	Traumatic brain injury program
Outpatient rehabilitation-adult	Amputee clinic

**Services Available:**

Academic transitioning	Cognitive retraining	Physical therapy
Adult education	Community re-entry	Recreation therapy
Amputee clinic	Community outings	Rehab nursing (post-acute chronic)
Aquatic therapy	Counseling	Religious support
Assistance with insurance issues	Diagnostic services	Respiratory therapy
Assistive technology	Education	Speech language pathology
Behavior modification	Independent living skills	Support group
Brain injury service coordination	Inpatient rehab	Swallowing recovery program
Case management	Neurology	Transportation
Care coordination	Nursing	Vestibular/Balance program
	Occupational therapy	Wound management center
	Organized socialization	

**Children's Hospital at Erlanger**  
**910 Blackford Street**  
**Chattanooga, TN 37403**  
[www.erlanger.org](http://www.erlanger.org)

**For information, contact:** Marisa Moyers, RN, Trauma Coordinator  
**Phone:** (423) 778-7262

**Program Description:**

The region's only children's hospital, Children's Hospital at Erlanger is a Comprehensive Regional Pediatric Center with 33 pediatric emergency department beds, 14 pediatric intensive care beds, 64 neonatal intensive care beds and 50 inpatient pediatric beds

**Admissions criteria:** Any patient presenting with conditions deemed necessary for admission by a physician with admitting privileges

**Ages accepted:** Birth - 21

**Accreditations:**

TJC  
Medicare

**Reimbursement Accepted:**

Private Insurance	Worker's Comp
Medicare	SSI
Medicaid/TennCare	CHAMPUS
Self-pay	State/county Mental Health funds

**Rehabilitation Programs:**

Acute inpatient rehabilitation-pediatric	Outpatient rehabilitation-pediatric
Day treatment	Traumatic brain injury program

**Services Available:**

Audiology	Neurology
Assistance with insurance issues	Nursing
Behavior modification	Occupational therapy
Brain injury service coordination	Physical therapy
Case management	Religious support
Care coordination	Respiratory therapy
Diagnostic services	Social services
Education	Speech language pathology
Financial planning	Support group
	Vocational evaluation and assessment
	Wound management center

**FACILITIES / SERVICES IN STATE**

**Crumley House Brain Injury Rehabilitation Center**  
**300 Urbana Road**  
**Limestone, TN 37681**  
[www.crumleyhouse.com](http://www.crumleyhouse.com)

**For information, contact:** Guynn Edwards, Executive Director

**Phone:** (423) 257-3644

**Program Description:**

Crumley House specializes in rehabilitation of brain injury survivors. The program includes activities to promote maximum independence.

**Admissions criteria:** brain injury survivor

**Ages accepted:** 18 and above

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

**Reimbursement Accepted:**

State/county Vocational Rehabilitation funds

Developmentally Disabled funds

Self-pay

TennCare Choices Program

Worker's Comp

SSI

**Rehabilitation Programs:**

Behavior management

Community re-entry

Day treatment

Recreation program

Vocational program

Traumatic Brain Injury Program

**Services Available:**

Academic transitioning

Assistive technology

Behavior modification

Case manager/Care Coordinator

Community re-entry

Community outings

Cognitive retraining

Housing

Independent living skills

Job coaching

Organized socialization

Prevocational training

Recreation therapy

Respite care

Religious supports

Social services

Support group

Supported employment placement

Transportation

Vocational evaluation

Work adjustment training

## FACILITIES / SERVICES IN STATE

East Tennessee Children's Hospital Rehabilitation Center  
1025 Children's Way  
Knoxville, TN 37922  
[www.etch.com](http://www.etch.com)

**For information, contact:** Admissions  
**Phone:** (865) 690-8961

**Program Description:**

The East Tennessee Children's Hospital Rehabilitation Center provides local children access to comprehensive pediatric physical medicine, sleep studies and physiatry outside of the hospital walls.

**Admissions criteria:** Physician referral

**Ages accepted:** Birth - 22

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

**Accreditations:**

TJC

**Reimbursement Accepted:**

Private insurance  
Medicaid/TennCare  
Self-pay  
Veteran's benefits  
Developmentally Disabled funds  
CHAMPUS

**Rehabilitation Programs:**

Outpatient rehabilitation-pediatric

**Services Available:**

Aquatic therapy  
Assistance with insurance issues  
Occupational therapy  
Physical therapy  
Social services  
Speech language pathology

**First Steps, Inc.**  
**1900 Graybar Lane**  
**Nashville, TN 37215**  
[www.firststepsnashville.org](http://www.firststepsnashville.org)

**For information, contact:** Suzanne Satterfield, Therapy Program Coordinator

**Phone:** (615) 690-3091 **Email:** [ssatterfield@firststepsnashville.org](mailto:ssatterfield@firststepsnashville.org)

**Program Description:**

First Steps is a nonprofit organization working with children birth to 12 years of age. Services include a childcare center that provides inclusive services to children with special needs. First Steps also has an outreach program that serves children birth to three years in the community setting. First Steps has a 50-year history of providing individualized education, child development, and therapy to children in the Nashville community, including those who have been turned away from other programs due to the severity of their health issues, medical needs or limited resources.

**Admissions criteria:**

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

Outreach services: Birth to three years

Therapy services: Birth to 12 years

**Ages accepted:** Birth - 12

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

**Accreditations:**

Medicare

**Reimbursement Accepted:**

Private insurance

Medicaid/TennCare

Self-pay

**Rehabilitation Programs:**

Outpatient rehabilitation-pediatric

**Services Available:**

Aquatic therapy

Aural habilitation

Diagnostic services

Feeding therapy

Occupational therapy

Physical therapy

Speech language pathology

**HealthSouth Chattanooga Rehabilitation Hospital**  
2412 McCallie Avenue  
Chattanooga, TN 37404  
[www.healthsouthchattanooga.com](http://www.healthsouthchattanooga.com)

**For information, contact:** Stephanie Ott, RN, CRRN, Director of Marketing Operations

**Phone:** (423) 698-0221, ext. 142

**Program Description:**

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

**Admissions criteria:** Have a need for therapy and a qualifying diagnosis

**Ages accepted:** 13 and above

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

**Accreditations:**

Medicare  
TJC

**Reimbursement Accepted:**

Private insurance  
Medicare  
Medicaid/TennCare  
Worker's Comp

**Rehabilitation Programs:**

Acute inpatient rehabilitation-adult  
Acute inpatient rehabilitation-pediatric  
Adult stroke rehabilitation  
Community re-entry  
Traumatic brain injury program

**Services Available:**

Academic transitioning  
Assistance with insurance issues  
Assistive technology  
Behavior modification  
Case management  
Care coordination  
Cognitive retraining  
Community re-entry  
Diagnostic services  
Education  
Independent living skills  
Inpatient rehab  
Nursing  
Occupational therapy  
Physical therapy  
Rehab nursing (post-acute chronic)  
Respiratory therapy  
Social services  
Speech language pathology  
Support group  
Swallowing recovery program  
Vestibular/Balance program  
Vision therapy

**HealthSouth Rehabilitation Hospital of Memphis**  
1282 Union Ave  
Memphis, TN 38104  
[www.healthsouthmemphis.com](http://www.healthsouthmemphis.com)

**For information, contact:** Director of Marketing Operations

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

**Program Description:**

HealthSouth Rehabilitation Hospital is a Joint Commission Accredited Disease-Specific provider for Brain Injury Rehabilitation. The program offers comprehensive inpatient and outpatient rehabilitation to those affected by traumatic and non-traumatic brain injury.

