



Layla's Hope Resource Manual

East TN &
Southwest
VA



This directory is provided to you by Layla's Hope. A program of Mental Health Transformation Alliance (MHTA) that ensures missing, runaway, homeless, and street youth/young adults, who have been subjected to, or are at risk of being subjected to, sexual abuse, human trafficking, or sexual exploitation and their families have access to resources and support that rebuild connections and develop a sense of safety, hope and leadership.

Please note that as systems change to fit the needs of families, youth, and children across so will the resources. This resource guide will be updated quarterly, and the updated version can be located on our website at <https://mhta.com/laylas-hope>

If you need to update information within this directory or add a resource, contact Stacy Morgan at 276.274.7068 or sjustiss.mhta@outlook.com.



Layla's Hope 

*Building relationships,
making connections, finding
the lost to bring back
hope!*

Help Us Spread Love and Hope and Donate Today!

Ways to contribute:

1. Scan the QR Code below or [click here](#) to make a direct contribution to Layla's Hope.
2. Become a reoccurring donor and provide sustained help.
3. Donate items such as clothes, books, food, sanitary supplies, first aid items, blankets, bedding, furniture, shoes, etc.
4. Share our mission on social media and raise awareness.

To drop off items, to become a reoccurring donor or to ask any questions contact Stacy Morgan at 276.274.7068 or at sjustiss.mhta@outlook.com.

**TOGETHER WE Can Make A
DIFFERENCE!**



Scan to donate





[Click Here to meet
Layla](#)

**ENDANGERED
MISSING**

Layla Santanello

**LAST SEEN ON JUNE 27, 2023 AT MARBLE SLAB
IN KINGSFORT, TENNESSEE**



21 YEARS OLD
FEMALE
4'10" TALL
115 LBS
DYED BLONDE HAIR WITH
BROWN ROOTS
BROWN EYES
LAST SEEN WEARING A
WHITE TANK TOP,
BLACK LEGGINGS
AND NO SHOES
MULTIPLE TATTOOS INCLUDING
ROMAN NUMERALS ON HER
COLLARBONE AND "NOVA GRACE"
WRITTEN ON HER LEFT FOREARM
(SEE PHOTOS)



AUTHORITIES HAVE BEEN ABLE TO TRACK LAYLA FROM THE AMEICOURT HOTEL, DOWN THE GREENBELT AND TO MARBLE SLAB. LAYLA HAD TOLD A WOMAN NEAR MARBLE SLAB SHE WAS GOING TO FIVE BELOW TO BUY FLIP-FLOPS BUT DID NOT MAKE IT THERE.

KINGSFORT POLICE DEPARTMENT 423-229-9429

A \$3000 REWARD IS BEING OFFERED FOR CREDIBLE INFORMATION REGARDING THE WHEREABOUTS OF LAYLA SANTANELLO

Are You In A Crisis?

Do You Need Support Now?

**If you or someone else are in immediate danger,
call 911 immediately.**

National Human Trafficking Hotline

Human trafficking occurs when a trafficker uses force, fraud or coercion to control another person for the purpose of engaging in commercial sex acts or soliciting labor or services against his/her will. Force, fraud, or coercion need not be present if the individual engaging in commercial sex is under 18 years of age.

If you or someone you know is a victim of human trafficking, we're here to provide the support you need.

Hotline: 1-888-373-7888 (24/7 Hotline)

Live Chat, Email, Forum, Text: <https://humantraffickinghotline.org/en/chat> or Text *233733

National Runaway Safeline (NRS)

National Runaway Safeline (NRS) operates a 24-hour hotline for runaway youth. The hotline is available to connect youth with a trusted, compassionate person who will listen and help them create a plan to address their concerns. Referrals to local shelters, street outreach programs, counseling and more can be provided.

Hotline: 1-800-786-2929

Live Chat, Email, Forum, Text: <https://www.1800runaway.org/get-help#get-help-text>



988 Suicide and Crisis Line:

We can all help prevent suicide. The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals in the United States.

If you or someone you know is struggling or in crisis, help is available. Call or text 988 or chat <https://988lifeline.org/>

What do you do if your child goes missing?

1. Call the Police Immediately

Before doing anything else, **contact your local police immediately**. You might have heard that you need to wait 24 hours before reporting a missing person, but the waiting period is a myth. In fact, **taking action within the first 48 hours is crucial to bringing a missing child home**.

When speaking with police, you will be asked to provide basic information about your child, including their date of birth, height, weight, hair color, and eye color. Tell them any identifying features that your child may have, such as scars, birthmarks, braces, or eyeglasses, and share any medical circumstances that your child may have. They will also need to know where and when your child was last seen, and what clothes they were wearing at that time. Find a recent photo of your child to give to the police and make copies for local police, the media, and missing children's organizations.

Having your child's vital information, medical records, and recent photos on hand makes a tremendous difference in emergencies—both for you and for law enforcement. If you don't have a system in place already for storing your child's identifying information, **consider ordering a Docupak** from Child Find of America.

2. Ask Police to Enter Your Child Into the NCIC

The FBI's National Crime Information Center (NCIC) is an electronic clearinghouse of data that can be accessed by virtually any criminal justice agency. It is an essential tool in locating missing persons. Ask your local police to enter your child's name and information into the NCIC Missing Person File (also known as filing a Missing Child Report) and **obtain the name and contact number of the officer assigned to your case**. Child Find includes NCIC numbers in the missing children posters we create so that any sightings of or tips about your child can be instantly linked to your child's case. If you decide to create your own missing posters or images, don't forget to include your child's NCIC number.

