



Legal Resources Guide

Finding Legal Assistance in Knoxville

**A Public Service of the
Knoxville Bar Association**

Updated May 2023

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Disclaimer: The information contained in these articles on various subject areas of law is to aid your general understanding of these issues only. This information does not constitute legal advice and should not be depended upon for that purpose.

The Courts, sometimes referred to in these articles, may change procedures, available services, hours of operation, availability of classes, etc., at any time. Additionally, laws are constantly changing and may at any time render the information in these articles obsolete. *THESE MATERIALS, PREPARED BY MEMBERS OF THE KNOXVILLE BAR ASSOCIATION (KBA), HAVE BEEN ISSUED TO INFORM AND PROVIDE GENERAL INFORMATION, NOT TO ADVISE. IF YOU HAVE A SPECIFIC LEGAL PROBLEM, YOU SHOULD NOT TRY TO APPLY OR INTERPRET THE LAW WITHOUT THE AID OF AN ATTORNEY WHO KNOWS THE FACTS BECAUSE THE FACTS MAY CHANGE THE APPLICATION OF THE LAW.* If you have a legal problem or question, please consult an attorney. If you need a lawyer, please [contact](#) the KBA Lawyer Referral & Information Service.

Any publication, distribution, or other use of these materials without the express written consent of the KBA is prohibited.

KNOXVILLE BAR ASSOCIATION RESOURCES

Lawyer Referral & Information Service

(865) 522-7501

www.knoxbar.org/LRIS



Contact the Knoxville Bar Association's
Lawyer Referral & Information Service:

Office hours are Monday through Friday
9:00 A.M. – 4:30 P.M. (hours may vary)

Call: (865) 522-7501

Visit our website: www.knoxbar.org/LRIS

Follow us on Facebook: www.facebook.com/KBALRIS

*The Referral Service is a call-in & online service ONLY.
NO WALK-INS. A free public service of the Knoxville Bar
Association.*

Legal Help, Right Away

Our Service

- We refer you to a licensed and insured attorney based on your specific legal need, not a paralegal or document preparer.
- Our attorneys will speak with you directly, typically within 24 to 48 hours after the referral.
- All attorneys on our service are in good standing with the Tennessee Board of Professional Responsibility and the Knoxville Bar Association.
- Through our survey and review process, we monitor client satisfaction with the referral and consultation.
- LRIS attorneys average 20+ years of legal experience.

Our Staff

Sometimes you need a lawyer, sometimes you need just general information, and sometimes it is hard to know what you need. When you call the Lawyer Referral & Information Service you will speak to a member of our trained and friendly staff who can provide you with personalized service. Our staff may refer you to an attorney on our service, direct you to a government or social service agency, or provide you with general information.

Our Commitment

There are times in life when you need legal help. This is especially true in situations involving life events or changes. When it matters most, knowing where to go for legal help can make all the difference. Our service is the only non-profit lawyer referral service in our community, and we have been providing attorney referrals for over 60 years. We offer experience, integrity and a commitment to public service.

How does the Lawyer Referral & Information Service work?

Speak with a Consultant

Helpful staff will interview you to determine the nature of your legal issue. If appropriate, you will be referred to a private attorney for a free initial consultation. Depending on the circumstances, staff may also direct you to a government or social service agency. Information provided by callers is not shared with anyone other than the attorney to whom a caller is referred.

Call an Attorney

You will be given the name and telephone number of an attorney to contact who has experience with your type of legal problem. The referral and the consultation time of the attorney are free. If additional services are needed beyond the initial consultation, you would be expected to pay the attorney his or her normal fees for services.

The Lawyer Referral & Information Service has attorneys in over 100 areas of law including:

Automobile Accidents, Bankruptcy or Credit Problems, Buying or Selling a Home, Business Law, Consumer Protection, Contracts, Criminal Law, Elder Law, Family Law/Divorce or Child Custody, Foreclosure, Intellectual Property, Personal Injury, Property Matters, Social Security, Traffic Violations, Wills, Estate & Probate, Workers' Compensation, Wrongful Termination. **And many other legal concerns.**

Lawline Online

A free public service of the Knoxville Bar Association

www.knoxbar.org/Lawline

**If you need an attorney
or think you have a
legal problem, the KBA
Lawyer Referral &
Information Service is
here to help.**

Lawline Online is a free public service program of the Knoxville Bar Association designed to help members of the community understand the law by means of information in easy-to-understand language available on the Internet.

By going to the Knoxville Bar Association website at www.knoxbar.org/Lawline, you will find numerous sections describing legal issues by topic. These sections are meant to help the public understand common legal problems, recognize potential pitfalls, and learn about how the justice system works. Information on where to go if further help will be needed is also provided. The sections are written in a straightforward, easy-to-understand manner using everyday language. Although it is not intended to replace the advice of an attorney or to provide specific legal advice, the service provides general information on over 70 topics.

Speakers Bureau (865) 522-7501

www.knoxbar.org/speakers

The speakers from the Knoxville Bar Association Lawyer Referral & Information Service won't be outspoken. That is, they intend to be second to none when it comes to speaking out about the law. Attorneys experienced in a wide range of practice areas will speak to your group or organization without charge on the subject of your choice.

You may call the Lawyer Referral & Information Service at 522-7501 or submit your request at www.knoxbar.org/speakers. Four weeks' advance notice will ensure our ability to provide you with an attorney who is experienced in your area of interest.

