



Older and Vulnerable Adult Hospital Discharge Planning Statewide Resource Guide

2025

OLDER ADULTS & ADULTS WITH DISABILITIES

Tennessee's Area Agencies on Aging and Disability provide programs and services for older Tennesseans, as well as those with disabilities.

Phone Number: Call 1-866-836-6678 from anywhere in the state to be automatically directed to your nearest Area Agency.

Website: <https://www.tn.gov/disability-and-aging/resource-directory/aaad.html>

HOMELESS

Tennessee Housing Development Agency

The Tennessee Housing Development Agency (THDA) is a self-sufficient, publicly accountable entity of the State of Tennessee. Its primary mission is to ensure that every Tennessean has access to safe, sound, and affordable housing opportunities. THDA plays a crucial role in addressing housing needs across the state, particularly for low-income families and individuals.

Homeless Resources by County

Website: <https://thda.org/homelessness-resources/>

Phone number: 800-228-THDA

Phone number: Please call 2-1-1 for listings of shelters in Tennessee

Website: <https://www.uwtn.org/tn-211>

VETERANS

Veterans Service Officers at the State Veterans Services Offices help Veterans and their families to file claims for federal benefits.

Telephone Number: (615) 741-2345

Email Address: TN.Veterans@tn.gov



HOMELESS VETERANS

The **HUD-Veterans Affairs Supportive Housing (HUD-VASH) program** combines Housing Choice Voucher (HCV) rental assistance for homeless Veterans with case management and clinical services provided by the **U.S. Department of Veterans Affairs (VA)**. VA provides these services for participating Veterans at VA medical centers (VAMCs) and community-based outreach clinics.

Website: <https://www.hud.gov/helping-americans/housing-choice-vouchers-homeless-veterans>

FOOD INSECURE

Feeding America

Feeding America lists all the food banks in Tennessee so people can go to the food bank that covers their region.

Website: <https://www.feedingamerica.org/hunger-in-america/tennessee->

SNAP

Formerly referred to as “food stamps,” the Supplemental Nutrition Assistance Program (SNAP) is available to households (individuals who live and prepare food together) that meet certain qualifications referred to as eligibility criteria. SNAP eligibility takes residency, age and relationship, citizenship, social security number assignment, employment, resource, income, and related deductions factors into consideration.

Phone: 866-311-4287

Website: <https://www.tn.gov/humanservices/for-families/supplemental-nutrition-assistance-program-snap/applying-for-services.html>

WIC

The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides nutritious foods to supplement diets, nutrition education, breastfeeding promotion and support, and referrals to health care.

Website: <https://www.tn.gov/health/health-program-areas/fhw/wic/wic-clinics.html>

Phone: 1-800-DIAL-WIC: 800-342-5942



IN NEED OF HEALTHCARE COVERAGE

TennCare

TennCare is the state of Tennessee's Medicaid program. Some of the groups TennCare Medicaid covers are:

- Children under age 21
- Women who are pregnant
- Parents or caretakers of a minor child (The child must live with you and be a close relative.)
- Individuals who need treatment for breast or cervical cancer
- People who get an SSI check (Supplemental Security Income)
- People who have gotten both an SSI check and a Social Security check in the same month at least once since April 1977 AND who still get a Social Security check

A person who:

- Lives in a medical institution, like a nursing home, and has income below \$2,901 per month
- Or gets other long-term care services that TennCare pays for.

Phone: 855-259-0701

Website: <https://tenncareconnect.tn.gov/>

IN NEED OF LONG-TERM CARE

Tennessee Licensed Residential Facilities and Online Portals

Several states agencies license and oversee services provided to residents of licensed resident facilities across the state. They include the Health Facilities Commission, the Tennessee Department of Disability and Aging, and the Tennessee Department of Mental Health and Substance Abuse Services.

The Tennessee Health Facilities Commission

The Tennessee Health Facilities Commission provides a list of types of licensed facilities: Adult care homes, assisted care living facilities, HIV supportive living facility, Home for the aged, residential hospice, nursing home, traumatic brain injury residential home. See the appendix for additional information about facility types.

Website: <https://internet.health.tn.gov/FacilityListings>

CMS Care Compare

Find and compare Medicare-certified nursing homes (accounting for nearly all nursing homes in Tennessee) based on a location and compare the quality of care they provide and their staffing. A nursing home is a place for people who can't be cared for at home and need 24-hour nursing care.

Website: <https://www.medicare.gov/care-compare/?edirect=true&providerType=NursingHome>



IN NEED OF LONG-TERM CARE

Tennessee Department of Disability and Aging

The Tennessee Department of Disability and Aging oversees services and supports for people with disabilities and adults aged 60 and over. Through partnerships with individuals, families, and community organizations, the department promotes independence, inclusion, and lifelong health for Tennesseans of all abilities.