Remember, there is no waiting period for reporting a child missing or for entry into NCIC.

3. Search and Secure Your Home

Small children have been known to go temporarily missing from parents in their own homes. Carefully look inside closets and cabinets, under beds, behind furniture and large appliances, and in their favorite hide-and-seek places. If relevant, search under vehicles, decks, or porches, and in outdoor play areas.



If your child was not found in your home, secure your home and limit family and friends' access if they are assisting in your search. Law enforcement may find clues to your child's whereabouts in your home so do your best not to disrupt anything, especially in your child's room and/or play area.

4. *Call Child Find of America*

You don't have to search for your child alone. When you open a missing child case with Child Find, you will be connected with an experienced caseworker who will coordinate efforts with law enforcement and allied agencies so you don't have to. Your caseworker will be available every step of the way to answer any questions you may have and share resources and/or referrals to state agencies. You can contact a Child Find caseworker at [1-800-I-AM-LOST](tel:1800IAMLOST).

After opening your case, your caseworker will ask if you'd like Child Find to create a missing child poster. We share missing children's posters with our national media partners and via social media to raise awareness and expand the network of those searching for your child.

5. *Practice Self-Care*

Although it can feel impossible to remain calm in these types of situations, maintaining your composure is the best thing you can do to bring your child home. Your caseworker and local law enforcement need you for their investigation so they can bring your child home safely.

If you find yourself struggling, let your Child Find caseworker know; in addition to location services, they are trained in providing emotional support and guidance to parents of missing children.

Provided by: Child Find of America [What to Do if Your Child Goes Missing - Child Find of America](#)

Missing Children/Youth/Young Adults



What do you do if your young adult/adult goes missing?

1. Contact The Police Immediately

Provide the police where your loved one is missing with all the information you can. If the person remains missing more than three days, ask the police to place them on the FBI's National Crime Information Center (NCIC) list as an "endangered adult." This computer network provides information nationwide. If you make it clear to police that it is a mental health issue, they may be able to reduce the number of days. The network will give you a police number to use when searching for your loved one. Make sure to keep a record of the report with the cause number so you can follow up.

When a missing person with mental illness over age 21 is located, the police and other agencies cannot be asked to hold a person against their will if he or she has not committed a crime and are not a danger to themselves or others. No one has the authority to force the person to seek aid or medical care against their will unless there is a medical guardianship or court order stating what action to take. However, you still may want to ask the police to let you know if they locate your loved one, even if they refuse to contact you.

2. Reach Out To The Missing Person's Friends And Acquaintances

Call other people who are close to your loved one and ask when they last saw him or her. Reach out to anyone who had regular or recent contact with the missing person, such as case managers, coworkers, doctors and neighbors.

3. Register Them With The National Missing And Unidentified Persons System (NamUs)

Go to the National Missing and Unidentified Persons System and upload information about your loved one. This powerful resource will help you, law enforcement, medical examiners and other members of the justice community enter data about the person who is missing. You should include details such as physical characteristics and where they were last seen.

4. Check Nearby Hospitals, Churches, Homeless Shelters And Libraries

Keep in mind that some of these places may have confidentiality restrictions and be unable to confirm if your loved one is there.



5. Post A One-Page Flyer

Create a missing person poster using samples available on the Internet. Save the poster as a pdf which can be used online or for printing. Your poster should include:

- ☒ Two recent photos
- ☒ Name
- ☒ Hometown, plus state
- ☒ Height, weight, age
- ☒ Vehicle license plate number and photo of car
- ☒ Place last seen at
- ☒ Phone number of police station or investigator

6. Check Out Social Media Or Create A Website

Facebook, Twitter, Instagram and other accounts of your loved one may provide clues that can point you to where your loved one is. Look at their friend's social media accounts as well. Create a Facebook page or website for the person missing.

- For a website, use a heading like "Find John Doe" or "Missing Jane Smith." This will help bring up your page on a Google search. Names like "PleaseHelpFindJane" or "MissingMySonJohn" will also get the message across, but may not be included in as many search results.
- Post a recent picture and specific information about your loved one including clothing last seen wearing, physical description, age and information about glasses, tattoos etc. Where they were last seen and where they like to hang out.
- Upload your missing person poster as a PDF so it can easily be shared and printed out.
- Disclosing that your loved one has a mental health condition should be considered carefully. You may simply want to say that he or she is vulnerable and under the care of a doctor makes sense.
- Add a story about your loved one and additional pictures that are compelling and easy for others to relate to.
- Upload a video to YouTube or Facebook of yourself and make a video appeal.
- Ask for people to contact the police department handling the investigation.

7. Alert The Local Media

Getting the local media to make a public announcement may allow for the missing person to see the notice and decide to return home. This publicity can also lead police and others to devote more resources to solving the case. Keep in mind though that the media is not guaranteed and not likely to cover your story.

Provided by: NAMI <https://www.nami.org/Your-Journey/Family-Members-and-Caregivers/Finding-a-Missing-Loved-One>





Child Find of America, Inc.

Child Find of America, Inc. is a not-for-profit organization that provides professional services to prevent and resolve child abduction and the family conflicts that can lead to abduction and abuse. Our free programs and services for children and families are available nationally.

Our 1-800-I-AM-LOST line connects callers to our in-house location staff who search for missing, kidnapped, runaway and abducted children.