**Reaching the
Community One
Audience at a Time**

The **Speakers Bureau** is offered as a free public service of the KBA Lawyer Referral & Information Service. Presentations may be scheduled at local schools, colleges, community and civic clubs, church organizations and businesses for presentations to groups with 10 or more attendees.

Public Resources Available at www.knoxbar.org

Find guides on these topics at www.knoxbar.org:

- Domestic Violence Handbook
- Legal Resources Guide
- DIY Legal Forms
- Identity Theft
- When You Turn 18
- Intermediary Organizations

The Knoxville Bar Association is here to help you better understand the law.

These handbooks, available at www.knoxbar.org/resources, have been prepared by members of the Knoxville Bar Association, and have been created to inform and provide general information—not to advise. If you have a specific legal problem, you should not try to apply or interpret the law without the aid of an attorney who knows the facts because the facts may change the application of law.

Want general information about a particular area of law? Need a lawyer? Considering hiring a mediator? Take the time to review all of the resources available on the Knoxville Bar Association website. In addition to this Legal Resources Guide, Lawline Online, and the handbooks outlined here, you will find an easy-to-use attorney referral form, a law firm and lawyer directory, a detailed list of mediator profiles, information about upcoming legal clinics, and much more.



Like us on
Facebook

Keep Up with Changing Laws

Follow the LRIS on Facebook at www.facebook.com/KBALRIS, where we post links, events, and articles to help you keep informed of your legal rights.

Be Cautious When Using DIY legal forms

Don't use any form until you understand it. People sign contracts every day after giving them a halfhearted glance. But your signature on the bottom of a contract indicates that you understand and agree to what you've read. You wouldn't buy a car unless you knew it had all its parts, but people sign legal documents all the time without knowing their rights and whether the documents contain the necessary wording. It doesn't make sense.

Document preparation services and legal software programs are not able to give you legal advice regarding your particular situation, nor are they licensed to do so. A Tennessee attorney has received years of legal training and can give you advice which is tailored to your specific needs.

Commented [TC1]: Esther Roberts - Knox Cty Sessions - Civil - esther.roberts@knoxcounty.org
*emailed 3/9

Commented [TC2R1]: Updated 3/9

Commented [TC3]: Richard Major - Sessions Criminal - richard.major@knoxcounty.org
*emailed 3/9

KNOX COUNTY GOVERNMENT RESOURCES

Knox Co. General Sessions Court Civil Division

Old Courthouse, 300 Main Street, Knoxville TN 37902

(865) 215-2518

https://knoxcounty.org/circuit/civil_sessions_dockets.php

Court Clerk Hours:

Monday – Friday, 8:00 A.M. – 4:30 P.M.

Sessions Court, Civil Division, Hours:

Monday – Wednesday, 9:00 A.M. until the docket is completed

Thursday and Friday are reserved for special contested dockets.

Typical cases for return of rent deposits, disputed repair bills, unpaid bills, possession of real property, or return of personal property.

Plaintiff (person bringing suit) must provide the defendant's (person being sued) complete address.

Restrictions:

Court clerks and mediators cannot provide legal advice.

The transaction that is the subject of the litigation must have taken place in Knox County.

Fees:

\$191.50 filing fee (if one defendant) for civil warrants. Costs vary for other actions.

Detainer Docket

Tuesday 9:00 A.M. until docket is completed

General Sessions Court, Civil Division, is a place where small disputes can be settled without formal courtroom procedures. Many cases in Civil Sessions Court do not require an attorney. Before you decide to represent yourself, you must determine how complicated your case is and if you feel confident that you can explain it to the judge.

General Sessions Court is a court of limited and special jurisdiction. The judges of the five divisions of Sessions Court have jurisdiction over all civil cases (exclusive of divorce and worker's compensation) and all criminal offenses. The General Sessions Court's civil jurisdiction includes civil lawsuits up to \$25,000.00 except for Actions to Recover Personal Property where possession and alternative money judgments up to \$25,000.00 may be awarded. The General Sessions Courts also have original and unlimited jurisdiction over forcible entry and detainer warrants involving landlord-tenant disputes and non-payment of rent.

The General Sessions Courts provide another method to assist you in resolving your dispute. The court-sanctioned Mediation Program gives the public an opportunity to settle their disputes through the process of mediation after initiating formal legal action, but before coming to trial. The program covers consumer disputes, actions to recover personal property, civil wrongs (torts), and landlord and tenant disputes. There is no cost to you for this service.

KNOX COUNTY GOVERNMENT RESOURCES

Knox Co. General Sessions Court Criminal Division

**City-County Building, 400 Main Street, Suite M84
(865) 215-2375 www.knoxcounty.org/criminalcourt**

Court Clerk Hours:
Monday – Friday, 8:00 A.M. – 4:30 P.M.

General Sessions Court:
Sessions Courts for Misdemeanor, D.U.I., Felony and Traffic (Including Environmental and Ordinance Citations) commence at 8:30 A.M. Monday – Friday.

The General Sessions Court – Criminal Division is both a traffic court and the court in which the vast majority of criminal cases begin and conclude.

The General Sessions Court – Criminal Division is a collection of specialized criminal and traffic case dockets heard in four separate courtrooms on the main floor of the City-County Building. These case dockets are heard on a rotating basis, by Knox County's five General Sessions Judges.

