



Healthy Babies Resource Guide

*Chattanooga-Hamilton County
Initiative to Reduce Infant Mortality
2015-2016*



This resource guide was developed by the IRIS Umbrella Project Community Action Team as a means to inform others of local agencies and organizations working to improve the lives of women, infants and families in Hamilton County.

For more information call
423-209-8135

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Infant Mortality Overview

Chattanooga-Hamilton County Health Department Programs

Baby and Me Tobacco Free

Phone: (423) 209-8182

Office Hours: Monday-Friday 8:00 a.m. – 4:00 p.m.

Service Provided: Support and educational materials provided to pregnant women who are current smokers to enable them to stop. Four educational/support sessions are provided during the prenatal period, client is supported to set a quit date and tools to aid her in her decision and success to quit are provided. Client is tested with carbon monoxide detector at each visit to determine if she is smoke free. After delivery, client will receive a \$25 diaper voucher each month that she is smoke free for 12 months.

Populations Served: Prenatal and Postpartum women who are smokers with a desire to quit. Services are provided at several Health Department clinic sites.

Eligibility Requirements: Hamilton county resident, pregnant, smoker

Payment: Free of charge.

Breastfeeding Support

Phone: (423) 209-8321

Office Hours: Monday-Friday, 8:00 a.m. – 4:00 p.m.

Service Provided: We provide prenatal and postpartum breastfeeding consultation, assessment, education, and support.

Populations Served: Prenatal and postpartum women and those interested in learning more about breastfeeding.

Eligibility Requirements: Hamilton County Resident

Payment: Free of charge.

Car Seat Safety Program

Phone: (423) 209-8204

Spanish Classes: (423) 209-8203

Website: health.hamiltontn.org

Office Hours: by appointment only

Services Provided: Free car seat installations for anyone in the community who has purchased a car seat. One on one with parents to ensure that they understand every aspect of their car seat and are comfortable installing it and removing it, adjusting the buckles and harness, and buckling a child into the seat. In addition, the program provides a limited number of car seats to low income parents who cannot otherwise afford a seat. Serves approximately 5% of the population that receives WIC. Parents are required to sign up for and attend a class before they receive a car seat.

Populations Served: Car Seat Installations— Anyone; Car Seat Donations— Low income parents or legal guardians.

Eligibility: Must receive government benefits, such as SNAP, TennCare, or WIC; must live in Hamilton County, and cannot have received a car seat from the health department before.

Clinical Services

Chattanooga-Hamilton County Health Department

Family Health Clinic

921 E. 3rd St.

Chattanooga, TN 37403

Phone: (423) 209-8050

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

Office Hours: Monday-Thursday, 8:00 a.m. – 5:00 p.m. Friday 8:00 a.m. – 4:00 p.m.

Services Provided: Pediatric Area: WIC (Women, Infant & Children), childhood immunizations, newborn genetic screenings (PKU, Sickle Cell Anemia, Thalassemia, and Hypothyroidism), examination for head lice, immigration immunizations for children.

Services Provided: Adult/Family Planning Area: Pregnancy testing, family planning, emergency contraception, breast and cervical cancer screening program, presumptive TennCare.

Eligibility: All

Populations Served: newborns, children, and women

Payment Information: TennCare, sliding scale fee services offered, Credit/Debit cards

Family Planning

Family Planning services work with men and women to prevent, delay, or achieve a pregnancy. Services are available for males and females of reproductive ages. Program services are confidential. Charges for services are based upon a sliding scale fee system which may discount or slide the service fees to zero. Services will not be refused due to inability to pay.

Family planning services require an appointment to be seen with the exception of pregnancy testing which is a walk-in service. Services are available at the following clinics: Family Health Clinic (Adult Care section, 3rd Street), Ooltewah Health Clinic, Birchwood Health Clinic, and the Sequoyah Health Clinic.

Family Planning services include:* Physical exam (including a medical history, pap smear, clinical breast exam, height & blood pressure)

* Family Planning counseling & education-including information on all contraceptive methods & safe practices.

*Testing for pregnancy, STD & HIV

*Birth control supplies

*Pre-conceptual counseling (making yourself as healthy as possible before getting pregnant)

Birchwood Health Clinic

5625 Hwy. 60

Birchwood, TN 37308

Phone: (423) 961-0446

Office Hours: Monday 8:00 a.m.- 4:00 p.m.
Tuesday 8:00 a.m. - 3:00 p.m.
Wednesday 8:00 a.m.– 6:00 p.m.
Thursday 8:00 a.m. – 3:00 p.m.
Friday 8:00 a.m. – 4:00 p.m.

Services Provided: WIC (Women, Infant & Children), childhood immunizations, newborn genetic screenings (PKU, Sickle Cell Anemia, Thalassemia, and Hypothyroidism), examination for head lice, pregnancy testing, family planning, emergency contraception, breast and cervical cancer screening program, presumptive TennCare, routine adult immunizations (MMR, Td), primary care for families, HIV testing and counseling.

Eligibility: All

Population Served: newborns, children, women, men

Payment Information: TennCare, sliding scale fee services offered, Credit/Debit cards

Ooltewah Health Clinic

5520 High St.

Ooltewah, TN 37363

Phone: (423) 238-4269

Office Hours: Monday 8:00 a.m. – 6:00 p.m.
Tuesday–Thursday 8:00 a.m. – 4:00 p.m.
Friday 9:00 a.m. – 4:00 p.m.

Services Provided: WIC (Women, Infant & Children), childhood immunizations, newborn genetic screenings (PKU, Sickle Cell Anemia, Thalassemia, and Hypothyroidism), examination for head lice, pregnancy testing, family planning, emergency contraception, breast and cervical cancer screening program, presumptive TennCare, routine adult immunizations (MMR, Td), primary care for families, HIV testing and counseling. Dental care for children

Eligibility: All

Population Served: newborns, children, women, men

Payment Information: TennCare, sliding scale fee services offered, Credit/Debit cards

Sequoyah Health Clinic

9527 W. Ridge Trail Rd.

Soddy Daisy, TN 37379

Phone: (423) 842-3031

Services Provided: Pediatric primary care, WIC (Women, Infant & Children), childhood immunizations, newborn genetic screenings (PKU, Sickle Cell Anemia, Thalassemia, and Hypothyroidism), examination for head lice, pregnancy testing, family planning, emergency contraception, breast and cervical cancer screening program, presumptive TennCare, routine adult immunizations (MMR, Td), children, HIV testing and counseling. Dental care for children

Eligibility: All

Payment Information: TennCare, sliding scale fee services offered.