Website: <https://childfindofamerica.org/>

Phone: 800-I-AM-LOST (1-800-843-5678), Parent Help: 1-800-716-3468 or A Way Out: 1-800-A-WAY-OUT (292-9688)

The National Missing and Unidentified Persons System (NamUs)

The National Missing and Unidentified Persons System (NamUs) is a national clearinghouse and resource center for missing person cases across the United States, as well as unidentified person cases. They can provide technology, forensic services and investigative support to resolve missing person cases.

Website: <https://namus.nij.ojp.gov/>

Contact: (Case Assistance)

Lori Bruski

Title: Regional Program Specialist, Region 10: Michigan

Email: Lbruski@rti.org

Phone number: (817) 718-7904



Monica Desjardins
Associate Tribal Program Specialist

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Email: kpope@rti.org
Phone number: (817) 879-9357



Melissa Pope

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Email: mapope@rti.org

Phone number: (813) 992-8183

Jessica Ruiz

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Email: jruiz@rti.org

Phone number: (817) 201-1383

Joseph Welsch

Title: Regional Program Specialist, Region 3: AR, IA, IL, IN, KS, MO, NE, OK, and WI

Email: jwelsch@rti.org

Phone number: (984) 327-5731

National Center for Missing & Exploited Children (NCMEC)

NCMEC is the nation's largest and most influential child protection organization.

The National Center for Missing & Exploited Children is not only dedicated to helping families and law enforcement when it comes to cases involving missing children, but also cases involving young adults- ages 18, 19 and 20.

Website: <https://www.missingkids.org/home>

Phone: 800-I-AM-LOST (1-800-843-5678)

Missing Persons Center

At the Missing Persons Center, our mission is to provide unwavering support and assistance to individuals and families affected by missing persons cases. We are dedicated to tirelessly pursuing the resolution of these cases with compassion, professionalism, and a commitment to upholding the rights and well-being of those who have vanished.

Website: <https://missingpersonscenter.org/>



Tennessee



Things you may need to know....

- A missing person is someone whose whereabouts is unknown to a parent, caretaker or others who have normal contact with the person. A missing person can be a child who has left home on their own, anyone who has been involuntarily abducted, or any individual who cannot return to safety without assistance. **There is no waiting period to report a person missing.**
- Tennessee local enforcement routinely enter a victim's information into the National Crime Information Center, which allows federal law enforcement to join in the search.
- The National Crime Information Center (NCIC) is an information system that contains records contributed by and accessible to criminal justice agencies nationwide. Its purpose is to enhance officer and public safety, and it has been called the lifeline of law enforcement. <https://le.fbi.gov/informational-tools/ncic>
- Law enforcement uses a system known as Technology to Recover Abducted Kids (TRAK) to create and distribute flyers with relevant information to other jurisdictions, the media and community groups. It is quick (five to 10 minutes) and simple to create a flyer with a TRAK system, which contributes directly to the TRAK system success.

Steps to follow in Tennessee to report a missing person:

- Confirm that the person is missing by first checking with other family members and friends where that person might be.
- Contact the police department to file a missing person report.
 - Larger jurisdictions like the Memphis Police Department maintain dedicated missing person units within the investigative services branch, available at 901-545-COPS (901-545-2677).
- Collect evidence and information after contacting the authorities.
 - Gather photographs of the missing person, and their work or school schedules.
 - Prepare a list of friends and contacts.
 - Locate any electronic devices such as phone and computers belonging to the person and give these to the investigators when they arrive.
- Contact the Tennessee Bureau of Investigations at 800-TBI-FIND (800-824-3463) **if the missing person is a child**. The TBI is the Tennessee state version of the FBI and has a missing child unit.
- The person making the report should be sure to talk with the police investigators handling the report. Although this may be difficult and sad, it is essential for the police to get family and friend's input. They may also want to examine a relevant home or vehicle, and speak with other family members regarding the missing person.

Tennessee Missing Alerts & Criteria

Amber Alert

The TBI reserves AMBER Alerts for the most serious of missing children cases, in which law enforcement believes that a child is in imminent danger. In AMBER Alerts, the TBI harnesses the strengths of partner agencies – including TEMA, the Tennessee Association of Broadcasters, the National Weather Service, TDOT, and others – to amplify the message of vital information about the missing child and, if available, the suspect, vehicle, and direction of travel.

The TBI is the missing children's clearinghouse for the state, and is the only agency in the state that can issue an AMBER Alert.

In order to issue an AMBER Alert, the following criteria must be met:

1. The person is 17 years of age or younger, and;
2. The child is in imminent danger of bodily injury or death, and;
3. There is a description of the child, the abductor, or vehicle, and;
4. On a request from another state for activation, there is a direct and identified nexus to the state of Tennessee and that information is conveyed to TBI at the time of the request.

Silver Alert Law

A person of any age who suffers from a documented case of dementia, whose whereabouts are unknown, who is believed to be in danger because of the dementia or a physical impairment, and is believed to be unable to return to safety without assistance; or (3) A person whose age at the time the person is first reported missing is eighteen (18) years of age or older; whose whereabouts are unknown; who has an intellectual, developmental, or physical disability; and who is believed to be in danger because of the disability, or is believed to be unable to return to safety without assistance.

Endangered Child Alert (ECA)

The TBI reserves this type of alert for missing children cases in which there is a concern for the child's safety.

In issuing an Endangered Child Alert, the TBI notifies local media – in specific regions of the state – about the missing child, along with any additional available information. The TBI also uses social media to further share the relevant information.

Endangered Young Adult Alert (Holly Bobo Act)

The TBI reserves this type of alert for missing children cases in which there is a concern for the child's safety.