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

**Ages accepted:** 13 and above      **Number of people with brain injuries served per year:** 130

**Accreditations:**

TJC  
Medicare

**Reimbursement Accepted:**

Private insurance	Medicaid/TennCare
Medicare	Worker's Comp
CHAMPUS	Self-pay

**Rehabilitation Programs:**

Acute inpatient rehabilitation adult	Outpatient rehabilitation-adult
Adult stroke rehabilitation	Outpatient rehabilitation-pediatric
Community re-entry	Outpatient neurological rehabilitation
Traumatic brain injury program	Post rehabilitation program

**Services Available:**

Academic transitioning	Independent living skills
Aquatic therapy	Inpatient rehab
Assistance with insurance issues	Neurology
Assistive technology	Nursing
Behavior modification	Occupational therapy
Brain injury service coordination	Physical therapy
Case management	Rehab nursing (post-acute chronic)
Care coordination	Religious support
Cognitive retraining	Respiratory therapy
Community re-entry	Social services
Community outings	Speech language pathology
Counseling	Swallowing recovery program
Diagnostic services	Wheelchair seating clinic
Education	

**Hosanna Community**  
**6410 Grubb Rd**  
**Hixson, TN 37343**  
[www.hosannacommunity.org](http://www.hosannacommunity.org)

**For information, contact:** Susan DiStefano or Katie Walters

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

**Program Description:** Hosanna is a community which fosters independence for adults with physical disabilities and traumatic brain injuries.

**Admissions criteria:** Must be able to use the bathroom without assistance, self-feed, do laundry, be medicine compliant

**Ages accepted:** 21 and above  
Approximately half of the residents have brain injury

**Reimbursement Accepted:**

Private insurance  
Self-pay  
SSI

**Services Available:**

Assistance with insurance issues	Job coaching (on contract)
Brain injury service coordination	Occupational therapy (on contract)
Case management	Organized socialization
Community re-entry	Physical therapy (on contract)
Community outings	Religious support
Counseling	Social services
Housing	Transportation
Independent living skills	

**Liberty Speech Pathology Center, LLC**  
**505 West Highway 25 70**  
**Dandridge, TN 37725**  
[www.libertyslp.com](http://www.libertyslp.com)

**For information, contact:** Lana Kirk, SLP  
**Phone:** (865) 397-2892

**Program Description:** Liberty Speech Pathology Center provides outpatient therapy for speech, language, voice, feeding and swallowing and cognitive-linguistic disorders for populations of all ages. Services are offered on-site and via tele-therapy modules utilizing sophisticated and encrypted video internet resources.

**Admissions criteria:** Varies depending on assessment results

**Ages served:** Birth and up

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

**Accreditations:**

Medicare

**Reimbursement Accepted:**

Private insurance

Medicare

Self-pay

SSI

Vocational Rehabilitation

Worker's Comp

CHAMPUS

**Rehabilitation Programs:**

Adult stroke rehabilitation

Community re-entry

Outpatient rehabilitation-adult

Outpatient rehabilitation pediatric

Outpatient neurological rehabilitation

Traumatic brain injury program

**Services Available:**

Cognitive retraining

Community re-entry

Speech language pathology

Swallowing recovery program

**NeuroRestorative Tennessee**  
**268 Governor Hall Road**  
**Castalian Springs, TN 37031**  
[www.neurorestorative.com](http://www.neurorestorative.com)

**For information, contact:** Program Director  
**Phone:** (615) 415-7096 or (800) 743-6802

**Program Description:** NeuroRestorative provides supported and transitional living services for adults.

**Admissions criteria:** Adult with brain injury

**Accreditations:**  
CARF

**Reimbursement Accepted:**

Private insurance  
Self-pay  
Veteran's benefits  
Worker's Comp  
Developmentally Disabled funds  
Vocational rehabilitation

**Rehabilitation Programs:**

Community re-entry  
Post rehabilitation program  
Traumatic brain injury program

**Services Available:**

Brain injury service coordination	Independent living skills
Case management	Job coaching
Community re-entry	Nursing
Community outings	Organized socialization
GED training	Prevocational training
Housing	Residential program
	Transportation

**Niswonger Children's Hospital**  
**400 N. State of Franklin Rd**  
**Johnson City, TN 37604**  
<https://www.niswongerchildrens.org/>

**For information, contact:** Outpatient therapy services

**Phone:** (423) 232-1109 or (423) 431-6111

**Program Description:**

The Niswonger Pediatric Therapy Services department is comprised of physical, occupational and speech language pathologists. The therapists work with children to improve the quality of everyday life to promote a quicker recovery times. The team develops individualized therapy programs which optimize development and address rehabilitation needs for children with developmental delays, special needs or critical illnesses. The team approach and child-friendly environment help children reach age-appropriate and condition-appropriate goals. They want each child to reach his or her maximum potential.

**Ages accepted:** Birth – 18

**Accreditations:**

TJC

**Reimbursement Accepted:**

Private insurance  
Medicare  
Medicaid/TennCare  
Self-pay

**Rehabilitation Programs:**

Outpatient rehabilitation-pediatric

**Services Available:**

Neurology  
Occupational therapy  
Physical therapy  
Speech language pathology



**Pi Beta Phi Rehabilitation Institute  
At the Vanderbilt Bill Wilkerson Center  
1215 21<sup>st</sup> Ave. South, Suite 9211  
Nashville, TN 37232-8590**

[www.vanderbilthealth.com/billwilkerson/28733](http://www.vanderbilthealth.com/billwilkerson/28733)

**For information, phone:** (615) 936-5040

**Program Description:** PBPRI serves as the outpatient neurological rehabilitation institute for adolescents and adults at Vanderbilt University Medical Center. Common neurological diagnoses treated include traumatic brain injury, stroke, Parkinson's disease, multiple sclerosis, brain tumors and balance disorders. An individualized, structured program is designed for each patient with a goal of maximizing independence in physical, cognitive and emotional functioning.