Accept as Payment: Cash, Check, Sliding Scale, Medicaid/TennCare, Credit/Debit cards

Community Outreach

Phone: (423) 209-8337

Office Hours: Monday–Friday, 8:00 a.m.–4:00 p.m.

Services Provided: Community Outreach is a full program of checkups and health care services for children who have Community Outreach (including medical, vision, hearing, dental and mental health). Health educators speak to groups of children and adults about the importance of getting their checkups (EPSDT).

Populations Served: Infants/children, Teens, Young adults

Eligibility: Community Outreach is free for children birth to 21 who are enrolled in TennCare.

Payment Information: Free of charge if client is eligible.

Fetal and Infant Mortality Review

Phone: (423) 209-8135

Office Hours: Monday through Friday 8:00 a.m. – 4:00 p.m.

Fetal and Infant Mortality Review (FIMR) is a community owned action-oriented process that results in improved service systems and resources for women, infants and families. The FIMR process brings a community team together to examine confidential, de-identified cases of infant deaths. The purpose of these reviews is to understand how a wide array of local social, economic, public health, educational, environmental and safety issues relate to the tragedy of infant loss. Having gained a comprehensive understanding of these issues from the case reviews, a broad forum of interested community members—leaders, elected officials, providers, agencies, advocates and consumers—are able to reason together and act to improve services and resources. As service systems and resources continue to improve through FIMR, the future for local women, infants and families will be better.

Services Provided: Gathering information about infant death from public health and medical records, interview with the mother by trained grief counselors, referral to bereavement support and community resources, identify issues and make recommendations for community change based on information gathered in the interview and medical records, implement changes and interventions to improve service systems and resources.

Populations Served: Mothers and families who have had a fetal or infant death.

Eligibility: Hamilton County residents

Payment Information: Free

Healthier Beginnings/ Parents Are First Teachers

Phone : (423) 209-8307 (423) 209-8298

Office Hours: Monday–Friday 8 a.m. – 4:00 p.m.

Program services 8 a.m. – 7 p.m. and upon request Saturday and Sunday

Services Provided: Personal/home visits that focus on child development, parent-child interaction and health; Screenings to identify concerns and referrals for additional services; group meetings.

Populations Served: Families from pregnancy to child age six

Payment Information: No cost

Homeless Health Care Center

717 E. 11th Street

Chattanooga, TN 37403

Phone: 423-265-5708

Office Hours: Monday, Tuesday, Thursday and Friday 7:30 am–4:30pm

Wednesday 7:30 am-2:00pm and 3:00pm–4:30pm

Services Provided: Primary Medical Care for homeless people of all ages, including acute and preventive health care, immunizations and referrals, medical outreach to 8 area shelters for children and families, social service outreach to area shelters, campsites, hospitals, any location as requested and as time permits, intensive outpatient substance abuse treatment, general case management, including gate keeping for three area shelters, transportation for clients, as time permits.

Eligibility: Population based program

HUGS: Help Us Grow Successfully

Phone: (423) 209-8086

Office Hours: Monday–Friday, 8:00 a.m. – 4:00 p.m.

Services Provided: HUGS is a home visiting program for prenatal/postpartum women and children up to age six. Health care professionals will assist clients in obtaining health care, social, educational and other necessary services.

Eligibility: Pregnant/postpartum women and children up to age six.

Payment Information: Free of charge

Injury Prevention

Phone: (423) 209-8203

Office Hours: Monday–Friday, 8:00 a.m. – 4:00 p.m.

Services Provided: Injury Prevention education, including car seat safety, poison prevention, fire safety, dog bite prevention, infant safety, child safety, hand washing and germ prevention, pedestrian safety, senior fall prevention, drug prevention and education.

Populations Served: Infants/children, Teens, Women, Pregnant women, Families, Men, Senior citizens

Eligibility: All Hamilton County residents.

Payment Information: Free of charge

IRIS Umbrella Project/Community Action Team

Phone: (423) 209-8135

(423) 209-8135

Office Hours: Monday – Friday 8:00 a.m. – 4:00 p.m.

The Hamilton County IRIS Community Action Team was appointed in the fall of 2007 by Governor Phil Bredesen's Office of Children's Care Coordination. The group was tasked with identifying and implementing evidence-based approaches to reduce Hamilton County's infant mortality rate. Today,

under the direction of the Tennessee Department of Health, the initiative continues to work to positively affect the lives of individuals in a way that enables healthy women, healthy pregnancies, healthy babies and healthy communities.

The mission of the Hamilton County Community Action Team is to:

- Educate and mobilize the community around factors that lead to poor birth outcomes
- Establish priorities within the community
- Create community partnerships that will coordinate, collaborate, implement and evaluate evidence- based practices that will improve birth outcomes for Hamilton County
- Evaluate evidence-based practices that will improve birth outcomes for Hamilton County.

Smoke-Free Chattanooga

Phone: (423) 209-8285

Website: www.smokefreechattanooga.com

Office Hours: N/A

Services Provided: Community-based tobacco control coalition: works to change culture regarding tobacco use with policy change, prevention work, cessation, and focus on disparate populations.

Populations Served: All, including disparate populations: low socioeconomic status, African-American, substance abusers, and HIV positive persons, etc.

Eligibility: Population-based program.

Payment Information: Free of charge

STD Clinic

Phone: (423) 209-8250

Office Hours: Monday through Thursday 8:00 a.m.–4:00 p.m.
Friday 9:00 a.m.–4:00 p.m.

Services Provided: Sexually transmitted disease exam, vaginitis program, HIV testing, education/presentation program

Populations Served: Teens, Women, Men

Payment Information: TennCare, sliding scale fee services offered

Accept as Payment: Cash, Check, Sliding Scale, Medicaid/TennCare, Credit/Debit cards.

TB Clinic

Phone: (423) 209-8030

Office Hours: Monday 8:00 a.m.–5:00 p.m.
Tuesday–Thursday 8:00 a.m.–4:00 p.m.
Friday 9:00 a.m.–4:00 p.m.