In issuing an Endangered Child Alert, the TBI notifies local media – in specific regions of the state – about the missing child, along with any additional available information. The TBI also uses social media to further share the relevant information.

Missing Children's List

At the request of a local law enforcement agency, the TBI will include information about missing children who may be missing as a result of parental abduction, runaway, or otherwise "at-risk" on its website.

Resources

Layla's Hope (a program of Mental Health Transformation Alliance)

Our mission is to ensure that missing, runaway, homeless, and street youth/young adults, who have been subjected to, or are at risk of being subjected to, sexual abuse, human trafficking, or sexual exploitation and their families have access to resources and support that rebuild connections and develop a sense of safety, hope and leadership.

Website: <https://mh-ta.com/laylas-hope>

Phone: (276) 274-7068

Contact: Stacy Morgan sjustiss.mhta@outlook.com

Tennessee Bureau of Investigation (TBI)

The TBI's Missing Persons Clearinghouse is overseen by the TBI Criminal Intelligence Unit within the Tennessee Fusion Center. The clearinghouse was established in 1993 to provide a central location for resources to identify and assist local, state, and national efforts to locate Tennessee's missing persons.

Website: <https://www.tn.gov/tbi/tennessees-missing-children.html>

Contact: 1-800-TBI-FIND or email TipsToTBI@tbi.tn.gov

The Missing Persons Center Map

The Missing Persons Center's map of missing children serves as a vital resource for communities, law enforcement agencies, and concerned individuals in their efforts to locate and bring home missing children. It combines visual representation, real-time updates, and relevant resources to create a centralized platform dedicated to finding and safeguarding the well-being of missing children worldwide.

Website: <https://missingpersonscenter.org/missing-children-map/>



TN KidKit / TN CareKit

When a child goes missing, every second matters. So does having the right kind of information.

Website: <https://www.tn.gov/tbi/tennessees-missing-children/tn-kidkit.html>

Missing-Child, Emergency-Response, Quick-Reference Guide for Families

English:

<https://www.missingkids.org/content/dam/missingkids/pdfs/publications/nc198.pdf>

Spanish:

<https://www.missingkids.org/content/dam/missingkids/pdfs/publications/nc199.pdf>

When Your Child Is Missing: A Family Survival Guide

English:

<https://www.missingkids.org/content/dam/missingkids/pdfs/publications/pdf6a.pdf>

Spanish: <https://www.missingkids.org/content/dam/missingkids/pdfs/publications/pdf6a-es.pdf>

Runaway or Homeless/Unsheltered Children, Youth & Young Adults





Home Free

In partnership with Greyhound Lines, Inc., NRS helps reunite qualified runaway youth ages 12-21 with their families, or alternate living arrangement through free transportation home. Youth must call 1-800-RUNAWAY (786-2929) to start the process.

Must be between the ages of 12 and 21 and be returning to a parent, guardian, approved caregiver, or shelter or transitional living program. Conference call between the youth and person they are returning to is required as well as basic documentation (ID or equivalent). Youth 15 and under may require an approved adult to accompany them (if so, a ticket for the accompanying adult is provided). Home Free can only be used in the United States.

Website: <https://www.1800runaway.org/youth-teens/home-free>

Phone: 800-786-2929

National Runaway Safeline

The National Runaway Safeline has been responding to youth and families in crisis, serving as the national communications system for runaway and homeless youth. We continually transform technology, training and services to meet the current needs of vulnerable youth and ultimately achieve an end to youth homelessness.

Website: www.1800runaway.org

Phone: 800-786-2929

Safe Place

For Youth.... Someplace to go. Someone to Help. To find a Safe Place location visit the website to see the closest location.

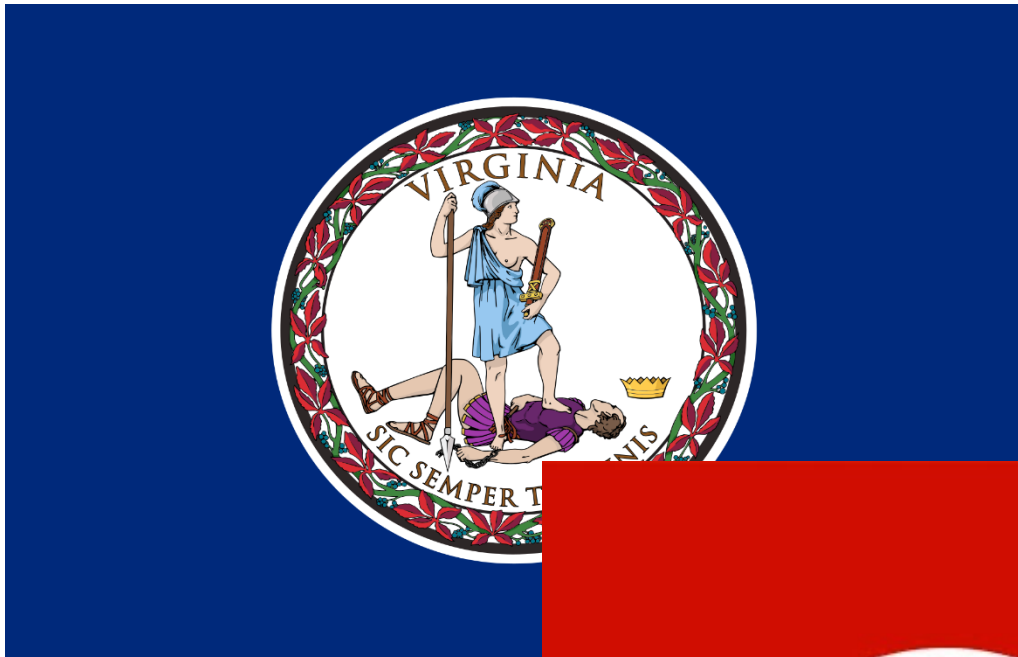
Website: <https://www.nationalsafeplace.org/find-a-safe-place>

To use TXT 4 HELP, text the word “safe” and your current location (city/state/zip) to 4HELP (44357).