Defendants charged by citation (not a traffic citation) with a criminal offense, or released from custody prior to an Initial Appearance before a Magistrate, are given a Bonded Arraignment Court date by the citing Law Enforcement Officer or Sheriff's Detention Facility Officer. These cases are heard beginning at 8:30 A.M. daily. Note – Criminal case citations will also instruct the defendant to appear at the City-County Building for booking. All dates and times listed on a citation should be thoroughly reviewed and followed.

When a criminal case is scheduled for a hearing, the defendant and any prosecution or defense witnesses are sent subpoenas. All subpoenas clearly indicate the date, time, court and case for which the individual's attendance is required.

Traffic & Citation Court is held in the Fourth Sessions Courtroom. If cited for a traffic, environmental or county ordinance violation, and not charged with a companion criminal offense, then the case is heard on this docket. Some traffic cases can be resolved without even appearing in court. Please consult the following website for complete details regarding the General Sessions Judges' guidelines for citations, including options to avoid appearing in court. knoxcounty.org/gsjudges/traffic/avoid_court.php

General Sessions Court Clerk, Mike Hammond, and his staff of Deputy Clerks are available to assist you with any questions regarding a case. The Court Clerk's Office has significantly invested in making case information accessible to the public. At knoxcounty.org/criminalcourt you will be able to search the daily dockets for all General Sessions – Criminal Division cases. Additionally, case information can be searched by name. The website displays the date the case is scheduled, the offender's name, offense, type of case setting, court identification number, docket number and custody status.

Court Costs may be paid online at knoxcounty.org/criminalcourt or via twenty-four hour voice response system at (865) 999-0817. If you arrive at the City-County Building and cannot locate the correct courtroom, the Court Clerk has provided a scrolling docket summary on large monitors located just outside the main floor office of the General Sessions Court Clerk. Additionally, customer service representatives are available by telephone at (865) 215-2375, Monday through Friday, between the hours of 8 A.M. and 4:30 P.M.

Commented [TC4]: Suzanne Petty - Project Coordinator;
spetty@pdknox.org
*emailed 3/9



Knox County Public Defender's Community Law Office

1101 Liberty Street, Knoxville TN 37919

(865) 594-6120

www.pdknox.org

Office Hours:
Monday – Friday
8:00 A.M. – 5:00 P.M.

The public defender's office handles representation of defendants assigned by court order. Tennessee courts consider a number of factors in determining eligibility to be represented by a lawyer associated with a public defender office, or a private lawyer handling a case on an appointed basis, including the federal poverty guidelines.

The Knox County Public Defender's Community Law Office (CLO) practices a holistic, client-centered representation model that combines vigorous legal advocacy with robust social services and access to community resources. The integrated structure of the legal and social services departments at the CLO creates a meaningful opportunity to partner with clients to help them stabilize their lives and get out of the criminal justice system. It provides for comprehensive representation that recognizes the interaction between legal, personal and environmental issues and, in contrast to a more traditional lawyer-centered model, emphasizes the collaboration between client, attorney and social worker. We have a unique mission for a public defender's office operating within a statewide public defender system. Our mission is driven by our understanding that most of the criminal behavior in our community is symptomatic of other personal, psychological and social dynamics. As a community law office, we are able to advocate for a fair and just process within the criminal justice system, while also increasing our clients' self-sufficiency and integration into the community, to positively impact the quality of life in Knox County.

Commented [TC5]: KCD-AG Ashley Julian - Administrative Officer ashley.julian@knoxcounty.org
*emailed 3/9
*emailed Debbie Oldakowski on 5/10, await reply

Commented [TC6R5]: TSC updated logo

Office of the District Attorney General

6th Judicial District • Knox County, Tennessee

P.O. Box 1468 • 400 Main Street, Suite 168 • Knoxville, TN 37901-1468

www.knoxcounty.org/DAG • Phone: 865-215-2515 • Fax: 865-215-4253



Office Hours:
Monday – Friday
8:00 A.M. – 4:30 P.M.

The Office of the District Attorney General for the 6th Judicial District represents the people of the State of Tennessee in all criminal cases that occur within Knox County. Its mission is "to stand for justice by pursuing the guilty, protecting the innocent, and upholding the Constitution of the United States of America and the State of Tennessee." [*Fout v. State*, 4 Tenn. 98 (1816)].

RESOURCES FOR VICTIMS & WITNESSES

Victim/Witness Coordinators are employed by the District Attorney's Office to help victims and witnesses of crimes to understand their rights and answer their questions about the criminal justice system. If you have been a victim of crime, you have certain Constitutional rights. These rights may help you better understand what will happen to your case. For more information, visit knoxcounty.org/dag.

"Tough on Crime, Smart on Prevention"

FREE OR REDUCED FEE SERVICES

Legal Aid of East Tennessee

607 W. Summit Hill Drive, Knoxville TN 37902

(865) 637-0484 www.laet.org

Legal Aid of East Tennessee (LAET) is a non-profit law firm serving low-income clients with civil legal needs. Types of cases taken include: public benefits, evictions and housing (both public and private), consumer, employment, health issues, family law and senior citizen's issues. Clients generally must meet income and asset guidelines to be eligible for services. Senior citizens and persons with domestic violence problems may receive help regardless of income. Since the demand is far greater than the resources available, the decisions on case acceptance also depend upon priorities set by LAET, in consultation with the community.



Commented [TC7]: LAET - Debra House dhouse@laet.org
*emailed 3/9

Access helpful brochures and videos on various legal topics at <http://www.laet.org/get-help/>.