**Ages accepted:** Three and up

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

**Accreditations:**

TJC  
Medicare

**Reimbursement Accepted:**

Private insurance	Veteran's benefits
Medicare	Worker's Comp
Medicaid/TennCare	Vocational Rehabilitation
Self-pay	CHAMPUS

**Rehabilitation Programs:**

Outpatient neurological rehabilitation  
Pediatric outpatient rehab  
Traumatic brain injury program

**Services Available:**

Academic transitioning	Education
Assistance with insurance issues	Independent living skills
Assistive technology	Occupational therapy
Case management	Physical therapy
Care coordination	School liaison
Cognitive retraining	Social services
Community re-entry	Speech language pathology
Counseling	Vestibular/Balance program
Driving evaluation/Education	Vision therapy
	Wheelchair seating clinic

**Quiet Oaks Adult Care Home**  
**3872 Brayton Mountain Rd**  
**Graysville, TN 37338**  
[www.quietoak.com](http://www.quietoak.com)

**For information, contact:** Richard Morrison or Laura Morrison, RN, Administrators  
**Phone:** (423) 775-7658

**Program Description:**

Quiet Oaks is licensed by the Tennessee Department of Health Care Facilities as a Level 2 Critical Adult Care home and is Medicaid certified. The facility provides long-term housing and 24-hour nursing care for ventilator dependent persons. Services include skilled nursing and respiratory care, care coordination with case workers, primary care, specialists, family assistance with ADLs and integration into the community.

**Admissions criteria:** Nursing home level of care and ventilator dependent

**Ages accepted:** 13 and above

**Number of people with brain injuries served per year:** Five rooms

**Reimbursement Accepted:**

Private insurance  
Medicare  
Medicaid/TennCare  
Self-pay  
Veteran's benefits  
Worker's Comp  
Developmentally Disabled funds  
SSI  
CHAMPUS

**Services Available:**

Case management  
Care coordination  
Housing  
Nursing  
Respiratory therapy  
Transportation  
Ventilator support

**FACILITIES / SERVICES IN STATE**

**Quillen Rehabilitation Hospital**  
2511 Wesley Street  
Johnson City, TN 37601  
<http://quillenrehabilitationhospital.com>

**For information, contact:** Miranda Stout, DMO or Jeff Robinette, DTO/DCM  
**Phone:** (423) 693-4350 or (423) 952-1723 or the main line: (423) 952-1700

**Program Description:**

Quillen Rehabilitation Hospital is a fully accredited inpatient rehabilitation hospital and offers services to patients with issues such as stroke, amputations, arthritis, brain injury, hip fractures, joint replacement, multiple trauma, neurological disorders, other orthopedic injury/conditions and spinal cord injuries.

**Admission criteria:** The patient should require multiple therapy disciplines; participate in three hours of therapy per day and reasonably be expected to benefit significantly; require the supervision of a rehab physician and an interdisciplinary team approach.

**Ages accepted:** 13 and above

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

**Accreditations:**

TJC Medicare

**Reimbursement Accepted:**

Private insurance	Veteran's benefits
Medicare	Worker's Comp
Medicaid/TennCare	CHAMPUS
Self pay	

**Rehabilitation Programs:**

Adult stroke rehabilitation  
Community re-entry  
Traumatic brain injury program

**Services Available:**

Assistance with insurance issues	Nursing
Assistive technology	Occupational therapy
Case management	Physical therapy
Care coordination	Rehab nursing (post-acute chronic)
Community re-entry	Religious support
Counseling	Respiratory therapy
Diagnostic services	Social services
Education	Speech language pathology
Independent living skills	Support group
Inpatient rehab	Swallowing recovery program
Neuropsychological evaluation	Transportation
	Vestibular/Balance program

**FACILITIES / SERVICES IN STATE**

**Regional One Health Rehabilitation Hospital  
890 Madison Avenue  
Memphis, TN 38103**

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

**For information, contact:** Rehabilitation Services

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

**Program Description:** This facility is an acute care rehabilitation hospital.

**Admissions criteria:** Have a rehab diagnosis. Be medically stable. Have a discharge plan. Tolerate at least three hours of therapy daily

**Ages accepted:** 18 and above

**Accreditations:**

TJC            CARF

**Reimbursement Accepted:**

Private insurance

Medicare

TennCare

Self-pay

Worker's Comp

Mississippi and Missouri Medicaid

**Rehabilitation Programs:**

Acute inpatient rehabilitation-adult

Adult stroke rehabilitation

Community re-entry

Outpatient rehabilitation-adult

**Services Available:**

Assistance with insurance issues

Assistive technology

Behavior modification

Brain injury service coordination

Case management

Care coordination

Cognitive retraining

Community re-entry

Community outings

Independent living skills

Inpatient rehab

Nursing

Occupational therapy

Organized socialization

Physical therapy

Recreation therapy

Rehab nursing (post-acute chronic)

Religious support

Respiratory therapy

Social services

Speech language pathology

Support group

Swallowing recovery program

Transitional suite, ADL training

Wheelchair basketball

Wound management center

**Regional One Health**  
**877 Jefferson Avenue**  
**Memphis, TN 38103**  
<http://www.regionalonehealth.org/>

**For information, phone:** (901) 545-7100

**Program Description:**

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

**Ages accepted:** Birth and up

**Number of people with brain injuries served per year:** 464+

**Accreditations:**

TJC

**Reimbursement Accepted:**

Private insurance  
Medicare  
Medicaid/TennCare  
Self-pay  
Veteran's benefits  
Worker's Comp  
CHAMPUS  
Tricare

**Rehabilitation Programs:**

Adult stroke rehabilitation  
Traumatic brain injury program  
Adult orthopedic rehabilitation  
Adult neuromuscular rehabilitation

**Services Available:**

Audiology	Pastoral care
Assistance with insurance issues	Physical therapy
Brain injury service coordination	Respiratory therapy
Case management	Social services
Care coordination	Speech language pathology
Nursing	Support group
Occupational therapy	

**Sabin Behavioral Health**  
**695 President Place Ste 202    404 North Castle Heights Ave. Ste F**  
**Smyrna, TN 37167                      Lebanon, TN 37087**  
[www.sabintn.com](http://www.sabintn.com)

**For information, contact:** Erin Kenny, Operations Coordinator  
**Phone:** (615) 269-4990

**Program Description:**

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

**Ages accepted:** 4 and above

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

**Accreditations:**

Medicare

**Reimbursement Accepted:**

Private insurance  
Medicare  
Medicaid/TennCare  
Self-pay  
Veteran's benefits  
Worker's comp  
Developmentally disabled funds  
Vocational rehabilitation  
SSI  
CHAMPUS  
State/county mental health funds

**Services Available:**

Assistance with insurance issues  
Cognitive retraining  
Counseling  
Diagnostic services  
Neuropsychological evaluation  
Substance abuse prevention

**FACILITIES / SERVICES IN STATE**

**Saint Thomas Outpatient Rehabilitation**

**Midtown Medical Plaza**  
2004 Hayes St. Ste 545  
Nashville, TN 37203

**Cool Springs**  
101 International Dr. Ste 102  
Franklin, TN 37067  
[www.sthealth.com/rehab](http://www.sthealth.com/rehab)

**Murfreesboro**  
203 B Memorial Blvd  
Murfreesboro, TN 37129

**For information, contact:** Marketing  
**Phone:** (615) 284-7555

**Program Description:**

These locations are specific to the treatment of traumatic brain injuries. Patients can utilize physical, occupational and speech therapy all in one location with professionals who only treat neurological conditions. These sessions are in a one-on-one environment for an hour, if the patient can handle the duration.