Services Provided: TB skin testing, preventive therapy for persons infected with the TB germ, monthly monitoring, anti-tuberculosis medication and appropriate laboratory services including x-rays, medical supervision and visits with a TB physician, education to patients, families and public, translators provided.

Populations Served: All

Payment Information: TennCare, sliding scale fee services offered.

Accept as Payment: Cash, Check, Sliding Scale, Medicaid/TennCare, Credit/Debit cards

WIC: Women, Infants & Children

Phone: (423) 209-8220

Office Hours: Monday–Friday, 8:00 a.m.–4:00 p.m.

Services Provided: Nutrition education, breastfeeding education and support, nutritious foods and health referrals to women, infants, and children who qualify. WIC offers vouchers for healthy foods, nutrition education, breastfeeding help and support, easy access to childhood immunizations and physical exams, and referrals to other health and social services.

Populations Served: Infants/children, Teens, Women, Pregnant women

Eligibility: Income-qualified pregnant, postpartum and breastfeeding women, infants and children up to age 5. Families who qualify for Medicaid, TennCare, Food Stamps and Temporary Assistance to Needy Families (TANF) are income qualified for WIC.

Payment Information: Free if client is eligible.



Non-Health Department Programs

CARTA

Chattanooga Area Regional Transportation Authority

1617 Wilcox Blvd.

Chattanooga, TN 37406

CARTA Information Line: 629-1473

TDD for the hearing impaired: 624-4534

Care-A-Van: 698-9038
CARTA web site: www.goCARTA.org

Services Provided: CARTA Services include 16 bus routes, the Downtown Shuttle, and Care-A-Van, a service for residents and visitors to our area with disabilities (of a permanent or temporary nature) that prevent them from using CARTA's fixed route service. All CARTA buses are equipped with bicycle racks and free Wi-Fi.

Payment Information:

One Way Fare: \$1.50
Sr. Citizens (with Special Fare ID card): \$0.75
Students: \$0.75 (Grades K-5, Students In 6-12 must display a CARTA Student Bye Pass Card)
Persons with disabilities (Special Fare ID required): \$0.75
Child 5 and under: Free

Passes: Passes are more economical if you ride more than one bus to get to your destination.

31-Day Pass (unlimited rides for 31 consecutive days: \$50.00)
24 Hour Unlimited Ride Pass: \$4.00
Half Fare pass for students/seniors/persons with disabilities: \$2.00

Chattanooga Room in the Inn

230 N. Highland Park Ave.
Chattanooga, TN 37404
Phone: (423) 624-6144
Website: www.chattanoogaroomintheinn.com
Office hours: Monday—Friday 8:30 a.m. –5:00 p.m. open 24/7

Services Provided: Chattanooga Room in the Inn (CRITI) is a three to nine month residential program for homeless women and children. Services provided at CRITI are free of charge and include transitional housing, three meals a day, access to affordable or free health care, life skills training, parenting classes, mentoring, assistance with finding affordable housing, and case management services. The 24-hour-a-day program allows the women and their children to find stability, thereby increasing their opportunities and chances for independence once they leave the program.

Populations Served: Infants/children, Teens, Women, Pregnant women, Families

Eligibility: Homeless single women and women with children

Cherokee Health Systems

1032 McCallie Ave
Chattanooga, TN 37403
Phone: (423) 266-4588
Website: www.cherokeehealth.com

Services Provided: Primary care, Women's Health, and Behavioral Health services in an integrated health model providing comprehensive, quality care from a team of providers that work together. Acute and chronic illnesses, Hypertension, Diabetes education, treatment, and management. Prenatal care, Sexually transmitted diseases, adolescent care, gynecologic care and surgical interventions. Behavioral health consults on site to address needs as patients are being seen medically combining focused care. Cherokee Health Systems is recognized nationally for its innovative approach to healthcare. Our staff members are among the leaders in their fields who use the best practices and the latest treatment

procedures to help patients.

Populations Served: All women

Eligibility: All women

Payment Information: No payment, Cash, Check, Sliding Scale, Medicaid/ TennCare, Medicare, Commercial Insurance Plans

Children's Advocacy Center of Hamilton County

419 N. Market St.

Chattanooga, TN 37405

Phone: (423) 266-6918

Website: www.cachc.org

Office Hours: Monday–Tuesday, 8:00 a.m.–8:00 p.m. and Wednesday–Friday, 8:00 a.m.–5:00 p.m.

Services Provided: The Children's Advocacy Center is a non-profit, child-friendly facility dedicated to the investigation, intervention and treatment of physically and sexually abused children and their families. Additionally, we are committed to abuse prevention through school and community education programs uniquely designed for children, parents, teachers and other caring adults concerned about the safety and wellbeing of the children in our area.

Populations Served: Child victims of alleged sexual and severe physical abuse. We serve all populations with our prevention education programs.

Payment Information: Free of charge if eligible

City of Chattanooga Human Services

2302 Ocoee St

Chattanooga, TN 37406

Phone: (423) 493-9750

Website: www.Chattanooga.gov

Office Hours: Monday–Friday, 8:00 a.m.–4:30 p.m.

Services Provided: Nationally recognized childcare program for children ages 0-4.

Populations Served: Infants/children, Pregnant women, Families

Eligibility: You have to be income eligible to qualify for our services. If you are income eligible, we accept pregnant women, children ages 0-4 and children with disabilities.

Payment Information: We do not have a fee. If you need extended hours, some of our collaboration sites offer it and the fees vary.

East Chattanooga Improvement

1502 McCallie Ave

Chattanooga, TN 37404

Phone: (423) 752-4449

Website: www.ecimprovement.org

Office Hours: Monday–Friday, 10:00 a.m.–2:00 p.m.

Services Provided: To identify health disparities in the East Chattanooga community and to educate residents on healthy lifestyle choices and the health care resources available in the community. We presently have Wellness programs provided in three recreation centers 5 days /wk. with the primary focus on Obesity, Diabetes & Hypertension.

Populations served: Adults and children 11 yrs. and older

Eligibility: Anyone interested in a healthy lifestyle

Payment Information: Free of charge

Erlanger Health System

975 East Third Street
Chattanooga, TN 37403

Child Birth Classes

Phone: (423) 778-5465

Website: www.erlanger.org (click on Find or Register for a Class or Event Now)

Office Hours: Varies by class

Services Provided: Baby Care and Safety, Boot Camp for Dads—no charge, Breast Feeding, Childbirth Education, Infant CPR, One-day Prepared Childbirth Lamaze Class (includes baby care, safety and breastfeeding). Postpartum supports groups, Breastfeeding, mother's new connection (life with a new baby)

Populations Served: Pregnant Moms

Payment Information: Varies by class (see price in Services Provided above).