For those with a legal problem, telephone intake lines are open on Monday-Friday starting at 9:00 a.m. Only a limited number of cases can be handled each day, so it is best to call as soon after 9:00 a.m. as possible. ONLINE INTAKE is also available anytime through the LAET website, www.laet.org. On the home page look for the Begin Online Intake button.

Pro Bono Project

of Legal Aid of East Tennessee

607 W. Summit Hill Drive, Knoxville TN 37902

(865) 637-0484 www.laet.org



The Pro Bono Project (PBP) is operated by Legal Aid of East Tennessee (LAET) in cooperation with the bar associations of Knox, Blount, Loudon and Sevier counties to support the legal community in fulfilling its mission to provide every person with effective access to the justice system. Cases that LAET is unable to take because of limited resources can often be handled by members of the private bar who volunteer their services through the PBP. PBP clients are subject to the same financial-eligibility requirements as LAET clients.

The PBP also conducts various legal advice clinics to assist clients whose legal problems can be resolved with advice and brief services. To see a list of upcoming clinic events in the area, please visit the Upcoming Legal Clinic Section of the KBA's website at <https://www.knoxbar.org/Clinics4Public>. To sign up for a specific clinic, please contact Legal Aid at (865) 637-0484 and be sure to mention the clinic by name.

The PBP also launched Pro Bono Matters in 2020 to better connect volunteer attorneys with East Tennesseans who need assistance.
<https://www.laet.org/pro-bono-matters/>

Commented [TC8]: LAET Pro Bono Proj - Caitlin Torney - Pro Bono Atty ctorney@laet.org
*emailed 3/9



Knoxville Family Justice Center

400 Harriet Tubman Street, Knoxville, TN 37915
(865) 521-6336 <http://www.fjcknoxville.org/>

Family Violence Help Line: (865) 521-6336 info@fjcknoxville.org

Hours: Monday to Friday, 8:00 A.M. – 4:00 P.M. The KFJC is a walk-in center. You do not need an appointment. (closed on some holidays: <http://www.fjcknoxville.org/services>).

24/7 local domestic violence hotline: (865) 637-8000

24/7 National Domestic Violence Hotline: 1-800-799-7233

The mission of the Knoxville Family Justice Center is to facilitate a coordinated and comprehensive approach to ending domestic violence through collaboration, education and advocacy. Domestic violence does not discriminate. We serve anyone who is a victim of domestic violence regardless of their social identifiers. The KFJC is a safe place with caring and trained staff available to help victims of domestic violence and their children. Some of our services include: safety planning; danger assessment; Orders of Protection; prosecution; civil legal assistance; access to shelter; access to emergency pet sheltering; access to short- and long-term housing; counseling referrals; support group referrals; employment assistance referrals; and childcare assistance referrals. Please call 865-521-6336 or the [online contact form](#) to begin navigation and advocacy.

Commented [TC9]: KFJC - Rachael Searcy - Director of Client Services rsearcy@fjcknoxville.org
*emailed 3/9
Second email sent 5/10

Commented [TC10R9]: No response; compared to website 6/13. Made revisions by copying "mission" and "services"

Legal Aid Society of Middle Tennessee & the Cumberlands – Oak Ridge Office

575 Oak Ridge Turnpike, Suite 201, Oak Ridge TN 37830
<https://las.org> Help Line: (800)238-1443

Office Hours:

Monday – Friday

8:30 A.M. – 5:00 P.M.

No Walk-Ins – Call before coming in

Restrictions:

No fee-generating cases or criminal cases

Legal Aid Society serves 48 counties through 8 offices. Their work is organized through five practice groups focusing on specific needs within their service community:

- Consumer
- Employment
- Family and Domestic Violence
- Health, Income and Education
- Housing

The Oak Ridge Office of the Legal Aid Society provides free legal assistance for low-income individuals who live in Anderson, Campbell, Claiborne, Morgan, Roane, Scott, and Union counties.

Phone: (865) 483-8454
(800) 238-1443

To apply for services, call and provide information about your income, geographic location, and case. A staff member will then return your call.

The demand for services far exceeds the resources to provide them. Services can include representation by a staff or volunteer lawyer, advice from a staff lawyer, referral to a free legal help clinic, or referral to other legal help.

Commented [TC11]: LAS-MTC Theresa Morrison - Communications Coordinator tmorrison@las.org
*emailed 3/9

Commented [TC12R11]: TSC made changes based on website as no reply from agency

Legal Assistance for the Elderly Program

A Division of the East Tennessee Human Resource Agency, Inc.
9111 Cross Park Drive, Suite D-100, Knoxville TN 37923
(865) 691-2551 Ext. 4212 Fax: (865) 531-7216

Legal Assistance for the Elderly is a part-time, federally-funded program providing legal representation to qualified senior citizens in the East Tennessee area. Persons age 60 and older may be eligible if they live within one of the following counties: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Loudon, Monroe, Morgan, Roane, Scott, Sevier, and Union. **For services in Knox County, please contact Legal Aid of East Tennessee.** Household income and assets are not considered when assessing eligibility. There are no fees charged to clients for services, but donations are accepted. Legal services may be provided for persons age 60 or older in the designated counties and whose cases fall within state-determined priority areas, including:

- Power of Attorney (legal and healthcare)
- Qualified Income Trusts for Medicaid

Learn more at: www.ethra.org/programs/21/legal-assistance-for-the-elderly.