Within seconds, you will receive a message with the closest Safe Place site and phone number for the local youth agency. You will also have the option to text interactively with a professional for more help. It’s quick, easy, safe and confidential.

Tennessee/Virginia





Change is Possible (CHIPS) Family Violence Shelter

To provide shelter and services to victims of domestic violence and their children that will enable them to begin and maintain a life free of violence.

Website: <https://www.frontierhealth.org/runaways/>

Phone: (423) 743-0022 (office) or (423) 388-8281 (hotline)

Email: chipsadvocate@gmail.com

The Family Promise Program of Greater Johnson City

Family Promise of Greater Johnson City's (FPJC) mission is to help low-income and unhoused families achieve sustainable independence. We provide a network of faith congregations and community agencies to promote a collaborative response for unhoused families with children.

Website: <https://familypromisejc.com/interfaith-hospitality-network/>

Phone: (423)-202-7805

Address:

215 W Watauga Ave #4,
Johnson City, TN 37604

Coverage Area: Carter County, TN, Unicoi County, TN and Washington County, TN.

The Family Promise Program of Greater Kingsport

We are Family Promise transforming the lives of families experiencing homelessness. Because Every child deserves a home.

Website: <https://www.familypromisekingsport.org/shelter-program>

Phone: (423) 246-6500

Fax: (844) 319-6500

Email: office@familypromisekingsport.org

Address:

601 Holston St
Kingsport, TN 37660



Frontier Health: Link House (Kingsport, TN)

Are you feeling unsafe or afraid to go home? Has a painful or stressful situation at home, at school or with friends left you feeling you have nowhere to go. If you're under 18 and need a Safe Place, find help at Link House.

Website: <https://www.frontierhealth.org/runaways/>

Phone: (423) 288-1828 or (877) 288-1828

Address:

433 New Beason Well Rd.

Kingsport, TN 37660

Haven of Rest Rescue Mission Bristol TN & VA

The Haven of Rest Rescue Mission is a Christ -centered ministry committed to helping the homeless, hungry, and hurting of Bristol Tennessee/Virginia, and the surrounding communities. The Haven's programs and services address the needs of the whole person: physical, mental, spiritual, emotional, and social. We provide beds, meals, and medical services.

Website: <https://www.havenofrestbristol.org/>

Phone: (423) 968-2011

Address:

624 Anderson St.

Bristol, TN 37620

The Helen Ross McNabb Center, Inc. (Knoxville)

The McNabb Center's Safe Place program provides outreach and emergency services to runaway and homeless youth, ages 12-18. We are here to offer support in a safe and anonymous place to figure out your next steps. To learn more about the emergency shelter, food, clothing, counseling and referrals for health care offered to youth in need, call our runaway youth hotline.

Website: <https://mcnabbcenter.org/victim-services/#runaway-youth>

Runaway Youth Hotline: (865) 523-2689



Homeless Education Program

Kingsport City Schools provides a Homeless Education Program for students who qualify for assistance under the McKinney-Vento Homeless Assistance Act, Title IX, Part A of the Every Student Succeeds Act (ESSA). The act states that a child or youth is considered homeless if he or she lacks "a fixed, regular, and adequate nighttime residence."

Website:

https://www.k12k.com/apps/pages/index.jsp?uREC_ID=345735&type=d&pREC_ID=753931

Contact: Michele Wilder, Kingsport City Schools Homeless Education Program Coordinator mwilder@k12k.com

Phone: (423) 378-2424

Fax: (423) 378-2120

Address:

400 Clinchfield Street Ste. 200
Kingsport, TN 37660

Homes for Youth (H4Y)

Is a nonprofit 501(c)3 organization thorough which JCHA could directly address the plight of homeless youth and veterans. H4Y was created to help Johnson City youth, ages 18 through 25, who have no permanent residence and few resources. To locate the youth, who are often an invisible population, the JCHA networks with organizations (such as Holston Home, Youth Villages and Frontier Health) that work with children who have been placed under state custody and could become homeless after age 18. Once found, the young adults are given transitional housing and provided with case management through Youth Villages. A team of up to 12 mentors is provided to offer counseling and spiritual support and for teaching participants basic life skills. Each youth is asked to sign a contract outlining limitations and expectations.

Website: <https://www.ichousing.org/programs-services/homes-for-youth/>

Phone: (423) 232-4784

Fax: (423) 232-4789

Address:

901 Pardee Street
Johnson City, TN 37601



Kidcentral TN- Runaway Homeless Youth Shelter

The Program provides 24-hour support to runaway and homeless youth ages 13-17. Youth are cared for in a safe place and provided shelter, clothing and food by trained professional staff. The program provides peer counseling, educational support and fun events to assist youth in getting off of the streets. They participate in fun activities such as going to the movies, bowling and special events. Youth receive 24-hour support, counseling and mentoring services. For more information, or if you suspect a child may be a runaway or homeless youth, contact our team at any of the following numbers. Staff are available 24 hours a day.