Regional Level III Perinatal Center (Baroness Campus)

Phone: (423) 778-7000

Website: Erlanger.org

Office Hours: Open 24 hours/day, 7 days/week, 365 days/year

Services Provided: High risk obstetric care. Provides mothers with immediate access to high risk obstetricians who are specifically trained in maternal and fetal medicine. Mothers can receive 100% of their care without having to be transported to another facility. The 12 room perinatal unit has all the capabilities for care of mothers experiencing complications during their pregnancy or recuperating from complications during labor and delivery.

Children's Hospital at Erlanger

910 Blackford Street, Chattanooga, TN 37403

Phone: (423) 778-6011

Website: www.erlanger.org/children's

Office Hours: Open 24 hours/day, 7 days/week, 365 days/year

Services Provided:

Medical Services: Ambulatory care, anesthesiology, cardiology, critical care, child life program, developmental behavioral pediatrics, endocrinology, gastroenterology, genetics, hematology/oncology, infectious diseases, neonatology, nephrology, neurology, oncology, pediatrics, psychology, pulmonology, radiology, respiratory, urology

Emergency Services: LifeForce/neonatal transport, emergency room, Children's Care Center (urgent care)

Surgical Services: Cardiovascular surgery, general surgery

Specialized Services: Safe & Sound, family-centered care initiative, children's advocacy center, The Ronald McDonald House

Ancillary Services: Child life program, respiratory services, social services

Children's Therapies: Audiology, occupational therapy, physical therapy, speech therapy

Populations Served: All of Hamilton County and surrounding region

Eligibility: Most insurance accepted—call to verify

Payment Information: Varies

Children’s Hospital at Erlanger—Level III Neonatal ICU

910 Blackford Street, Chattanooga, TN 37403

Phone: (423) 778-6011

Children’s Hospital at Erlanger— Level III Neonatal ICU

Website: www.erlanger.org/childrens

Office Hours: Open 24 hours/day, 7 days/week/ 365 days/year

Services Provided: The 50 bed unit provides immediate access to pediatric and surgical sub-specialists, all backed by specially trained neonatologists and nurses, and a neonatal nurse practitioner. NICU also offers a “Care by Parent” room that gives parents opportunity to care for their child before discharge. This gives parents the independence of caring for their child while knowing that the child’s vital signs are being monitored at the nursing station.

Children’s Hospital at Erlanger—Safe and Sound

910 Blackford Street, Chattanooga, TN 37403

Phone: (423) 778-6691

Website: Erlanger.org/safeandsound

Office Hours: Call for an appointment

Services Provided: Injury prevention services: car seat safety, toy safety, bicycle safety

Payment Information: Free (donations are welcomed)

Children’s Hospital at Erlanger— U. T. Pediatrics

910 Blackford Street, Chattanooga, TN 37403

Phone: (423) 778-6107

Website: www.erlanger.org/childrens

Office Hours: Monday–Thursday 8:30 a.m.–3:00 p.m., Friday 1:00 p.m.–3:00 p.m.

Services Provided: General pediatrics from newborn through adolescence with all type of diagnoses from well child to medically complex and chronic diseases. An adolescent specialty clinic is also available.

Populations Served: Hamilton County and surrounding counties

Payment Information: Cash, check money order, credit card (Visa, Discover, American Express, and MasterCard). Self-pay discount of 37%. Sliding fee scale **NOT** offered.

First Things First

620 Lindsay St, Suite 100

Chattanooga, TN 37403

Phone: (423) 267-5383

Website: www.firstthings.org

Services Provided: Parenting classes for newborns and toddlers. Also classes targeted specifically at fathers.

Fortwood Children and Youth Outpatient Services

6055 Shallowford Rd

Chattanooga, TN 37421

Phone: (423) 266-6751

Website: www.mcnabbcenter.org

Office Hours: Monday–Friday, 9:00 a.m.–5:00 p.m.
On-call service 24 hours a day, 7 days a week, for emergency and crisis needs

Services Provided: Fortwood provides many therapeutic services to children, adolescents, and families in Hamilton and surrounding counties. Services include individual and family therapy, case management and medication management. Services include: Mental Health Assessment, Behavioral Health Assessment, Individual Counseling, Family Counseling, Medication Evaluation and Treatment, Case Management, Anger Management, and linkage and referral to those in need of housing

Populations Served: Hamilton county and surrounding areas

Eligibility: For internal referral information ask to speak to Nancy Cain or Marji Bryant

Payment Information: Varies depending on the service. Please call to verify.



Girls, Inc. of Chattanooga

709 South Greenwood Ave
Chattanooga, TN 37404
Phone: (423) 624-4757

Hannah Vann, contact for I.M.P.A.C.T. (423) 624-4757, ext. 113

Website: www.girlsincofchattanooga.org

Office Hours: Monday–Friday, 9:00 a.m.–5:00 p.m.

Services Provided: Inspires all girls to be strong, smart and bold by providing a healthy and positive environment where girls can enjoy being girls; by providing enriching programs that nurture their capacity for personal achievement, confident adulthood and economic independence; and by advocating for an equitable society. Since 1961, Girls Inc. has served more than 22,000 girls in Hamilton County. Girls Inc. of Chattanooga's Infant Mortality Public Awareness Campaign for Tennessee (I.M.P.A.C.T.) consists of teenagers from throughout Hamilton County. Attending public and private schools, the youth have met since February of 2008 to learn about the issues surrounding infant mortality and also work with professionals in video production, marketing, drama and public health to design a social marketing campaign aimed toward their peers.

Populations Served: All girls ages 6-18

Payment Information: Free of charge, with the exclusion of summer camps. Summer camps have a fee associated with them.

Healthy Families Tennessee

2300 Bailey Ave.
Chattanooga, TN 37404
Phone: (423) 933-2651
Website: www.pcat.org
Office Hours: Monday—Friday 8:30 a.m.—5:00 p.m.

Services Provided: In-home education; support services and parent coaching.