**Admissions criteria:** Doctor's prescription. Must provide own transportation

**Ages accepted:** Birth and above

**Accreditations:**

TJC

**Reimbursement Accepted:**

Private insurance	Self-pay
Medicare	Veteran's benefits
Medicaid/TennCare	Worker's Comp

**Rehabilitation Programs:**

Adult stroke rehabilitation	Outpatient neurological rehabilitation
Outpatient rehabilitation-adult	Traumatic brain injury program
Outpatient rehabilitation-pediatric	

**Services Available:**

Aquatic therapy	Speech language pathology
Cognitive retraining	Support group
Community outings	Swallowing recovery program
Driving evaluation/Education	Vestibular/Balance program
Independent living skills	Vision therapy
Occupational therapy	
Physical therapy	
Religious support	

**FACILITIES / SERVICES IN STATE**

**Scarab Behavioral Health Services, LLC**  
**3203 Brick Church Pike**                      **900 S. Gay St. Ste 1902**  
**Nashville, TN 37207**                      **Riverview Tower**  
**Knoxville, TN 37902**

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

**For information, contact:** Lorraine Jefferson, President, COO  
**Phone:** (615) 262-7822

**Program Description:** Scarab Behavioral Health provides behavioral health services in middle and east Tennessee. Scarab is licensed as an Outpatient Mental Health Facility. Scarab's Applied Behavior Analysis Program specializes in providing in-home supports to children and youth with a Developmental Disability diagnosis (e.g. Autism Spectrum Disorder, Intellectual Disability, Traumatic Brain Injury, etc.) and coexisting mental health issues that result in the child's use of challenging behaviors. These services are provided in a safe environment for the child and family such as home, school, aftercare program and church, to prevent psychiatric admissions.

**Admissions criteria:** Diagnosis of autism, TBI or other development delay; display of disruptive, aggressive and mal-adaptive behaviors; family involvement.

**Ages accepted:** Birth - 22

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

**Reimbursement Accepted:**

Private insurance  
Medicaid/TennCare  
Self-pay  
Developmentally disabled funds  
State/county mental health funds

**Services Available:**

Behavior modification

**FACILITIES / SERVICES IN STATE**

**Select Specialty Hospital – Memphis**  
**5959 Park Avenue, 12<sup>th</sup> floor**  
**Memphis, TN 38119**

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

**For information, contact:** Kerri L. Adkins, DBD **Email:** [KLAdkins@selectmedical.com](mailto:KLAdkins@selectmedical.com)

**Phone:** (901) 765-1282

**Program Description:**

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

**Ages accepted:** 23 and above

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

**Accreditations:**

TJC

Medicare

State of Tennessee licensed

**Reimbursement Accepted:**

Private insurance

Medicare

Medicaid/TennCare

Veteran's benefits

Worker's Comp

CHAMPUS

**Rehabilitation Programs:**

Adult stroke rehabilitation

Traumatic brain injury program

Pulmonary weaning program

Ventilator weaning program

**Services Available:**

Case management

Cognitive retraining

Coma stimulation

Diagnostic services

Education

Independent living skills

Neurology

Nursing

Renal, Cardiac failure

Medical complexities

Occupational therapy

Physical therapy

Religious support

Respiratory therapy

Speech language pathology

Swallowing recovery program

Ventilator support

Wound management center

Infectious diseases, Post trauma,

**Select Specialty Hospital – Nashville**  
**2000 Hayes Street**  
**Nashville, TN 37203**

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

**For information, contact:** Lori Andrews, Director, Business Development

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

**Program Description:**

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

**Ages accepted:** 21 and above

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

**Accreditations:**

TJC

Medicare

**Reimbursement Accepted:**

Private insurance

Medicare

Self-pay

Worker's Comp

CHAMPUS

**Rehabilitation Programs:**

Acute inpatient rehabilitation-adult

**Services Available:**

Case management

Care coordination

Coma stimulation

Inpatient rehab

Job coaching

Nursing

Occupational therapy

Physical therapy

Respiratory therapy

Social services

Speech language pathology

Ventilator support

Wound management center

**Siskin Hospital for Physical Rehabilitation**  
**Chattanooga (Inpatient and Outpatient)**  
**Cleveland, East Brainerd, Signal Mountain (Outpatient locations)**  
[www.siskinrehab.org](http://www.siskinrehab.org)

**For information, contact:** Tod Cain, VP, Administration  
**Phone:** (423) 634-1200 Admissions: (423) 634-1277

**Program Description:**

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

**Admissions criteria:** Requirements vary by program

**Ages accepted:** 13 and above

**Accreditations:**

TJC	CARF-BI
CARF	Medicare

**Reimbursement Accepted:**

Private insurance	Self-pay	Vocational Rehabilitation
Medicare	Worker's Comp	CHAMPUS
Medicaid/TennCare		

**Rehabilitation Programs:**

Acute inpatient rehabilitation-adult	Outpatient neurological rehabilitation
Adult stroke rehabilitation	Psychosocial adjustment program
Community re-entry	Traumatic brain injury program
Outpatient rehabilitation-adult	Vocational program
Outpatient rehabilitation -pediatric	

**Services Available:**

Audiology	Driving evaluation/Education	Respiratory therapy
Aquatic therapy	Home and structural modifications	Social services
Assistance with insurance issues	Independent living skills	Speech language pathology
Assistive technology	Inpatient rehab	Support group
Behavior modification	Job coaching	Swallowing recovery program
Brain injury service coordination	Neuropsychological evaluation	Vestibular/Balance program
Case management	Nursing	Vision therapy
Care coordination	Occupational therapy	Vocational training
Cognitive retraining	Organized socialization	Vocational evaluation and assessment
Community re-entry	Peer counseling	Wheelchair seating clinic
Community outings	Physical therapy	Work adjustment training
Counseling	Prevocational training	
Diagnostic services	Rehab nursing (post-acute chronic)	
	Religious support	

**Spire Cane Creek Rehabilitation Hospital**  
**180 Mount Pelia Road**  
**Martin, TN 38237**  
[www.healthsouthcanecreek.com](http://www.healthsouthcanecreek.com)

**For information, contact:** Lori Manley, Director of Therapy Operations

**Phone:** (731) 261-1221

**Program Description:**

Spire is an acute inpatient rehabilitation hospital with services that include: PT, OT, ST, Respiratory, Case Management, Physiatry, Medical Management, Psychology Services and Certified Rehabilitation Nursing