Website: <https://www.kidcentraltn.com/program/runaway-homeless-youth-shelter.html>

Hotline Phone Number: (901) 577-2500, ext. 1166

For youth outside of Shelby County, please visit <http://www.1800runaway.org/> for contact information.

Layla's Hope (a program of Mental Health Transformation Alliance)

Our mission is to ensure that missing, runaway, homeless, and street youth/young adults, who have been subjected to, or are at risk of being subjected to, sexual abuse, human trafficking, or sexual exploitation and their families have access to resources and support that rebuild connections and develop a sense of safety, hope and leadership.

Website: <https://mh-ta.com/laylas-hope>

Phone: (276) 274-7068

Contact: Stacy Morgan sjustiss.mhta@outlook.com

Seton Youth Services

Seton Youth Services shall provide a safe haven, counseling and outreach services, 24 hours per day without charge, to assist youth in crisis throughout Hampton Roads, with the goal of reuniting families. Our programs serve runaway, homeless, and trafficked youth and youth in crisis within their family, school and/or community.

Website: <https://setonyouthservices.org/>

- **Shelters:** Seton Youth Services operates two shelters in Virginia Beach, one for boys and the other for girls. In our shelters, residents are provided youth advocacy and individual/family crisis counseling. Case management activities



facilitate coordination of services, community referrals and aftercare follow-up. For more information visit <https://setonyouthservices.org/shelters/>

Boy's/Girls Shelter Phone: (866)751-7660 or (757)498-HELP(4357)

- **Youth Outreach Program (YOP):** Youth Outreach Program includes Van Outreach, Safe Place services and Special Outreach Projects. The Youth Outreach Program offers onsite crisis counseling, crisis intervention, immediate access to emergency shelter for 9-17 year olds and intensive support services. In addition to these crisis services, our Van Outreach component provides food, clothing, hygiene items, and written information. Additional Street Outreach Crisis Intervention Services (accessed through our 24-hour Hotline) include intensive support for homeless families with children 9 up to 18 years old by offering transportation to our shelters for families who do not have transportation and seek a safe place for their children to stay while the parent secures new housing. For more information visit <https://setonyouthservices.org/youth-outreach-program/>

Youth Outreach Contact: David Mount dmount@setonyouthservices.org

- **Mentoring:** The MCP program is FREE and available to youth 4 to 18 years old who have been affected by the incarceration (past or present) of someone in their lives. Each child is paired with an adult who takes on the role of a friend- NOT a substitute parent. For more information visit <https://setonyouthservices.org/mentoring/>

Mentoring Contact: Charliesa Day cday@setonyouthservices.org

(757) 646-9965

Crisis Hotline: (757) 498-4357

Address:

101 N. Lynnhaven Road Suite 101

Virginia Beach, VA 23452

Tennessee Statewide 2-1-1 Resource Network

Please Call 211 for listings of shelters in Tennessee.



Tennessee Valley Coalition for the Homeless

The Continuum of Care (CoC) Program is designed to promote community-wide commitment to the goal of ending homelessness; provide funding for efforts by nonprofit providers, and State and local governments to quickly rehouse homeless individuals and families while minimizing the trauma and dislocation caused to homeless individuals, families, and communities by homelessness; promote access to and effect utilization of mainstream programs by homeless individuals and families; and optimize self-sufficiency among individuals and families experiencing homelessness.

Website: <https://tvchomeless.org/>

Homeless Assistance Hotline: (888) 556-0791

Phone: (865) 859-0749

Contact: info@tvceh.org

Address:

PO Box 27051

Knoxville, TN 37927

Coverage Area: *Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Loudon, Monroe, Sevier, Union Counties*

Youth Emergency Shelter

The Youth Emergency Shelter provides a temporary place of stability and safety for children who need immediate care. Children in our care will have a comfortable bed, food, clothing, hygiene care, safety education, counseling and, most importantly, love. This program offers follow up services to children and families, including intensive case management services to prevent future disruption and ensure stability.

Website: <https://mcnabbcenter.org/victim-services/#runaway-youth>

Youth Emergency Shelter Hotline: (423) 586-7740

Address:

320 W 3rd N St.

Morristown, TN 37814



Other Resources

Boys & Girls Club of Greater Kingsport

At Boys & Girls Club of Greater Kingsport, we empower our kids and teens to become young leaders. We show them the responsibilities of citizenship and expose them to different cultures. We teach them about potential career paths and help them develop skills related to interviewing and public speaking. Perhaps most important, we focus on the importance of building meaningful relationships, develop a strong self-image, and serving as a potential influence.

Website: <https://www.kbgc.org/>

Phone: (423) 230-4160

Contact: info@kbgc.org

Address:

1 Positive Place

Kingsport, TN 37660

Community Help Center

The Community Help Center provides free food, hygiene products, clothing, house hold items, furniture and financial assistance for utilities. This program provides: food to meet basic nutritional needs, hygiene products, clothing, household items, furniture, and financial assistance. To apply for services, please visit the Help Center or call to schedule an appointment.

Website: <https://www.findhelp.org/provider/community-help-center--jonesborough-tn/5031545870221312?postal=37601>

Phone: (423) 788-0050

Address:

1591 Tennessee 81

Jonesborough, TN 37659

Coverage Area: Washington County, TN



Creekside

When an acute mental, behavioral, or psychiatric issue disrupts daily life, know that you can turn to Creekside Behavioral Health. Mental Health is our only specialty. With this focus, we provide a full continuum of care including assessment, diagnosis, rapid stabilization and ongoing care and support. Inpatient and outpatient options for care at Creekside Behavioral Health provide a place of hope and healing as we provide 24/7 care with physician supervision, medication management, and group therapy, seven days a week.