Populations Served: Pregnant/ postpartum women and children up to age 5.

Eligibility: First time parents (prenatal and postnatal) with a baby under 3 months of age, or mothers under 21 years of age with multiple children.

Payment Information: There is no charge. Services provided free with no income guidelines.

Hospice of Chattanooga

1402 Bailey Ave
Chattanooga, TN 37416
Phone: (423) 892-4289
Website: www.hospiceofchattanooga.org
Office Hours: N/A

Services Provided: The Kids R Special Too program provides pediatric & perinatal Hospice services.

Populations Served: Infants/children, Teens, Women, Pregnant women, Men, Relatives, Caregivers, & Foster parents.

Eligibility: Perinatal Hospice for pregnant women with a life threatening fetal diagnosis. Women who have experienced a pregnancy loss at any gestation, from miscarriage to full-term. Pediatric Hospice & Pediatric Palliative Care Services for children of any age with a life limiting, life threatening or fatal diagnosis. Adult Hospice and Palliative Care services.

Payment Information: Perinatal Hospice and Pediatric Palliative programs are provided as a community service at no charge to anyone. Hospice of Chattanooga is a non-profit organization. Any other program fees depend on resources or ability to pay.

La Paz of Chattanooga

1918 Union Ave., Suite 210
Chattanooga, TN 37404
Phone: (423) 624-8414
Website: www.lapazdedios.org
Office Hours: Monday & Friday: Office Hours only
Tuesday-Thursday: 9:00 a.m.—4:00 p.m.

Services Provided: Promotores de Salud (Promoters of Health) includes prenatal education and home visits. Client Services include educational sessions, translation and interpretation, and referrals. Advocacy to include community networking opportunities, cultural training, cultural exchange and community presentations.

Populations Served: Infants/children, Teens, Women, Pregnant women, Families, Men
Eligibility: Target population is Latinos living in Chattanooga.
Payment Information: Free of charge

Lactation (Breastfeeding) Consultant

Neonatal Intensive Care Unit
Children's Hospital at Erlanger
910 Blackford St.
Chattanooga, TN 37403
Phone: (423) 778-5330
Office Hours: Monday–Friday, 8:00 a.m.–5:00 p.m.

Services Provided: Parent Educator/Lactation Consultant for parents in the NICU. Consultant visits all new Mothers who have babies in the NICU to discuss the benefits of breast milk for high risk babies, teach them how to start pumping milk for their babies, teach the Mom how to breastfeed and follow the baby until discharge from the NICU. Also provide discharge classes for the NICU parents with plans to begin Breastfeeding classes on a routine basis. Coordinated NAPS (Nurses and Parents Sharing), a support group for NICU families.

Eligibility: High risk infants and their families.

Payment Information: No fees for lactation services

March of Dimes, Tennessee Chapter

518 Georgia Ave., Ste B
Chattanooga, TN 37403
Phone: (423) 267-7172
Website: www.marchofdimes.com/tennessee
Office Hours: Monday–Friday, 8:30 a.m.–4:30 p.m.

Services Provided: The mission of the March of Dimes is to prevent birth defects, premature birth, and infant mortality. The organization provides comfort and support for families experiencing a premature birth, child living with a birth defect, or infant loss. Also provide continuing education opportunities for health professionals and consumer education for the general public.

Eligibility: Healthcare professionals, pregnant women, men, and women of childbearing age are eligible for education

March of Dimes, Tennessee Chapter— continued

And support services.

Payment Information: Free of charge

The Mental Health Cooperative

801 N. Holtzclaw Ave., Ste. 101
Chattanooga, TN 37406
Phone: (866) 816-0433
Website: www.mhc-tn.org
Office Hours: Monday–Friday, 8:00 a.m.–4:30 p.m.

Services Provided: Provide psychiatry, therapy, and case management for anyone ages 3 and older. Each person is assigned a case manager and then sees an intake clinician who does an evaluation to determine necessity of care. If the person has ongoing mental health needs he/she is then recommended for services (psychiatry or therapy) as appropriate or given referrals to another agency if ours isn't appropriate. We have an open door policy, and this is a place of relationship building and dignity. We share all our amenities with our consumers and strive to provide a welcoming and comforting atmosphere.

Populations Anyone over the age of 3 that meets eligibility requirements.

Eligibility: Anyone Aged 3 yrs. or older TennCare or on the Behavior Health Safety Net.

Payment Information: TennCare or Safety Net Eligible. No cash, no private insurance and no sliding scale

Partnership for Families, Children, & Adults

1800 McCallie Ave. (main office) / 3601 Dodds Ave. (Parenting Education Program)

Chattanooga, TN 37404

Phone: (423) 697-7130 (main office) / (423) 867-9784 (Parenting Education Program)

Website: www.partnershipfca.com

Office Hours: Monday–Friday, 8:30 a.m.–4:30 p.m.

Services Provided: The Parenting Education Program provides case management and home visitation services for pregnant and parenting teens and young adults, including education on prenatal and postnatal care, nutrition, child development, contraception, abuse prevention, and community resources.

Populations Served: Infants/ children, Teens, Women, Pregnant women, Families

Eligibility: Teens and young adults who are pregnant or have a young child.

Payment Information: Free of charge

The Partnership's Rape Crisis Center

300 East 8th Street

Chattanooga, TN 37403

24-hour Hotline (423) 755-2700 Front Desk (423) 755-2891

Website: www.partnershipfca.com

Office Hours: Hotline manned 24-hours/7 days per week/365 days per year

Crisis Hotline: The SACRC, in collaboration with the Crisis Resource Center, provides a 24-hour crisis hotline. Victims of sexual assault and their loved ones, law enforcement and referring agencies can call the hotline to access 24-hour

SACRC services.

Advocacy: The first service that most victims receive at the SACRC is advocacy. A full-time caseworker and on-call caseworkers provide crisis intervention and information on victim's rights and options in a supportive, non-judgmental environment. Another goal of advocacy is to provide loved ones with crisis intervention and information on how to be supportive to the victim. Caseworkers obtain initial information from the victim, present information regarding all available services, complete the appropriate paperwork and assist the person conducting the forensic exam.

Sexual Assault Forensic Exam: A forensic exam may be done to document physical findings and facilitate the collection of evidence from the victim's body and clothing. Victim must understand that the exam does not provide routine medical care.