**Admissions criteria:** Acute inpatient rehabilitation

**Ages accepted:** 14 and above

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

**Accreditations:**

TJC

Medicare

Other: JCAHO Disease

**Reimbursement Accepted:**

Private insurance

Medicare

Self-pay

Veteran's benefits

Worker's Comp

Vocational Rehabilitation

CHAMPUS

**Rehabilitation Programs:**

Acute inpatient rehabilitation-adult

Adult stroke rehabilitation

Community re-entry

Traumatic brain injury program

**Services Available:**

Assistance with insurance issues

Assistive technology

Case management

Cognitive retraining

Community re-entry

Home and structural modifications

Independent living skills

Nursing

Occupational therapy

Physical therapy

Rehab nursing (post-acute chronic)

Respiratory therapy

Social services

Speech language pathology

Vestibular/Balance program

Vision therapy

**Spire Rehabilitation Hospital**  
616 West Forest Ave.  
Jackson, TN 38301  
[www.spirerehabhospital.com](http://www.spirerehabhospital.com)

**For information, contact:** Melissa Montgomery, RN, Admissions Coordinator  
**Phone:** (731) 574-3000

**Program Description:** Spire Rehabilitation Hospital is a licensed, 48-bed, TJC accredited, free-standing inpatient rehabilitation hospital located adjacent to Jackson-Madison County General Hospital.

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

- Require two of the three therapies (physical, occupational, and speech)
- Require the services of a rehab physician at a minimum of three times a week
- Require 24 hour nursing care
- Tolerate 3 hours of intensive therapy program

**Ages accepted:** 13 and above

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

**Accreditations:**

TJC  
Medicare

**Reimbursement Accepted:**

Private insurance	Veteran's benefits
Medicare	Worker's Comp
Medicaid/TennCare	Vocational Rehabilitation
Self-pay	SSI
	CHAMPUS

**Rehabilitation Programs:**

Acute inpatient rehabilitation-adult	Day treatment
Adult stroke rehabilitation	Traumatic brain injury program

**Services Available:**

Adult education	Driving evaluation/Education	Physical therapy
Audiology	Education	Recreation therapy
Assistance with insurance issues	Financial planning	Rehab nursing (post-acute chronic)
Assistive technology	Home and structural assessments	Religious support
Behavior modification	Independent living skills	Respiratory therapy
Case management	Inpatient rehab	Social services
Care coordination	Neurology	Speech language pathology
Cognitive retraining	Neuropsychological evaluation	Transportation
Community re-entry	Nursing	Vestibular/Balance program
Counseling	Occupational therapy	
Diagnostic services	Organized socialization	

## FACILITIES / SERVICES IN STATE

**TriStar Skyline Medical Center**  
**TriStar Skyline Medical Center**                      **TriStar Skyline Madison Campus**  
**3441 Dickerson Pike**                                      **500 Hospital Drive**  
**Nashville, TN 37207**                                      **Madison, TN 37115**  
[www.skylinemedicalcenter.com](http://www.skylinemedicalcenter.com)

**For information, contact:** Rehab Director  
**Phone:** (615) 769-7870

### **Program Description:**

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

**Ages accepted:** 21 and above

### **Accreditations:**

TJC  
CARF  
Medicare

### **Reimbursement Accepted:**

Private insurance  
Medicare  
Self-pay  
Veteran' Benefits  
Worker's Comp

### **Rehabilitation Programs:**

Acute inpatient rehabilitation-adult  
Adult stroke rehabilitation  
Outpatient rehabilitation-adult

### **Services Available:**

Assistance with insurance issues	Neurology
Assistive technology	Neuropsychological evaluation
Behavior modification	Nursing
Case management	Occupational therapy
Care coordination	Physical therapy
Cognitive retraining	Rehab nursing (post-acute chronic)
Counseling	Speech language pathology
Diagnostic services	Substance abuse prevention
Education	Support group
Home and structural modifications	Swallowing recovery program
Independent living skills	Vestibular/Balance program
Inpatient rehab	

**FACILITIES / SERVICES IN STATE**

**21st Century Living / Day/ Rehab Services**  
**575 Airport Rd**  
**Gallatin, TN 37066**  
[www.21cldrs.com](http://www.21cldrs.com)

**For information, contact:** Tim Hawkins  
**Phone:** (615) 452-9766

**Program Description:**

21st Century Living Services is committed to providing programs for persons with acquired brain injury and spinal cord injuries. 21st Century offers rehabilitation services, group homes, activities, supervision, adult day service, medical and long-term care. The group homes are licensed by the state as traumatic brain injury homes.

**Admissions criteria:** Each admission is assessed on an individual basis

**Ages accepted:** 18 and above

**Number of people with brain injuries served per year:** 15+

**Accreditations:**

CORF

**Reimbursement Accepted:**

Private insurance  
Medicaid/TennCare  
Self-pay  
Worker's Comp  
SSI

**Rehabilitation Programs:**

Community re-entry  
Day treatment  
Mental health residential treatment facility  
Outpatient rehabilitation-adult  
Post rehabilitation program  
Traumatic brain injury program

**Services Available:**

Art and Music therapy	Housing
Assistance with insurance issues	Independent living skills
Behavior modification	Occupational therapy
Case management	Organized socialization
Care coordination	Physical therapy
Community re-entry	Religious support
Community outings	Residential program
Counseling	Speech language pathology
Financial planning	Transportation

University of Tennessee Medical Center Knoxville  
1924 Alcoa Highway  
Knoxville, TN 37920  
[www.utmedicalcenter.org](http://www.utmedicalcenter.org)

**For information, contact:** Niki Rasnake, Trauma Program Manager  
**Phone:** (865) 305-9741

**Program Description:**

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

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

**Ages accepted:** Birth and up

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

**Accreditations:**

TJC  
Medicare

**Reimbursement Accepted:**

Private insurance	Veteran's benefits
Medicare	Worker's Comp
Medicaid/TennCare	Vocational Rehabilitation
Self-pay	SSI
	CHAMPUS

**Rehabilitation Programs:**

Adult stroke rehabilitation  
Outpatient rehabilitation-adult  
Outpatient neurological rehabilitation

**Services Available:**

Audiology	Speech language pathology
Balance center	Support group
Neurology	Swallowing recovery program
Occupational therapy	Vestibular/Balance program
Physical therapy	Wound management center
Respiratory therapy	

**Vanderbilt Stallworth Rehabilitation Hospital**  
2201 Children's Way  
Nashville, TN 37212  
[www.vanderbiltstallworthrehab.com](http://www.vanderbiltstallworthrehab.com)

**For information, contact:** Sara Blass, PT or Beverly Stevens, OT  
**Phone:** (615) 320-7600

**Program Description:**

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

**Ages accepted:** 13 and above

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

**Accreditations:**

TJC  
Medicare

**Reimbursement Accepted:**

Private insurance	Self-pay
Medicare	Veteran's benefits
Medicaid/TennCare	Worker's Comp
CHAMPUS	State/county Mental Health funds

**Rehabilitation Programs:**

Acute inpatient rehabilitation-adult	Community re-entry
Adult stroke rehabilitation	Traumatic brain injury program