** Financial concerns should not be an additional source of stress. At Creekside Behavioral Health, we strive to alleviate concerns by accepting Medicare, Medicaid, and most commercial insurance plans. If you or a loved one is concerned about the cost of treatment, please contact us.*

Website: <https://creeksidebh.com/>

Address:

1025 Executive Park Blvd
Kingsport, TN 37660

Families Free

Families Free connects families to community resources for their basic, mental, social, and physical needs. We offer holistic treatment for justice-involved individuals, including outpatient services, trauma groups, yoga, parenting education, family therapy, and psychiatric evaluations.

Website: <https://familiesfree.com>

Contact: info@familiesfree.com or [click here](#) to submit a referral

Family Resource Centers

In order to succeed in school, children need a safe and supportive environment. But even the most caring families can use some help now and then. Tennessee's Family Resource Centers are committed to assisting these children, while supporting and strengthening families through a variety of informational and educational programs. The FRC network assists at-risk children, whose families may be dealing with: hunger, poverty, neglect, homelessness, mental illness, substance abuse, domestic violence, family conflict or loss of a family member. Depending on your location, FRC youth services may include: school readiness, evaluation services, counseling or case management, tutoring, student mentoring, and recreation or enrichment activities.



Website: <https://www.kidcentraltn.com/support/basic-needs/family-resource-centers.html>

Contact: Taylor Rayfield, State Coordinator

Phone: (615) 483-1248 or (888) 699-6290

Feed Kingsport

Find locations that serve hot meals, blessing boxes, or a food pantry.

Website: <https://feedkingsport.org/>

Feeding America

Looking for free food in your community? Anyone who needs extra help affording food can visit a food pantry or meal program. You can easily find a food bank near you by entering your zip code or state. We will provide you with a list of Feeding America partner food banks and their contact information. Connecting with your local food bank is the first step towards getting free food and grocery items.

Website: <https://www.feedingamerica.org/find-your-local-foodbank>

Friends In Need (Dental, Medical, Mental Health)

Friends In Need provides on-site primary care and dental care as well as referrals to other volunteer physicians and professionals for specialized care. We serve the uninsured and under-insured, in upper East TN and Southwest Virginia.

Website: <https://www.friendsinneed.us/>

Phone: (423) 246-0010

text: (423) 251-5774

Address:

1916 Brookside Dr

Kingsport, TN 37660



Frontier Health Mental Health Services

Your child or teen's behavior and emotional health can be affected by increased stress, changes in family situations, bullying at school, substance use or even traditional illnesses. It's normal for them to experience worry or fear in new situations but continuing emotional difficulties, behavior problems or extreme changes in behavior may signal your child needs help from Frontier Health's caring, trained professionals. IF YOU, YOUR CHILD, OR SOMEONE YOU KNOW IS IN DANGER OF SUICIDE, GO TO THE NEAREST EMERGENCY ROOM, OR CALL 911.

Website: <https://www.frontierhealth.org/mentalhealth/>

24/7 Mobile Crisis Response Hotline:

Tennessee & Virginia: (877) 928-9062

Girls Inc. of Kingsport

Open to girls ages 4-18, our after-school program allows girls from Kingsport City and Sullivan County Schools to become *Strong, Smart, and Bold* through weekly Girls Inc. programming. After-School programming includes transportation on vans to our facility from the child's school, a daily snack, free activity time, homework help, access to our in-house library, and Girls Inc. National Programs. In addition to these daily activities, girls also get the opportunity to sign up for special activities such as bible classes, Small Miracles Therapeutic Horseback Riding, Girlbotics Lego League, Girls Inc. Mentoring, and monthly nursing home visits. Fees based on income.

Website: <https://girlsincckpt.org/>

Phone: (423) 247-2321

Address:

1100 Girls Club Place

Kingsport, TN 37660

Project Access

Appalachian Mountain Project Access is a 501 (c) (3) nonprofit organization that strives to eliminate health care gaps by providing meaningful access to health care through a coordinated system of primary, specialty, ancillary, hospital, supportive, and social services for the low income, uninsured, and medically needy residents of the Appalachian Highlands. Our services are available for individuals who reside in the 21-County Service Area of the Appalachian Highlands, are at or below 225% of the federal poverty level, are uninsured and do not have access to affordable health insurance. The



individuals we serve are typically between the ages of 19 and 64. They are screened for qualification and must have no access to affordable health insurance and have income at or below 225% of the Federal Poverty Level. We provide comprehensive, specialty care coordination for the low-income and uninsured residents of the Appalachian Highlands. To apply and see other qualifications visit their website.

Website: <https://www.projectaccesseasttn.org/>

Phone: (423) 232-6700

Email: staff@projectaccesseasttn.org

Address:

926 W Oakland Ave

Johnson City, TN 37604

Tennessee Charitable Care Network

The Tennessee Charitable Care Network supports, educates, and represents non-profit organizations that provide charitable health care services to low-income, uninsured, and underserved Tennesseans.

Website: <https://www.tccnetwork.org/>

Phone: (615) 970-6499

Contact: info@tccnetwork.org

Address:

707 Shadycrest Lane

Franklin, TN 37064

Tennessee Department of Mental Health & Substance Abuse Services: Recovery Housing

Safe, stable, quality, affordable housing is an essential component of recovery from substance use disorder. The department is proud to share the following resources for recovery housing, many of which we support in various forms. Visit their website to see the list of recovery house, addiction recovery programs, sober living association and creating homes initiative.