Sexually Transmitted Infection Evaluation and Care: Contracting a sexually transmitted infection (STI), also commonly known as a sexually transmitted disease or STD, is typically a significant concern of sexual assault victims. Under medical protocols established by the Medical Director, emergency contraception may be offered to the client. Completed only with exam.

Pregnancy Risk Evaluation and Care: In cases of sexual assault, pregnancy is often an overwhelming and genuine fear. Therefore, the Sexual Assault Nurse Examiner (SANE) will discuss the probability of pregnancy and discuss treatment options with victims. Under medical protocols established by the Medical Director, emergency contraception may be offered to the client. Completed only with exam.

Case Management: Case management procedures at the SACRC are short-term with an emphasis on assessment and stabilization. Victims determined to be in need of long-term intervention are assisted through referral services. The SACRC caseworker also may provide court accompaniment and crisis counseling upon request.

Education and Prevention: SACRC staff provides education and training for law enforcement agencies, medical and social service personnel, high school and college age students, church and civic groups and the community at large. Court advocacy is offered as well.

Populations Served: All victims of sexual assault, male and female, age 13 and older. SACRC is the only provider of this service for adults in Hamilton County. Also serve outlying counties as requested.

Eligibility Requirements: Can provide advocacy services to any victims, regardless of how long it has been since their assault. Forensic exam services can be provided within 72 hours of the assault.

Payment information: There is no charge for any services.

The Partnership's Family Violence Center

24-hour Hotline (423) 755-2700

Front Desk (423) 755-2822

Website: www.partnershipfca.com

Office Hours: 8:30 AM to 5 PM M-F

Fees: All services are free of charge.

Domestic Violence Shelter: Temporary shelter is offered to those seeking safety from an abusive relationship. Family Violence Case Managers will assist all survivors with safety planning, emotional support, housing needs, life skills training, parenting education, information and referral, DV support group, and counseling.

Court Advocacy: Trained advocates will assist those seeking Orders of Protection and will provide emotional support and act as a liaison for the client as they navigate through the court system.

Transitional Housing: The Transitional Housing Program collaborates with community agencies to provide case management and transitional services for six months with extensions available (up to 24 months) to homeless families experiencing domestic violence and who are leaving the Partnership's Family Violence Shelter and other homeless programs. The goal of the program is for clients to become self-sufficient and independent.

Non-Residential Support Group: for current victims of domestic violence or survivors of domestic

violence who live in the community.

Services in Marion County: Education, court advocacy, information and referral and crisis counseling.

Emergency Shelter for Families: temporary shelter for homeless families (women and children only).

Clients will receive case management, information and referrals, life skills training, parenting education, assistance with housing needs and counseling.

Project Access

Chattanooga-Hamilton County Medical Society and Medical Foundation of Chattanooga

1917 E. 3rd St

Chattanooga, TN 37404

Phone: (423) 826-0269

Website: www.chattmedsoc.org

Office Hours: Monday–Thursday, 8:30 a.m.–5:00 p.m.,

Friday, 8:30 a.m.–4:00 p.m.

Services Provided: Project Access provides access to health care for low-income, uninsured residents of Hamilton County. Care is provided through community health centers, volunteer physician specialists, hospitals, and other partners.

Eligibility: Hamilton County residents below 150% of the federal poverty level who have a current health problem, who do not have insurance, and who are referred to Project Access by a participating primary care provider.

Payment Information: Most services are provided at no cost to qualifying individuals.

Signal Centers

109 N. Germantown Rd.

Chattanooga, TN 37411

Phone: (423) 698-8528

Website: www.signalcenters.org

Office Hours: Monday–Friday, 8:30 a.m.–4:30 p.m.

Services Provided: Signal Centers Children's Program provides services for children birth through 5 years of age. Children with special needs, as well as typically developing children, are served. Classrooms are designed to promote developmentally appropriate practices and provide inclusive learning opportunities. The full array of therapy services are embedded within the child's daily classroom routine. The Adult Center's Adults with Disabilities Program services those aged 18 and above. Attendees have the opportunity to socialize while developing, maintaining, or increasing both their work and independent living skills.

Populations Served: Infants/children, Adults with disabilities

Eligibility: Children 6 weeks to 5 years of age (typically developing and children with special needs); adults with disabilities 18 and over.

Payment Information: For child care, \$145-\$165 per week.

Accept as Payment: Cash, Check. DHS Childcare Certificate. Signal Centers does not bill insurance.

Siskin Children's Institute

1101 Carter St.
Chattanooga, TN 37411
Phone: (423) 648-1757
Website: www.siskin.org
Office Hours: Monday–Friday, 7:30 a.m.–5:00 p.m.

Services Provided: Early Learning Centers provide preschool for children with and without disabilities; Family Support Services offer trainings, family support, resources, and a lending library through an outreach program; the developmental behavioral pediatric center offers assessment, diagnosis, and treatment for children with or at risk for developmental delays or disorders; conducts research studies related to early childhood topics.

Populations Served: Infants/children, Families

Eligibility: Families who have children with and without disabilities.

Accept as Payment: Cash, Check, Credit Card, Sliding Scale, Medicaid/TennCare, Medicare, Private Insurance

Southeast Child Care Resource & Referral Center

Signal Centers
109 N. Germantown Rd.
Chattanooga, TN 37411
Phone: (423) 698-8528, ext. 241
Website: www.tnccrr.org
Office Hours: Monday–Friday, 8:30 a.m.–4:30 p.m.

Services Provided: Parent referrals and information to find and select quality child care, training and on-site support for licensed child care providers in our 10 county service area. Counties included are Hamilton, Bradley, Rhea, Polk, Meigs, McMinn, Marion, Grundy, Sequatchie, and Bledsoe

Populations Served: Child care providers, parents, child care licensing

Eligibility: N/A

Payment Information: N/A

Southside/Dodson Avenue Health Clinic

Southside
100 E. 37th Street
Chattanooga, TN 37410
Phone: (423) 778-2700
Website: www.erlanger.org

Dodson Avenue
1200 Dodson Avenue
Chattanooga, TN 37406
Phone: (423) 778-2800

Office Hours: Monday, 8:30 a.m.–7:00 p.m., Tuesday – Thursday 8:30 a.m. – 5:00 p.m., Friday, 8:30–4:00 p.m.