**Services Available:**

Academic transitioning	Inpatient rehab	Religious support
Assistive technology	Music/Pet therapy	Respiratory therapy
Brain Injury service	Neurology	Social services
coordination	Neuropsychological	Speech language pathology
Case management	evaluation	Support group
Care coordination	Nursing	Swallowing recovery program
Cognitive retraining	Occupational therapy	Transportation
Community re-entry	Organized socialization	Vestibular/Balance program
Community outings	Peer counseling	Vision Therapy
Counseling	Physical therapy	Wound care
Education	Prevocational training	
Independent living skills	Rehab nursing	

**Vanderbilt University Medical Center**  
**Nashville, Tennessee**  
[www.mc.vanderbilt.edu/rehab](http://www.mc.vanderbilt.edu/rehab)

**For information, contact:** Kelly Floyd

**Phone:** (615) 343-7491

**Program Description:**

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

**Ages accepted:** Birth and up

**Accreditations:**

TJC  
Medicare

**Reimbursement Accepted:**

Private insurance	Self-pay
Medicare	Veteran's benefits
Medicaid/TennCare	Worker's Comp
	CHAMPUS

**Rehabilitation Programs:**

Outpatient rehabilitation-adult  
Outpatient rehabilitation-pediatric  
Outpatient neurological rehabilitation  
Acute care rehab services – adult and pediatric

**Services Available:**

Audiology	Neurology
Aquatic therapy	Neuropsychological evaluation
Assistive technology	Occupational therapy
Behavior modification	Physical therapy
Brain injury service coordination	Respiratory therapy
Case management	Social services
Cognitive retraining	Speech language pathology
Diagnostic services	Swallowing recovery program
Driving evaluation/Education	Vestibular/Balance program
Independent living skills	Vision therapy
	Wheelchair seating clinic

**Cardinal Hill Rehabilitation Hospital**  
**2050 Versailles Road**  
**Lexington, KY 40504**  
[www.cardinalhillhealthsouth.com](http://www.cardinalhillhealthsouth.com)

**For information, contact:** Rehabilitation Programs **Phone:** (859) 254-5701

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

**Ages accepted:** Birth and up

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

**Accreditations:**

CARF	CORF
CARF-BI	Medicare

**Reimbursement Accepted:**

Private insurance	Veteran's benefits	Vocational Rehabilitation
Medicare	Worker's Comp	SSI
Medicaid/TennCare	Developmentally Disabled funds	CHAMPUS
Self-pay		

**Rehabilitation Programs:**

Acute inpatient rehabilitation-adult	Outpatient rehabilitation-pediatric
Acute inpatient rehabilitation-pediatric	Outpatient neurological rehabilitation
Adult stroke rehabilitation	Post rehabilitation program
Community re-entry	Psychosocial adjustment program
Day treatment	Traumatic brain injury program
Outpatient rehabilitation-adult	

**Services Available:**

Academic transitioning	Counseling	Religious support
Aquatic therapy	Diagnostic services	Respiratory therapy
Assistance with insurance issues	Driving Evaluation/Education	School liaison
Assistive technology	Education	Social services
Behavior modification	Independent living skills	Speech language pathology
Brain Injury service coordination	Inpatient rehab	Support group
Case management	Neuropsychological evaluation	Swallowing recovery program
Care coordination	Nursing	Vestibular/Balance program
Cognitive retraining	Occupational therapy	Vision therapy
Coma stimulation	Peer counseling	Vocational evaluation and assessment
Community re-entry	Physical therapy	Wheelchair basketball
Community outings	Recreation therapy	Wheelchair seating clinic
	Rehab nursing (post-acute chronic)	

**CarePartners Rehabilitation Hospital**  
68 Sweeten Creek Rd  
Asheville, NC 28803  
[www.carepartners.org](http://www.carepartners.org)

**For information, contact:** Admissions Coordinator      **Phone:** (828) 274-6151

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

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

**Ages accepted:** 13 and above

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

**Accreditations:**

CARF	Medicare
CARF-BI	DNV

**Reimbursement Accepted:**

Private insurance	Worker's Comp
Medicare	Vocational Rehabilitation
Self-pay	SSI
Veteran's benefits	CHAMPUS

**Rehabilitation Programs:**

Acute inpatient rehabilitation-adult	Outpatient neurological rehabilitation
Adult stroke rehabilitation	Traumatic brain injury program
Outpatient rehabilitation-adult	

**Services Available:**

Aquatic therapy	Nursing
Assistance with insurance issues	Occupational therapy
Case management	Physical therapy
Care coordination	Rehab nursing (post-acute chronic)
Coma stimulation	Religious support
Counseling	Respiratory therapy
Driving Evaluation/Education	School liaison
Home and structural modifications	Speech language pathology
Inpatient rehab	Support group
Neuropsychological evaluation	Vestibular/Balance program
	Wheelchair seating clinic

**Children’s Healthcare of Atlanta  
Atlanta, Georgia  
[www.choa.org/rehab](http://www.choa.org/rehab)**

**For information, contact:** Shelly Rich      **Phone:** (404) 545-5350

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

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

**Ages accepted:** Birth - 21      **Number of people with brain injuries served per year:** 221

**Accreditations:**

TJC                                      CARF-BI  
CARF                                      CARF Pediatric specialty care

**Reimbursement Accepted:**

Private insurance                      Worker’s Comp  
Medicaid/TennCare                      SSI  
Self-pay                                      Georgia Medicaid

**Rehabilitation Programs:**

Acute inpatient rehabilitation-pediatric                      Outpatient rehabilitation-pediatric  
Community re-entry    Traumatic brain injury program  
Day treatment

**Services Available:**

Academic transitioning	Community outings	Peer counseling
Audiology	Diagnostic services	Pet Therapy
Aquatic therapy	Driving evaluation/Education	Physical therapy
Assistance with insurance issues	Education	Recreation therapy
Assistive technology	Home modification	Religious support
Behavior modification	Housing	Respiratory therapy
Brain injury service coordination	Independent living skills	School liaison
Case management	Inpatient rehab	Social services
Care coordination	Neurology	Speech language pathology
Cognitive retraining	Neuropsychological evaluation	Support group
Coma stimulation	Nursing	Ventilator support
Community re-entry	Occupational therapy	Vestibular/Balance program
	Organized socialization	Wheelchair seating clinic

**Methodist Rehabilitation Center**  
**1350 East Woodrow Wilson**  
**Jackson, MS 39216**  
[www.methodistonline.org](http://www.methodistonline.org)

**For information, contact:** Admissions Department **Phone:** (601) 364-3477 or (800) 223-6672

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

**Ages accepted:** 13 and above

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

**Accreditations:**

TJC                      CARF-BI  
CARF                     Medicare

**Reimbursement Accepted:**

Private insurance	Worker's Comp
Medicare	Vocational Rehabilitation
Medicaid/TennCare	SSI
Self-pay	CHAMPUS
Veteran's benefits	Financial aid for MS residents