Website: <https://www.tn.gov/behavioral-health/substance-abuse-services/treatment---recovery/treatment---recovery/recovery-housing.html>



24/7 Crisis Line: (855) 274-7471

Phone: (800) 560-5767

Contact: OCA.TDMHSAS@tn.gov

Address:

500 Deaderick St.

Nashville, TN 37243

Tennessee Summer Food Service Program

It's a disturbing statistic, one in four Tennessee children face hunger every single day. Often, during the school year underprivileged youth only eat when they're in school. It means the summer months can prove to be a difficult time for them and their families if they don't know where their next meal is coming from. To help tackle this problem Congress established the Summer Food Service Program or SFSP. The program ensures that during a school break, low income youth 18-years-old or younger can receive nutritional meals provided during the school year by the National School Lunch and Breakfast Programs. The SFSP typically begins when school lets out in late spring and continues until school opens in the fall.

How to find a Meal:

- Visit the following website <https://www.fns.usda.gov/meals4kids>
- Text "Summer Meals" to 97779
- Call 1-866-348-6479

The Children & Youth Homeless Outreach Project

The Children and Youth Homeless Outreach Project provides outreach and case management for homeless families or those at risk of homelessness to identify children and youth with Severe Emotional Disturbances (SED) or at risk of SED. The program then assists parents to secure needed mental health services for children and other family members in need. Assistance to find or restore secure housing is also provided including temporary financial assistance with rent, utilities, and other needs that will assist the child with SED and help keep the family intact.

Services are located in the following areas:

Case Management, Inc.

901-821-5600

<http://www.cmiofmemphis.org/>

County Served: Shelby County



Frontier Health

877-928-9062

<http://www.frontierhealth.org/>

Counties Served: Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Unicoi, and Washington

Helen Ross McNabb Center

800-255-9711

<http://www.mcnabbcenter.org/>

Counties Served: Knox and Hamilton

Mental Health Cooperative

866-816-0433

<https://www.mhc-tn.org/>

Counties Served: Davidson, Montgomery, Rutherford, and Sumner

Pathways of Tennessee

731-541-8200

<http://www.wth.org/locations/pathways>

Counties Served: Dyer, Gibson, Hardeman, Haywood, Henderson, Lake, Madison, Obion, and Weakley

The Helen Ross McNabb Center, Inc. (Knoxville)

The McNabb Center provides a full continuum of crisis services for children in East Tennessee. Our Family Walk-In Center offers care seven days a week from 8 a.m. to 8 p.m. for children experiencing a mental health crisis.

You can call our Mobile Crisis Unit 24 hours a day, seven days a week if your child or loved one is in crisis.

Our newly opened Children's Crisis Stabilization Unit (CSU) at East Tennessee Children's Hospital offers a safe place for children stay for several days under around the clock care of specialized clinical staff as they work through a mental health crisis.

Website: <https://mcnabbcenter.org/mental-health-care/#children's-crisis-services>

Crisis Phone: (865) 523-2689

Non-Crisis Phone: (800) 255-9711

Serving: Anderson, Cocke, Hamilton, McMinn, Blount, Hamblen, Knox and Sevier Counties.



The Helen Ross McNabb Center Substance Use Treatment

The McNabb Center offers a full continuum of substance use treatment services from residential care to Medication Assisted Therapy (MAT). Call us to learn what options are best for you or your loved one.

- **Detoxification**

The McNabb Center's medical detoxification program serves adults who are experiencing the effects of high-risk withdrawal from opioids, alcohol or other addictive substances. Evaluation and withdrawal management are delivered under a defined set of physician-approved protocols by skilled nurses and our professional clinical team. To learn more about the Center's detox options, call (865) 523-4704.

- **Residential**

The McNabb Center offers residential treatment for adolescents and adults facing a substance use or co-occurring disorder. Through our residential programming, clients receive education, group and individual therapy focused on achieving recovery, wellness and a healthy lifestyle. The McNabb Center is designated by the state as a Co-Occurring Disorders Enhanced facility, showing the program "has a higher level of integration of substance abuse and mental health treatment and recovery services."

Adults Phone: (865) 523-4704

Youth Phone: (865) 524-5757

- **Intensive Outpatient**

For adults and adolescents across East Tennessee in need of treatment for substance use disorder or addiction, the McNabb Center offers intensive outpatient programs. The Center offers gender-specific and youth groups, depending on the age and specific needs of each client. Each program provides 9-12 hours per week of structured therapy and education. To find the program closest to you, or to learn about the Center's other substance use services, call us at **1-800-255-9711**.

- **Medication Assisted Therapy**

Medication Assisted Treatment combines counseling and behavioral therapies with approved medications (such as Vivitrol or buprenorphine) to treat addiction disorders. Using controlled levels of medications to help relieve withdrawal symptoms and psychological cravings can assist some individuals struggling with an addiction disorder to sustain recovery. To learn more about the Center's Medication Assisted Treatment options, call us at **1-800-255-9711**.

- **Recovery Support/Peer Support**



Recovery Support and Peer Support are essential pieces in the recovery journey. The McNabb Center can provide assistance in these areas. To learn more about the Center's substance use treatment options, call us at **1-800-255-9711**.

Website: <https://mcnabbcenter.org/substance-use-treatment/#detox>