Commented [TC13]: ETHRA - Legal Assistance for the Elderly Program - Baily Perry Bowers bbowers@ethra.org
 *emailed 3/9

Commented [TC14R13]: TSC reviewed website and determined no changes were needed 5/10

University of Tennessee Legal Clinic

1505 W. Cumberland Avenue, Knoxville TN 37996
(865) 974-2331 <https://law.utk.edu/clinics>

Hours:
Monday – Friday
8:30 A.M. – 4:30 P.M.

UT Legal Clinic operates seven clinics, many of which provide direct client representation: Advocacy Clinic (civil and criminal litigation), Domestic Violence Clinic, Expungement Mini-Clinic, Mediation and Family Mediation, the Transactional Law Clinic, and the Homer A. Jones Wills Clinic.

Typical cases: juvenile delinquency, adult criminal, expungement, court cost waivers, housing, wills and estates (including power of attorney, conservatorship, living wills), domestic violence (protective orders and related matters), nonprofit law (formation and assistance), and business/entrepreneurship law (formation, licensing agreements, technology transfer and commercialization, and related assistance).

Restrictions vary from case to case and based on each clinic. Income level, county of residence, and educational merits of the case may be taken into account.

Second-year and third-year law students represent clients under the supervision of faculty members. Clients must be unable to afford legal counsel (falling below a certain income level for individuals), and usually are appointed by the courts or referred by local non-profit partners. Some cases are accepted through walk-ins and telephone calls if the case falls within the area of expertise covered by one of the above-mentioned clinics and has sufficient educational merit for students. Clinics that are running at capacity may not be accepting new cases.

The Legal Clinic has been operating for over 70 years and is the oldest continually-operating law school clinic in the country. For more information, please call or go to the clinic website.

Commented [TC15]: UT Legal Clinic - Joy Radice, Director of Clinical Programs - jradice@utk.edu
 *emailed 3/9

Commented [TC16R15]: Reply rec'd 5/30/23; changes made 6/13/23

Commented [TC17]: Knoxville Legal Ministry - Crystal Schrof - schrofca@gmail.com
 *emailed 3/9

Commented [TC18]: Centro Hispano - Cristina Caceres office@centrohispano.org
 *emailed 3/9
 *email bounced, reach out

Knoxville Legal Ministry

9919 Kingston Pike, Knoxville TN 37922
(865) 693-0353 www.administerjustice.org/knoxvillelegalministry



Knoxville Legal Ministry, a nonprofit partnered with Administer Justice, is a monthly legal aid clinic that provides the help of a lawyer and the hope of God's love. For \$30, an individual can schedule a 45-minute meeting with a volunteer attorney on civil issues. An appointment can be scheduled on-line at www.administerjustice.org/knoxvillelegalministry.

The monthly clinic is held the second Saturday of each month from 8:45 a.m. to noon.



Commented [TC19R18]: TSC reviewed website and made change to hours as per site.

Centro Hispano de East Tennessee

2455 Sutherland Avenue, Building D, Knoxville TN 37919

(865) 522-0052

www.centrohispanotn.org



Office Hours:

Monday – Thursday:
9:00 A.M. – 4:00 P.M.
Call-in and walk-in
service.

Centro Hispano is an educational nonprofit that supports Latino and other immigrant families to integrate successfully to Knoxville. Services include information and referrals for lawyers, doctors, schools, etc.; adult English classes; children's education; workforce development programs; youth and family engagement programs; and monthly workshops. Please contact Centro Hispano for more information at 865-522-0052 and visit www.centrohispanotn.org for other programs available.

HELP4TN.org and TN.FreeLegalAnswers.org



Commented [TC20]: TN Free Legal Answers - TALS - Laura Brown, Executive Director lbrown@tals.org
*emailed 3/9

Commented [TC21R20]: 2nd email 5/10

Commented [TC22R20]: None. TSC made changes to combine these resources into one entry based on the website information.

Commented [TC23]: Help4TN - Timothy Hughes - Program Mgr thughes@tals.org
*emailed 3/9

Commented [TC24R23]: TSC combined HELP4TN info into one entry with TN Free legal answers based on website.

HELP4TN provides Tennesseans with legal information and advice via the phone or their website.

www.HELP4TN.org is a website with links to legal information, court forms, videos about court, and links to resources like [TN Free Legal Answers](#) and the [Legal Wellness Checkup](#), which will ask some legal questions and provide you a legal report with personalized legal resources and information. It also has blog posts about your rights and chat bots to help you resolve your legal issues.

TN.FreeLegalAnswers.org is a free, online, civil law legal clinic. The clinic allows Tennesseans to ask up to three questions a year about specific legal problems and communicate with a volunteer lawyer using email. The free lawyer will answer questions, but cannot represent the person in court. The free lawyers on TN Free Legal Answers can help with many types of questions: family law questions, like divorce and custody, landlord-tenant and homeowner questions, questions about debts or purchases, healthcare, civil rights, and other issues.

You can apply to use TN Free Legal Answers at TN.FreeLegalAnswers.org. In order to use TN Free Legal Answers, you must live in the state of Tennessee and meet the financial requirements, like having a low household income and not much money or assets. TN Free Legal Answers is not for questions about a criminal case or for people who are incarcerated. TN Free Legal Answers is provided by the Tennessee Alliance for Legal Services and the American Bar Association.