**Rehabilitation Programs:**

Acute inpatient rehabilitation-adult	Outpatient rehabilitation-adult
Acute inpatient rehabilitation-pediatric	Outpatient rehabilitation-pediatric
Adult stroke rehabilitation	Outpatient neurological rehabilitation
Community re-entry	Post rehabilitation program
Day treatment	Traumatic brain injury program

**Services Available:**

Academic transitioning	Driving evaluation/Education	Respiratory therapy
Adult education	Education	School liaison
Aquatic therapy	Independent living skills	Social services
Assistance with insurance issues	Inpatient rehab	Speech language pathology
Assistive technology	Job coaching	Support group
Behavior modification	Neuropsychological evaluation	Ventilator support
Case management	Nursing	Vestibular/Balance program
Care coordination	Occupational therapy	Vision therapy
Cognitive retraining	Organized socialization	Wheelchair basketball
Community re-entry	Physical therapy	Wheelchair seating clinic
Community outings	Recreation therapy	Work adjustment training
Diagnostic services	Religious support	

**NeuroRestorative**  
**Carbondale, IL / Chicago, IL / Paducah, KY**  
[www.NeuroRestorative.com](http://www.NeuroRestorative.com)

**For information, contact:** Chris Williamson, Vice President, Central Region  
**Phone:** (618) 529-3060

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

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

**Ages accepted:** Birth and up

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

**Accreditations:** CARF-BI

**Reimbursement Accepted:**

Private insurance	Veteran’ Benefits
Medicaid/TennCare	Worker’s Comp
Self-pay	Vocational Rehabilitation

**Rehabilitation Programs:**

Adult stroke rehabilitation	Outpatient rehabilitation-adult
Community re-entry	Outpatient rehabilitation-pediatric
Day treatment	Outpatient neurological rehabilitation
Traumatic brain injury program	Post rehabilitation program

**Services Available:**

Academic transitioning	Community re-entry	Recreation therapy
Aquatic therapy	Community outings	Residential program
Assistance with insurance issues	Counseling	Social services
Assistive technology	Driving evaluation/Education	Speech language pathology
Behavior modification	GED training	Substance abuse prevention
Brain injury service coordination	Independent living skills	Support group
Case management	Job coaching	Transportation
Care coordination	Neuropsychological evaluation	Vision therapy
Cognitive retraining	Occupational therapy	Vocational training
	Physical therapy	Vocational evaluation and assessment
	Prevocational training	

**Pathways Brain Injury Program at Louisville East  
Louisville, Kentucky**

[www.providencelouisville.com/pathways-brain-injury-program](http://www.providencelouisville.com/pathways-brain-injury-program)

**For information, contact:** Pam Pearson, Program Director

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

**Email:** [pam.pearson@providencelouisville.com](mailto:pam.pearson@providencelouisville.com)

**Program Description:**

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

**Ages accepted:** 18 and above

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

**Accreditations:**

CARF-BI

Medicare

Specialty contract with TN/KY Medicaid

**Reimbursement Accepted: (check)**

Private insurance

Medicare

Self-pay

Kentucky Medicaid

**Rehabilitation Programs:**

Adult stroke rehabilitation

Traumatic brain injury program

**Services Available:**

Assistance with insurance issues

Behavior modification

Cognitive retraining

Community re-entry

Inpatient rehab

Neuropsychological evaluation

Nursing

Occupational therapy

Physical therapy

Recreation therapy

Rehab nursing (post-acute chronic)

Social services

Speech language pathology

Swallowing recovery program

**Restore Neurobehavioral Center**  
**Roswell, GA (rehab and supported living)**  
**Lilburn, GA (supported living)**  
**Ragland, AL (supported living)**  
[www.restorehealthgroup.com](http://www.restorehealthgroup.com)

**For information, contact:** Kristi Miller, Director of Referral Relations **Phone:** (866) 807-6059

**Program Description:**

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

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

**Ages accepted:** 18 – 65

**Number of people with brain injuries served per year:** 40

**Accreditations:**

CARF  
State of Georgia

**Reimbursement Accepted:**

Private insurance                      Worker's comp  
Self-pay                                      Veteran's benefits

**Rehabilitation Programs:**

Acute inpatient rehabilitation-adult	Outpatient rehab – adult
Adult stroke rehabilitation	Psychosocial adjustment program
Community re-entry	Traumatic brain injury program
Day treatment	

**Services Available:**

Assistive technology	Counseling	Religious support
Assistance with insurance issues	Housing	Residential program
Behavior modification	Neuropsych evaluation	Social services
Brain injury service coordination	Nursing	Speech language pathology
Case management	Occupational therapy	Support group
Care coordination	Organized socialization	Swallowing recovery program
Cognitive retraining	Physical therapy	Transportation
Community re-entry	Prevocational training	Vocational training
Community outings	Recreation therapy	Vocational evaluation and assessment
	Rehab nursing	

**Safehaven Traumatic Brain Injury Facility**  
9558 N Highway 27  
Rock Springs, GA 30739  
[www.safehavenjsf.org](http://www.safehavenjsf.org)

**For information, contact:** Vickie Hodge, CEO

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

**Program Description:**

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

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

**Ages accepted:** 18 and above

**Number of people with brain injury served per year:** 12

**Reimbursement Accepted:**

Self-pay

Worker's Comp

**Rehabilitation Programs:**

Traumatic brain injury program

**Services Available:**

Assistance with insurance issues

Behavior modification

Brain injury service  
coordination

Case management

Care coordination

Nursing

Residential program

Support group

**Shepherd Center**  
**Atlanta, GA**  
[www.shepherd.org](http://www.shepherd.org)

**For information, contact:** Admissions **Phone:** (404) 350-7345 or (800) 743-7437

**Program Description:**

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

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

**Number of people with brain injuries served per year:** Inpatient: 350: Day/OP/Residential: 400

**Accreditations:** TJC, CARF, CARF BI

**Reimbursement Accepted:**

Private insurance	Veteran’s benefits	Vocational Rehabilitation
Medicare/ Medicaid	Worker’s Comp	CHAMPUS/ TRI CARE
Self-pay		

**Rehabilitation Programs:**

Acute inpatient rehab - adult	Day treatment	Post rehabilitation program
Adult stroke rehabilitation	Outpatient rehabilitation-adult	Traumatic brain injury program
Beyond Therapy	Outpatient rehab-pediatric (12+)	Vocational program
Community re-entry	Outpatient neurological rehabilitation	

**Services Available:**

Academic transitioning	Financial planning	Respiratory therapy
Adult education	GED training	School liaison
Audiology	Housing	Social services
Aquatic therapy	Independent living skills	Speech language pathology
Assistive technology	Inpatient rehab	Summer camp
Assistance with insurance issues	Job coaching	Support group
Behavior modification	Neurology	Swallowing recovery program
Brain injury service coordination	Neuropsych evaluation	Transportation
Case management	Nursing	Ventilator support
Care coordination	Occupational therapy	Vestibular/Balance program
Cognitive retraining	Organized socialization	Vision therapy
Community re-entry	Peer counseling	Vocational training
Community outings	Physical therapy	Vocational evaluation and assessment
Counseling	Prevocational training	Wheelchair basketball
Diagnostic services	Recreation therapy	Wheelchair seating clinic
Disorders of consciousness	Religious support	Wound management center
Driving evaluation/Education	Residential program	
Education		

**Southern Kentucky Rehabilitation Hospital**  
**1300 Campbell Lane**  
**Bowling Green, KY 42104**  
[www.skyrehab.com](http://www.skyrehab.com)

**For information, contact:** Par Payne, DBD

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**Program Description:**

Southern Kentucky Rehabilitation Hospital is south central Kentucky's only inpatient rehabilitation hospital that provides comprehensive inpatient and outpatient rehabilitation for strokes, brain injuries, spinal cord injuries and other physical rehabilitation needs.

