TN Department of Human Services

Programs at a Glance

Strengthening Tennessee by Strengthening Tennesseans

The Tennessee Department of Human Services (TDHS) offers an extensive range of social programs that ensure all Tennesseans have access to tools that build personal economic stability and wellness that contribute to our state as whole.

Services for Parents and Families

Child Care Services

TDHS is responsible for licensing and monitoring child and adult care facilities in Tennessee. The department also facilitates child care payment assistance for qualifying families. Parents, early educators and care providers can also find valuable information and related supports through Child Care Resource and Referrals Centers and kidcentralTN.com. Tennesseans who need to submit a complaint about a care facility or the illegal operation of a care facility should call 800-462-8261.

Child Support

The TDHS Child Support Program helps families by locating parents for the purpose of obtaining support, establishing the parentage, enforcing of child support orders, collecting and distributing child support payments, coordinating across state lines for child support purposes and reviewing and adjusting child support orders.

Families First (TANF)

Families First, the state's Temporary Assistance for Needy Families (TANF) program, provides temporary cash assistance, transportation, child care assistance, educational supports, job training, employment activities, and other support services to qualifying families with children under the age of 18. Participants are required to commit to a Personal Responsibility Plan that outlines actions required to receive services.

Services for Tennesseans with Disabilities and Vulnerable Community Members

Adult Protective Services and the Social Service Block Grant Program

The Adult Protective Services team partners with law enforcement, health care professionals and partner organizations, (including Social Services Block Grant Program recipients) to prevent, investigate, and resolve reports of abuse, neglect, self-neglect and financial exploitation of adults who are unable to protect themselves due to a physical or mental limitation. Tennesseans can help stop and prevent abuse by calling 1-888- 277-8366 or completing an online form to report suspected abuse at TN.Gov/HumanServices/Adults/Adult-Protective-Services.html.

Services for Tennesseans with Disabilities

The Division of Rehabilitation Services (DRS) at the Tennessee Department of Human Services offers an extensive variety of supports to help Tennesseans with disabilities, including high school age students, find higher levels of independence through employment, accessibility tools, regional Rehabilitation Centers, a residential training facility, entrepreneurship and other resources. DRS is also responsible for processing Social Security Disability Insurance and income applications.

Nutrition Assistance Programs

Supplemental Nutrition Assistance Program (SNAP) and Summer EBT

The Supplemental Nutrition Assistance Program (SNAP) is a federally funded nutritional support program administered at the state level. SNAP uses electronic benefit card (EBT) to distribute benefits to qualifying families that can be used to purchase groceries at participating stores and online retailers.

Summer Food Service Program

The Summer Food Service program (SFSP) works with community organizations to provide free meals to children during summer months. Families can locate a meal site by texting "Summer Meals" to 97779 or calling 866-348-6479 or visiting FNS.USDA.Gov/SummerFoodRocks.

Community Resources

Tennesseans can find a wide variety of economic, wellness and employment resources through the department's Community Service Block Grant Program and Families First Community Grant partners across the state. TDHS also supports Tennesseans with disaster and emergency assistance.

Partnership Opportunities

TDHS has partnership opportunities available through the TANF Opportunity Act (TOA), fatherhood initiatives, and child care grants. Organizations and care facilities can also work with TDHS to fight hunger via the Summer Food Service or Child and Adult Care Food Programs. The department supports businesses with disability employment resources, childcare solutions and options for child care professionals.

Connecting with TDHS

Individuals and families can apply for TDHS programs, review their case, upload documents and find answers to common questions through the One DHS Customer Portal at OneDHS.Gov. Customers can also call 1-833-772-TDHS (8347) to receive assistance between 8:00 a.m. and 4:30 p.m. Central Time or visit https://www.TN.Gov/HumanServices/Need-Help-/TDHS-Contact-Us.html.