For those without online access, 1-844-HELP4TN (1-844-435-7486) is a free legal helpline where Tennesseans can talk to a Tennessee lawyer about their civil legal issues. When you call HELP4TN, you will select whether you are over or under the age of 60 to make sure you get to the right lawyer. When you call, an intake specialist will schedule an appointment for you to speak with a lawyer. The lawyer may provide information about the legal process, advice on handling the legal issue, and referrals to free local resources. Due to high call volume, staff encourages those who are able, to use the website.

HELP4TN was created by the Tennessee Alliance for Legal Services (TALS) with funding provided by West Tennessee Legal Services, the National Association of Social Workers, TN Chapter, Legal Services Corporation (LSC).



SPECIAL SERVICES

Community Mediation Center

300 W. Main Street, Suite 305, Knoxville TN 37902

E-mail: info@2mediate.org or Jackie.Kittrell@2mediate.org

(865) 594-1879

Website: 2mediate.org



Main Office: (865) 594-1879
Juvenile Court Office: (865) 215-6570
Please leave a message and we will return your call.

Hours: Monday-Friday 8:30 a.m. – 4:30 p.m.
By appointment only: No walk-ins.

The Community Mediation Center is a nonprofit which has been mediating disputes since 1994, using well-trained volunteers who work in pairs as co-mediators to help people manage and resolve the conflict between them. Our priority are Knox County cases, but we also serve surrounding counties on request: Blount, Sevier, Anderson, Loudon, Union and Jefferson. We can accommodate cases using remote mediation (phone, Zoom, and Docusign), or when only one party is represented.

The application process is designed to be simple, and cases are scheduled when the parties are available including mornings, afternoons, and evenings. Fees are set on a sliding scale which takes into account individual income and family size. Mediation sessions can be done with or without your attorney present.

For a full description of services, visit 2mediate.org/services.

CMC's facilitative interest-based mediation approach allows the parties to reach their own best solutions to disputes. CMC trains volunteers using ADR Commission-approved Family and General Civil Mediation training several times each year. We also train Family-listed mediators in screening and safely conducting family cases with a history of Domestic Violence. We employ a model in which two volunteer co-mediators work as a team to empower the participants to create a lasting solution and prevent future problems. Many of our volunteers are Rule 31 listed mediators.

Remote mediation can be done via Zoom when both parties agree and can access the technology. Types of issues referred to mediation: divorce and post-divorce disputes; "never-married" co-parenting and visitation issues; family and neighborhood disputes; juvenile delinquency and unruly cases; workplace (small business, church, and non-profit); a variety of civil issues such as landlord-tenant, boundary issues, consumer and contract problems, animal, noise, etc.

CMC maintains a list of Rule 31 listed family mediators who will take private pro bono or reduced fee court-ordered reduced family cases pursuant to TSC Rule 38, and Rule 31 listed civil mediators who will take pro bono cases. These appointments must be made by the court. CMC is the "hub" center for the Eastern Grand Division so that judges and parties can use pro bono mediation to address the courts' mediation needs.

Commented [TC25]: Community Mediation Center - Jackie Kittrell Exec Dir jackie.kittrell@2mediate.org
*emailed 3/9

Commented [TC26R25]: 2nd email 5/10

Commented [TC27R25]: TSC made changes based on website.

CASA of East Tennessee, Inc. (Court Appointed Special Advocates)

P.O. Box 10752, Knoxville TN 37939 (865) 329-3399

www.casaofeasttn.org

info@casaofeasttn.org

Office Hours:
Monday – Friday:
9:00 A.M. – 5:00 P.M.
(extended hours as needed as cases warrant)
CASA of East Tennessee, Inc. serves Knox County

CASA of East Tennessee's mission is to improve the lives of abused and neglected children through trained volunteers who advocate for safe, permanent, loving homes. To achieve our mission, we recruit, train, and support volunteers to represent the best interests of children who have been removed from their homes due to abuse or neglect.

A child with a CASA volunteer is more likely to find a safe, permanent home; get more help while in the juvenile system; and is more likely to have consistent, responsible adult presence. Children with a CASA volunteer also spend less time in foster care, are less likely to be bounced from home to home, and do better in school. Children with a CASA volunteer are supported throughout the duration of their case and have a higher chance of achieving permanency and not re-entering foster care.

We serve children in Knox County and work within Knox County Juvenile Court. CASA is appointed by the Judge or Magistrate presiding over the case; we do not decide which cases we serve.

Commented [TC28]: CASA - Amy Jackson, Exec Dir - amy@casaofeasttn.org
*emailed 3/9

Commented [TC29R28]: Amy emailed 4/20 with no changes.

SPECIAL SERVICES

Disability Rights TN

(800) 342-1660 www.DisabilityRightsTN.org

GetHelp@DisabilityRightsTN.org

Intake: (800) 342-1660 or (615) 298-2046 (toll free)
TennCare Beneficiary Support System: (888) 723-8193 or www.LTSSHelpTN.org

Knoxville Office: (865) 670-2944
Knoxville Fax: (865) 470-7028

Disability Rights Tennessee (DRT) is a nonprofit legal services organization that provides FREE services to protect the rights of Tennesseans with disabilities. For 45 years, DRT has worked to ensure that Tennesseans with disabilities are protected from harm and have access to a wide range of legal advocacy services, resources, and educational materials at no cost. DRT participates in public policy advocacy through educating and informing policy makers about issues that impact people with disabilities. As part of its services, DRT administers the TennCare Beneficiary Support System and the Client Assistance Program for clients of Vocational Rehabilitation and Centers for Independent Living.