**Admissions criteria:** Patient needs physical rehabilitation along with nursing and physician care

**Ages accepted:** 13 and above

**Accreditations:**

TJC	Medicare
CARF	CARF Stroke accreditation

**Reimbursement Accepted:**

Private insurance	Developmentally Disabled funds
Medicare/ Medicaid	Vocational Rehabilitation
Self-pay	SSI
Veteran's benefits	CHAMPUS
Worker's Comp	State/county mental health funds

**Rehabilitation Programs:**

Acute inpatient rehabilitation-adult	Outpatient neurological rehabilitation
Adult stroke rehabilitation	Post rehabilitation program
Community re-entry	Traumatic brain injury program
Outpatient rehabilitation-adult	

**Services Available:**

Aquatic therapy	Nursing
Assistive technology	Occupational therapy
Brain injury service coordination	Physical therapy
Case management	Rehab nursing (post-acute chronic)
Cognitive retraining	Respiratory therapy
Community re-entry	Speech language pathology
Diagnostic services	Support group
Education	Swallowing recovery program
Independent living skills	Vestibular/Balance program
Inpatient rehab	Wheelchair seating clinic
	Wound management center

## INDEX

21st Century Living / Day/ Rehab Services .....	20, 63
Accessible Space, Inc.....	20
Adult Protective Services .....	27
Americans with Disabilities Act.....	28
Associated Therapeutics .....	36
Automobile Licenses for Disabled .....	27
Baptist Memorial Rehabilitation Hospital Germantown .....	37
Benefits to Work Project.....	18
Brain Injury Association of America .....	28
Brain Injury Association of Tennessee.....	11, 16, 21
Brain Links.....	17
Cardinal Hill Rehabilitation Hospital .....	67
CarePartners Rehabilitation Hospital.....	68
Castalian Springs .....	20
Center for Disease Control and Prevention .....	28
Centers for Independent Living .....	25
Centerstone.....	24
Children’s Healthcare of Atlanta .....	69
Children’s Hospital at Erlanger .....	38
Concussion Resources .....	15
Council on Developmental Disabilities .....	11, 16
Crumley House Brain Injury Rehabilitation Center.....	20, 25, 39
Disability Rights Tennessee .....	11
East Tennessee Children’s Hospital Rehabilitation Center.....	40
Easter Seals Tennessee Camp.....	14
Epilepsy Foundation .....	16
First Steps, Inc.....	41
HealthSouth Chattanooga Rehabilitation Hospital .....	42
HealthSouth Rehabilitation Hospital of Memphis.....	43
Hosanna Community .....	20, 44
JOBS4TN ONLINE .....	18
Liberty Speech Pathology Center.....	45
Methodist Rehabilitation Center .....	70
Medicare.....	23
NeuroRestorative .....	46, 71
Niswonger Children’s Hospital.....	47
Pathways Brain Injury Program .....	72
Patricia Neal Rehabilitation Center .....	48
Pi Beta Phi Rehabilitation Institute.....	49
Quiet Oaks Adult Care Home.....	50
Quillen Rehabilitation Hospital.....	51
Rancho Los Amigos Scale .....	10
Regional One Health .....	53
Regional One Health Rehabilitation Hospital.....	52
Restore Neurobehavioral Center.....	73
Retrieving Independence .....	29
Sabin Behavioral Health .....	54

<b>Safehaven Traumatic Brain Injury Facility</b> .....	74
<b>Saint Thomas Outpatient Rehabilitation</b> .....	55
<b>Scarab Behavioral Health Services</b> .....	56
<b>Select Specialty Hospital – Memphis</b> .....	57
<b>Select Specialty Hospital – Nashville</b> .....	58
<b>Shepherd Center</b> .....	75
<b>Siskin Hospital for Physical Rehabilitation</b> .....	59
<b>Smart911</b> .....	27
<b>Southern Kentucky Rehabilitation Hospital</b> .....	76
<b>Spire Cane Creek Rehabilitation Hospital</b> .....	60
<b>Spire Rehabilitation Hospital</b> .....	61
<b>Sports 4 All</b> .....	14
<b>SSI/SSDI</b> .....	19
<b>STEP</b> .....	17
<b>Support Groups</b> .....	32
<b>TBI Family Support Program</b> .....	19
<b>TBI Service Coordinators</b> .....	11, 22, 30, 31
<b>TennCare</b> .....	23
<b>TennCare Choices</b> .....	26
<b>Tennessee Association of Human Resource Agencies</b> .....	22
<b>Tennessee Client Assistance Program</b> .....	12
<b>Tennessee Commission on Aging and Disability</b> .....	21
<b>Tennessee Community Services Agency</b> .....	26
<b>Tennessee Department of Education, Special Education</b> .....	17
<b>Tennessee Department of Human Services, Vocational Rehabilitation</b> .....	18
<b>Tennessee Department of Labor and Work Force Development</b> .....	18
<b>Tennessee Department of Mental Health and Substance Abuse Services</b> .....	24
<b>Tennessee Disability Coalition</b> .....	12, 16
<b>Tennessee Disability Pathfinder</b> .....	21
<b>Tennessee Rehabilitation Center</b> .....	18
<b>Tennessee Respite Coalition</b> .....	26
<b>Tennessee Sports Concussion Law</b> .....	15
<b>Tennessee Technology Access Program and Access Centers</b> .....	13
<b>Trauma Survivor Network</b> .....	32
<b>TriStar Skyline Medical Center</b> .....	62
<b>United Cerebral Palsy of Middle Tennessee</b> .....	14, 16
<b>United States Brain Injury Alliance</b> .....	28
<b>United Way, 2-1-1</b> .....	21
<b>University of Tennessee Medical Center Knoxville</b> .....	64
<b>Vanderbilt Stallworth Rehabilitation Hospital</b> .....	65
<b>Vanderbilt University Medical Center</b> .....	66
<b>Vista Points</b> .....	19
<b>Wilderwood</b> .....	29
<b>Yellow Dot Program</b> .....	27



Promulgation Statement