Website: <https://apps.didd.tn.gov/Licensure/login.aspx>

****No log-in necessary. Just click 'Inquiry' to view all licensed facilities***

Long-Term Care Ombudsman

The Tennessee Office of the State Long-Term Care Ombudsman advocates for Tennesseans residing in long-term care facilities, including nursing homes, assisted care living facilities, homes for the aged, and adult care homes. Ombudsmen are available to help residents, and their families resolve problems and answer questions related to long-term care.

When residents and families cannot resolve their problems through consultation with the facility staff or governmental agencies involved, they may contact their District Ombudsman.

District Ombudsmen concerns can include quality of care, financial information, resident rights, admissions, transfer, and discharge.

Website: <https://www.tn.gov/disability-and-aging/disability-aging-programs/long-term-care-ombudsman/district-long-term-care-ombudsman.html>

NOTE: A list of long-term care facility types can be found in the appendix.

IN NEED OF MENTAL HEALTH SERVICES

Tennessee Department of Mental Health and Substance Abuse Services

The Department's Office of Licensure also can assist in locating a licensed mental health and/or substance abuse provider in Tennessee.

Website: <https://www.tn.gov/behavioral-health.html>

NOTE: A list of treatment and facility types can be found in the appendix.

ONLINE RESOURCE TO HELP AVOID SCAMS, STAY SAFE ONLINE, AND RECOGNIZE SIGNS OF ABUSE OR FRAUD

SafeSenior TN

The Tennessee Bureau of Investigation, in cooperation with the Tennessee Area Agency on Aging and Disability, has launched an online resource center to help safeguard older adults. SafeSeniorTN provides easy-to-understand guidance on avoiding scams, staying safe online, and recognizing signs of abuse or fraud.

Website: www.SafeSeniorTN.com



HELP FINDING RESOURCES BASED ON ZIP CODE

Tennessee Community Compass

Search for free or reduced cost services like medical care, food, job training, and more.

Website: <https://communitycompass.tn.gov/>

United Way of Tennessee

211 has a database of more than 10,000 health and human services programs, cross-referenced for all sorts of keywords. All calls are free and completely confidential.

When you call, you will get a real person, one who is trained to help you sort out your needs, and then give you the phone numbers and addresses of the closest places where you can get help.

Phone: 211

Website: <https://www.uwtn.org/tn-211>





APPENDIX

Long-Term Care Facility Types

- Homes for the Aged are homes which accept primarily aged persons (55+) for relatively permanent, domiciliary care with primarily being defined as 51% or more of the population of the home for the aged. HFAs provide room, board and personal services to four (4) or more nonrelated persons. HFAs serve a person who is ambulatory and who requires permanent, domiciliary care but who will be transferred to a licensed hospital, licensed nursing home or licensed assisted care living facility when health care services are needed which must be provided in such other facilities. For the purposes of this definition an ambulatory resident is a resident who is physically and mentally capable under emergency conditions of finding a way to safety without physical assistance from another person. An ambulatory resident may use a cane, wheelchair or other supportive device and may require verbal prompting.
- Assisted Care Living Facility: A facility which accepts “primarily aged persons” for domiciliary care and services. Upon admission to the facility, if not ambulatory, the resident must be capable of self-transfer from the bed to a wheelchair or similar device and is capable of propelling such wheelchair or similar device independently. Such a resident may require one or more of the following services: room and board, assistance with non-medical activities of daily living, administration of typically self-administered medications, and medical services subject to the limitations of these rules. Residents must be physically and mentally capable of self-preservation by evacuating in response to an emergency.
- Institutional Habilitation: a facility which offers, on a regular basis, health-related services for persons supported with intellectual and/or developmental disabilities who do not require the degree of care and treatment which a hospital or skilled nursing facility is designed to provide but, because of physical, intellectual, and/or developmental disabilities, require residential care and services (more than room and board) that involve health-related care under the supervision of a physician. No more than four (4) persons.
- Residential Habilitation: a home which provides room and board, and assistance in acquiring, retaining and improving self-help, socialization, adaptive skills, and any other services necessary for a person to live in a community setting. No more than four (4) persons.
- Supported Living: a home which provides support and assistance to those who live in their own homes or apartments but require staff support and assistance to reside in such housing situations. Service entity staff provides support and assistance on a regular basis in accordance with the needs of the person supported living in the home. No more than three (3) persons.