Services Provided: Prenatal care with Centering Pregnancy group prenatal care. Preconception health care. The Centers are comprehensive, multi-specialty primary care facilities offering affordable, accessible, high-quality medical and dental care. Other services include wellness, health education, and disease management programs. The staff includes board-certified or board-eligible professional providers including pediatricians, internal medicine specialists, nurse practitioners, and dentists. Gynecological and

obstetrical services provided in conjunction with the University of Tennessee College of Medicine OB/GYN residency program. .

Eligibility: All

Payment Information: Cash, Check, Credit card, Sliding fee scale, Medicaid/TennCare, Medicare, Insurance

Tennessee's Early Intervention System

1501 Riverside Dr., Ste 230

Chattanooga, TN 374036

Phone: (423) 624-6344

Website: tennessee.gov/education/teis

Office Hours: Monday–Friday, 8:00 a.m.–4:30 p.m.

Services Provided: TEIS provides eligibility determination, service coordination and home-based education for families of qualifying children.

Populations Served: Infants/ children

Eligibility: Families who have children from birth to two who have specific diagnosed medical conditions or developmental delays (25% delay in two developmental areas, or 40% delay in one)

Payment Information: Free of charge if client is eligible.

TN Commission on Children & Youth

State Office Building

540 McCallie Ave., Suite 643

Chattanooga, TN 37403

Phone: (423) 634-6210

Website: www.tennessee.gov/tccy

Office Hours: Monday–Friday, 8:00 a.m.–4:30 p.m.

Services Provided: TCCY is an independent state agency. Its primary mission is advocacy for improvements in the quality of life for the state's children and families. TCCY gathers, analyzes and reports information on children and families in various publications including: "KIDS COUNT: The State of the Child in Tennessee;" "The Advocate," a quarterly newsletter; "TN Compilation of Selected Laws on Children, Youth & Families;" and Legislative Reports & Summaries. In addition to advocacy, TCCY implements the Juvenile Justice and Delinquency Prevention (JJDP) Act in Tennessee including distribution of grant funds. TCCY staffs and coordinates nine regional councils including the Southeast Regional Council on Children & Youth for regional networking and advocacy. The case review team uses an intensive case review approach to collect, analyze, and report information about the population of children in state custody and their families. The Ombudsman staff serve as neutral reviewers to respond to questions, concerns or complaints regarding children in state custody.

Populations Served: Infants/children, Teens, Families

Eligibility: Publications are free and available on the TCCY website. Membership in the Southeast TN Council on Children & Youth is open to anyone.

TN Department of Children's Services (DCS)

5600 E Brainerd Rd. (Main Office)
311 Martin Luther King Blvd. (Foster Care Unit)
1304 Mc Callie Ave. (Child Protective Services)
540 McCallie Ave. (Juvenile Justice)
Chattanooga, TN 37403
Phone: (423) 634-6516
Website: www.tn.gov
Office Hours: Monday– Friday, 8:00 a.m. – 4:30 p.m.

Services Provided: DCS is responsible for child safety and permanency. We investigate allegations of abuse & neglect, maintain custody of children committed to our Department through juvenile court and work with families to return children to stable, safe environments or provide permanency through other means of adoption, kinship care, guardianship, etc.

Populations Served: Infants/children, Teens, Families

Eligibility: Any child in Hamilton County that is referred to DCS through a referral process, Juvenile court or other professional partners and whose circumstances meet criteria as set forth by law and policy.

Payment Information: N/A

TN Parent to Parent

Phone: 615-383-9442 Ext 8634
888-643-7811
Website: www.tndisability.org/parent-parent

Services Provided: TN Parent to Parent is a statewide program established to support and connect families of individuals with special health care needs, chronic illnesses, or disabilities. Our Parent Matching Program is dedicated to family centered care by providing support, information, resources, training, and leadership to families.

Population Served: Moms, Dads, Siblings, Youth, Step Parents, Foster Parents, Grandparents, and family members.

Eligibility: Individuals with special health care needs.

Payment information: N/A

TN Tobacco Quit Line

Tennessee Tobacco QuitLine
1-800-QUIT-NOW (1-800-784-8669)
For the hearing-impaired call, 1-877-559-3816

Services Provided: The Tennessee Tobacco QuitLine is a toll-free telephone service that provides personalized support for Tennesseans who want to quit smoking or chewing tobacco. Includes free tobacco quit kit and free quit coach.

Payment Information: Free to all Tennessee residents.

UT College of Medicine, Obstetrics & Gynecology

979 E. 3rd St., Suite C-725
Chattanooga, TN 37403
Phone: (423) 778-2580
Office Hours: Monday–Thursday, 8:00 a.m.–4:30 p.m.,
Friday, 12:00 p.m.–4:30 p.m.

Services Provided: Women's Health services. From young female to postmenopausal care. Full gynecological

services, including conditions needing surgery. Full obstetrical care, including high-risk pregnancy.

Populations Served: Infants/children, Teens, Women, Pregnant women

Eligibility: All females

Payment Information: Please call to inquire.

Accept as Payment: Cash, Check, Credit Card, Sliding Scale, Medicaid/TennCare, Medicare, Insurance

UTCUM, Department of Family Medicine, Family Practice Center

1100 E. 3rd St.
Chattanooga, TN 37403
Phone: (423) 778-8837
Website: www.erlanger.org/body.cfm?d=109
Office Hours: Monday–Friday 8:30 a.m.–5:00 p.m.

Services Provided: Health maintenance and chronic disease management, well and sick child care, women's healthcare including maternity, physical exams for school, work and aviation, immunizations, hearing and vision screens, lab tests, X-ray, OB ultrasound, minor surgery.

Populations Served: Newborns, Children, Adults, Pregnant women, UTC students

Eligibility: Call for information

Payment Information: Cash, Check, Credit Card, Sliding Scale, Medicaid/TennCare, Medicare, Insurance

Volunteer State Health Plan

1 Cameron Hill Circle
Chattanooga, TN 37402
Phone: TennCare *Select* 1-800-263-5479 BlueCare 1-800-468-9698
Website: www.vshptn.com
Office Hours: Monday–Friday, 8:00 a.m.–6:00 p.m. EST

What is VSHP: Volunteer State Health Plan, Inc. (VSHP) is an independent licensee of the BlueCross BlueShield Association and a licensed HMO affiliate of its parent company BlueCross BlueShield of Tennessee. Founded in 1993, the Chattanooga-based company focuses on managing care and providing quality health care products, services, and information for government programs. We have a mission to serve the people of Tennessee, both in our products and services and in our numerous outreach activities.