It is input from the Tennessee disability community that drives the work of DRT. Our current services span across 15 different service areas and focuses on advocacy & legal representation, support & resources, investigation & monitoring, and education & outreach.

Everyone who contacts DRT receives help in one of two ways, either DRT provides direct help or an external referral to an agency or organization that can better help their needs. DRT also provides resources to service providers, loved ones, professionals, and other community members about disability rights.

Office of Immigrant Services

119 Dameron Avenue, Knoxville TN 37917 (as of mid-June 2023)

(865) 971-3550 www.cceetn.org

Catholic Charities of East Tennessee
Office of Immigrant Services: (865) 971-3550 (habla español)
Administrative Office: (865) 524-9896 (no hablamos español)

The Office of Immigrant Services at Catholic Charities of East TN is the only Department of Justice-recognized office in all of East Tennessee. We provide qualified and low-cost immigration legal assistance to the local communities. We mostly focus on family reunification, citizenship, and assistance to refugees and asylees who need to apply for their green card. If you are in need of one of these services, or you have a question about immigration, please call our office to schedule a consultation.

La Oficina de Servicios para Inmigrantes de Caridades Católicas del Este de Tennessee, es la única oficina reconocida en todo el Este de Tennessee por el Departamento de Justicia de los Estados Unidos. Esta oficina provee asistencia legal calificada en materia de inmigración y a bajo costo a las comunidades locales. Nos enfocamos más en la reunificación familiar, ciudadanía y en la asistencia a refugiados y asilados quienes necesitan aplicar por la tarjeta verde. Si Usted necesita asistencia con algunos de los servicios antes citados, o tiene alguna pregunta acerca de inmigración, por favor llame a nuestra oficina para agendar una cita.

Commented [TC30]: DRT - Dalmys Sanchez, Diversity Outreach
Coord - dalmys@disabilityrightstn.org
*emailed 3/9

Commented [TC31]: Office of Immigrant Services - Alessandra
Ceccarelli, Program Leader II alessandra@cceetn.org
*emailed 3/9

Commented [TC32R31]: Updated 3/9



SPECIAL SERVICES

TN Language Center - Translation & Interpretation Services

A part of UT's Institute for Public Service, the TN Language Center frequently serves many different law offices in Knoxville and throughout the state with meetings, depositions, and other legal matters when help is needed with the non-English speaking population. They provide over the phone, video, and in-person interpretation, as well as the translation of documents, for a small charge. You can contact the office at (615) 741-7579 or by email at info.languagecenter@tennessee.edu. Visit their website at tlc.tennessee.edu or [Fill Out This Form](#) to sign up for their telephonic interpretation service.

LEGAL RESEARCH OPTIONS

Knox County Governmental Library (865) 215-2368

Membership/Fee Based Library
Hours: Monday – Friday
7:00 A.M. – 5:30 P.M.
Library Phone:
(865) 215-2368
Librarian: Ashley Satterfield
Email: ashley.satterfield@knoxcounty.org

The Knox County Governmental Law Library is located on the Main Level of the City-County Building, Suite M 99. The Law Library provides immediate access to legal information for the general public, Knox County courts, judges, elected officials, government employees, and local attorneys. Memberships are available.

The library shelves contain a comprehensive collection of law books, codes, treatises, periodicals and case reporters focused primarily on Tennessee state and local government, but including the federal code and case reporters. Legal encyclopedias and law treatises cover issues such as Uniform Commercial Code, bankruptcy, wills and estates, and criminal and civil law procedures. Additional information is provided to some publications and documents by access to internet and online subscriptions. The library is governed by the Knox County Governmental Library Commission and administered by a head paralegal-librarian.

LIBRARY SERVICES

Services available to members of the Knox County Governmental Law Library include use of a code-accessed copying machine. Charges are 15 cents per page. Members are allowed circulation of most legal publications, as well as any needed assistance with research and location of those materials by available staff.

The Knox County Governmental Library also offers access to the following services:

- Westlaw, JIMS, and Internet. The Library also contains several legal publications on state and federal case law. Searches can be done by request. For additional information concerning access to library software please contact the head librarian.
- The Knox County Governmental Law Library is a membership library that requires users to acquire a daily user's pass or purchase yearly membership cards.
- Library user-fee card rates are based on the number of attorneys or individuals in a law firm or entity. The user-fee cards are valid from July 1st to June 30th. Government workers and public officials are exempt from membership charges.

Current rates for the Knox County Governmental user-fee cards are as follows:

\$ 40.00 Sole practitioners or law firms made up exclusively of people who have been licensed to practice law less than three years

\$120.00 For one attorney or individual

\$200.00 For law firms or entities containing two to five attorneys or individuals

\$290.00 For law firms or entities containing six to ten attorneys or individuals

\$375.00 For law firms or entities exceeding eleven attorneys or individuals.

Persons who desire less frequent use of the library may purchase a \$5.00 daily user-fee pass.

Commented [TC33]: Knox County Governmental Library - Ashley Satterfield, Librarian ashley.satterfield@knoxcounty.org
*emailed 3/9
*email bounced, reach out

Commented [TC34R33]: Tracy did not hear back from Ashley and was unable to reach by telephone. Changed one thing in listing: added to grey box "Membership/Fee Based Library to description for better clarity for public readers.