APPENDIX

Long-Term Care Facility Types

- Semi-Independent Living: provides services for persons supported with intellectual disabilities, who are able to reside in a housing situation without program staff residing on site. The program offers and provides regular, and as needed, support services in procuring or monitoring adequate housing for persons supported, supervising home lifestyles, and assisting in development of higher-order independent living skills. No more than three (3) persons.
- Placement Services: a program which provides or arranges regular residential placements, for persons with intellectual and/or developmental disabilities, in the individual home of care providers who are recruited, trained, and supervised by the program. The entity licensed is the program delivering such services rather than the individual homes of the program's care providers. No more than three (3) persons supported may receive services in an individual care provider's home. Such programs are known as foster care, sponsor care, or family model residential care.
- Boarding Home: a residential facility that offers personal care services to persons with intellectual and/or developmental disabilities, including room, board, and supervision to two (2) or more persons supported unrelated by blood or marriage to the owner or operator. People living in such facilities are capable of self-preservation, able to care for basic self-help needs with minimal assistance, able to care for personal possessions, able to maintain personal living areas in a state of orderliness, able to recognize danger or threat to personal safety, able to maintain behavior which is generally tolerable to the community, and able to attend to minor health care needs. No more than four (4) persons.
 - Tier 1 – Home for the Aged - a home that provides room, board, and personal services. A home for the aged that houses three (3) or fewer nonrelated persons is a tier 1 home for the aged. This is for those aged 55 and up.
- Respite Care: a program which provides or arranges for the temporary support of persons supported with intellectual and/or developmental disabilities in the care of staff recruited, trained, and supervised by the licensee for the purpose of giving relief to the regular caregiver or to provide other assistance to the person supported, his/her family, guardian, or care giver. The licensed entity is the program delivering such services rather than the individual homes of the program's providers. No more than three (3) people can receive this service in one (1) home.



APPENDIX

Mental Health and Substance Abuse Treatment Facilities

- **Adult Supportive Residential:** A mental health residential program that provides twenty-four (24) hours residential care with a treatment and rehabilitation component less intensive than required in a Residential Treatment Facility. Coordinated and structured services are provided for adult service recipients that include personal care services, training in community living skills, vocational skills, and/or socialization. Access to medical services, social services, and mental health services are insured and are usually provided off-site, although limited mental health treatment and rehabilitation may be provided on site.
- **Mental Health Adult Residential Treatment:** A mental health treatment program that offers 24 hour intensive, coordinated, and structured services for adult service recipients within a non-permanent therapeutic milieu that focuses on enabling a service recipient to move to a less restrictive setting.
- **Mental Health Supportive Living:** A non-residential facility which provides a program of rehabilitation and recreation for persons with mental disorders. The program may be provided during the day, evening, or weekend hours. The focus of the program is on mental health, strengths and abilities, rather than mental illness, symptoms and problems. Service recipients are typically members and not patients and frequently are responsible for most of the content and format of the program. The degree of structure may vary but will generally offer interpersonal skill training, daily living skills training, educational development, recreational/social activities, self-help groups, and family involvement. However, a major focus of the program is on vocational rehabilitation. Members may participate in the program with varying intensity for an indefinite period of time.
- **Mental Health Residential Treatment for Children & Youth:** A facility which provides twenty-four (24) hour residential treatment and habilitation to persons under 18 years of age, with a mental illness or who are seriously emotionally disturbed (SED). The focus of the program may be on short-term stabilization or longer-term treatment and habilitation. The program must provide or arrange for an education component in compliance with the Rules, Regulations, and Minimum Standards of the Tennessee State Board of Education.



APPENDIX

Mental Health and Substance Abuse Treatment Facilities

- Alcohol and Drug Residential Detoxification: An intensive twenty-four (24) hour residential treatment for service recipients to systematically reduce or eliminate the amount of a toxic agent in the body until the signs and symptoms of withdrawal are resolved. The two levels of residential detoxification treatment are (a) clinically managed detoxification treatment and (b) medically monitored detoxification treatment. Clinically managed detoxification treatment emphasizes social and peer support and relies on established clinical protocols to determine whether service recipients need a higher level of care to manage withdrawal. Medically monitored residential detoxification treatment uses medical and nursing professionals to manage withdrawal signs and symptoms without the full resources of an acute care or psychiatric hospital. Both levels of residential detoxification services can be offered in a community setting or a specialty unit within a hospital. The American Society of Addiction Medicine Patient Placement Criteria (ASAM PPC) is used to determine the level of residential detoxification treatment that will best meet a service recipient's needs.
- Alcohol and Drug Residential Rehabilitation: A residential program for service recipients at least eighteen (18) years of age, which offers highly structured services to service recipients with the primary purpose of restoring service recipients with alcohol and/or drug abuse or dependency disorders to levels of positive functioning and abstinence appropriate to the service recipient. A primary goal of these services is to move the service recipient into less intensive levels of care and/or reintegration into the community as appropriate. Services include counseling contacts, lectures/seminars, and other services necessary to meet the service recipients' assessed needs.
- Mental Health Crisis Stabilization Unit: A unit where services are specifically designed for service recipients eighteen (18) years and older in need of short-term stabilization, up to ninety-six (96) hours, who do not meet the criteria for other treatment resources, other less restrictive treatment resources are not available, or the service recipient is agreeable to receive services voluntarily at the CSU and meet admission criteria. If necessary, in order to assure that adequate arrangements are in place to allow for the safe discharge of the service recipient, the length of stay may be extended by up to twenty-four (24) hours.