Services Provided: VSHP has several outreach programs that seek to offer access to quality health care

for our members, improve the health of our members and services provided to our members. Some of the programs offered include the Caring Start Maternity Program, CareSmart Disease Management Program, TENNderCare (EPSDT) which works to improve health care for our members under age 21, and various community partnerships developed with community agencies and organizations that will seek to improve the health of our members as well as those within the communities we serve. Community-based strategies include: connecting with the community to raise awareness, attending health fairs, participating in baby showers, participating in back-to-school bashes, and forming collaborative relationships with school systems, health departments, and providers. We serve. Community-based strategies include: connecting with the community to raise awareness, attending health fairs, participating in baby showers, participating in back-to-school bashes, and forming collaborative relationships with school systems, health departments, and providers.

Volunteer Behavioral Health/Johnson Mental Health

Outpatient Facility
420 Bell Ave.
Chattanooga, TN 37405
Phone: (423) 634-8884
Website: vbhcs.org

Office Hours: Monday—Friday 8:00a.m. – 5:00 p.m.

24-hr Walk-In Crisis Center
413 Spring St.
Chattanooga, TN 37405
(423) 634-8995

Services Provided: Outpatient counseling, medication management, case management

Populations Served: Children and adults, Ages 4 and up.

Eligibility: Insurance, self-pay, TN Care

Payment Information: Check, Cash, Credit Card.

Women's Wellness and Maternity Center

3459 Hwy. 68, P.O. Box 115
Madisonville, TN 37354-0116
Phone: 1-800-440-3385 or (423) 442-6624
Website: www.wellnessandmaternity.net

Services Provided: Complete maternity care—preconception through postpartum, Centering Group prenatal care, bilingual providers (Spanish), freestanding birth center or hospital birth, breastfeeding support, primary gynecological care, evening well child clinic.

Populations served: Low risk maternity, Women of all ages, Children

Eligibility Requirements: None

Payment Information: Accept all payments, TennCare, Cover Kids, self-pay, Insurance, Medicare



What You Can do to Help Prevent Infant Mortality

About half of all pregnancies are unplanned. To give your baby a healthy start in life, it's important to talk to your health care provider before, between and during a pregnancy, and to:

- Know your family history, including past premature births (births of babies in the family less than 37 weeks).
- Take a multivitamin pill with 400 micrograms (mcg) of folic acid every day for at least 3 months before getting pregnant to help prevent birth defects.
- Stop the use of tobacco or alcohol.
- Take control of your medical condition, such as diabetes, high blood pressure, asthma, infections or other health problems. Also be sure that your vaccinations are up to date.
- Talk to your medical provider about any over-the-counter, home remedies, and prescription medicines that you are taking.
- Avoid contact with unsafe chemicals or materials that could cause infection at work and at home.
- Get to a healthy weight before pregnancy and take care of yourself, including lowering stress.

Source: *March of Dimes and CDC*



Born Too Small: Economic Costs

- Babies born too small can require more resources, including time in a neonatal intensive care unit (NICU) at a cost ranging from \$1,000 to \$2,500 per day.
- The median treatment cost of delivery for very low birth weight infants (<1500 grams) is almost \$50,000. This is more than \$1,000 per day, with a median length of stay of 49 days.
- Low birth weight accounts for 10% of all health care costs for children.
- Health care, education, and child care for the 3.5 to 4 million infants and children from birth to 15 years born low birth weight cost between \$5.5 and \$6 billion more than they would have if those children had been born at a normal birth weight.

Born Too Small: Personal Costs

- Day-to-day life is completely disrupted for many families of premature infants. Parents spend hours providing special care and may need extra time away from their jobs. Families can face financial stress as they struggle to pay the high hospital costs as well as time off work.
- In their first year, many preterm and low birth weight infants undergo re-hospitalization and acute care visits to a physician or Emergency Department. (Cuevas, K; AJN)
- One third of a baby's brain development occurs in the last 5 weeks of pregnancy.
- Sixty percent of babies born less than 26 weeks have long-term disabilities, such as chronic lung disease, blindness, deafness, and brain development problems. (Swamy, G; JAMA)
- The effects of prematurity can be seen even past adolescence; it affects fertility. Males born between 22-27 weeks were 76% less likely to reproduce, and females born at the same age were 67% less likely to have children. Women born prematurely who did have children were more likely to have a premature birth. (Swamy, G; JAMA)

What Our Community Can Do About Infant Mortality

Empowering women before and between pregnancies through education and interventions provides the greatest opportunity to reduce Hamilton County's fetal and infant mortality rate. Such interventions include:

- Utilizing preconception health screening tools and curricula
- Promoting healthy behaviors (smoking cessation, drug /alcohol use cessation, nutrition, fitness and healthy sexual behaviors)
- Increasing utilization of prenatal care and a medical home
- Increasing access to public transportation for prenatal care appointments
- Breastfeeding promotion and counseling
- Educating moms about Sudden Infant Death and injury education and prevention
- Enhancing care coordination of social, medical, and human services in Hamilton County.

She's one smart mom
She's got **text4baby**

Text BABY to 511411
Get **FREE** messages on your cell phone to help you through your pregnancy and your baby's first year.

text4baby™
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About Infant Mortality

Infant mortality is an important health measure that reflects current health status and overall social development of a community. The infant mortality rate (IMR) is the rate at which babies less than one year of age die (per 1,000 births).

Infant Mortality Comparisons, 2012		
Total rate per 1,000		
U.S. (est. 2013)	5.9	
TN	7.2	
Hamilton	7.9	
Knox	5.5	
Davidson	7.1	
Shelby	10.6	
IMR	White	Black
Hamilton	7.2	9.2
Knox	5.7	1.9
Davidson	5.1	11.4
Shelby	4.8	14.1

Healthy Babies Resource Guide for Hamilton County

<http://tinyurl.com/HealthyBabiesResourceGuide>

Infant Mortality Reduction Initiative

Lisa Vincent, Program Manager
Chattanooga-Hamilton County Health Department
921 E. 3rd St.
Chattanooga, TN 37403
Phone: (423) 209-8135