Knox County Public Library System

Lawson McGhee Public Library

500 West Church Avenue, Knoxville TN 37902
(865) 215-8700 www.knoxcountypubliclibrary.org

Phone: (865) 215-8700

Hours: Monday – Thursday
9:00 A.M. – 8:00 P.M.

Friday
9:00 A.M. – 5:30 P.M.

Saturday
10:00 A.M. – 5:00 P.M.

Sunday
1:00 P.M. – 5:00 P.M.

Lawson McGhee Public Library is open to the general public. Residents of Knox County may register free of charge for a library card upon presentation of identification reflecting the applicant's name and address. Library cardholders may check books out for three weeks and use library computers to access Internet resources. Photocopiers are available at a cost of .15 per page for black/white photocopies or computer printouts and .25 per page for color computer printouts or microfilm/microfiche copies.

Legal collection description: (Resources may be available in print, online, or both)

- Tennessee Code Annotated, United States Code
- Knoxville City/County Codes and Ordinances
- Federal Register, Code of Federal Regulations, Congressional Record
- Federal bills in progress are available through Thomas and GPO Access Internet services, in addition to bills, Federal Register, Code of Federal Regulations, and the Congressional Record.
- United States Reports. Cases adjudged in the Supreme Court.
- General assembly bills, TN laws in progress and Tennessee State Rules and Regulations are available over the internet.
- Legal encyclopedias and dictionaries
- Legal forms for reproduction and modification according to existing statutes
- Self-help legal books on popular topics such as divorce, incorporating a business, wills & probate and landlord-tenant disputes. Many of these titles are available to check out.

Restrictions:

- Staff can provide some assistance for beginning legal research but cannot answer legal questions.
- Some titles are for reference use in the library only.

Commented [TC35]: Knox County Public Library - Myretta Black, Library Director mblack@knoxlib.org
*emailed 3/9

Commented [TC36R35]: Update submitted online

Commented [TC37R35]: Completed 6/13

Commented [TC38]: University of TN Law Library - Scott Childs - Assoc Dean for Lib & Tech Svcs - schild3@utk.edu
*emailed 3/9

Commented [TC39R38]: No reply, TSC made extensive revisions based on their excellent website.

Joel A. Katz Law Library, University of Tennessee

1505 West Cumberland Avenue, Knoxville TN 37996

(865) 974-7419 E-mail: lawref@utk.edu <https://law.utk.edu/library>

Library Hours:

Monday – Friday 7:30 A.M. – 7:00 P.M.
Hours vary. Closed on weekends; reduced hours during school breaks.

See website for [current schedule](#).

Masks are strongly encouraged.

The University of Tennessee Law Library is the most comprehensive law library in East Tennessee. It is used primarily by students and local attorneys, but the general public is welcome to use its facilities. Photocopies and printing from online databases are available at a cost of .10 per page. Scanning or saving to a flash drive is free.

Members of the general public planning to use the library are highly encouraged to review the [library policies](#) before their visit.

Collection description:

- Tennessee Code Annotated, United States Code, and all states' statutes (some states online only)
- Federal Register, Code of Federal Regulations, Congressional Record
- Tennessee Public Acts
- Selection of Westlaw databases (including federal and state cases, statutes and regulations) and KeyCite
- Legal encyclopedias, dictionaries, treatises
- Tennessee Digest, Tennessee Jurisprudence
- Tennessee Bar Journal
- Legal periodicals
- Practice handbooks
- Legal and procedural forms
- Case reporters (federal and state judicial opinions of appellate court cases)
- Many other reference materials and databases

Restrictions/Information for the public:

- Staff can provide some assistance for beginning legal research but cannot answer legal questions.
- Librarians may provide help in locating specific materials when a citation is provided; suggest general sources for research; assist in using library technology.
- Librarians may not perform research on behalf of any patron. Examples: "Please find for me the statute of limitations for tort actions," or "What forms do I need to file for bankruptcy?"
- Librarians may not advise patrons what the law is and how it applies to their particular situation, as this constitutes legal advice. *Tenn. Code Ann. §§23-3-101 et. seq.: In re Rose, 314 B.R. 663 (Bankr. E.D. Tenn. 2004)*
- Only Tennessee attorneys and University of Tennessee students may check books out.
- Hours may vary during semester breaks and in the summer. Call the library or visit the [library web page](#) for updated hours information.

COURT CLERKS

Question concerning a matter in State Court?

APPELLATE COURT

TENNESSEE SUPREME COURT

TENNESSEE COURT OF APPEALS - EASTERN DIVISION

TENNESSEE COURT OF CRIMINAL APPEALS - EASTERN DIVISION

Chief Deputy Clerk, Eastern Division

Joanne Newsome

505 Main St., Suite 200, Knoxville, TN 37902

Ph: (865) 594-6700

KNOX COUNTY COURTS

CHANCERY COURT

Court Clerk & Master

J. Scott Griswold, Clerk & Master

City-County Building, 400 Main St., Suite 125

Knoxville, TN 37902

Ph: (865) 215-2555 Probate Division: 215-2389

CIRCUIT COURT

Court Clerks

Charles D. Susano III, Clerk, Division I, II & III

City-County Building, 400 Main St., Suite M30

Knoxville, TN 37902

Ph: (865) 215-2400

Mike Hammond, Clerk, Division IV

City-County Building, 400 Main St., Suite M15

Knoxville, TN 37902

Ph: (865) 215-2404

CRIMINAL COURT

Court Clerk

Mike Hammond, Clerk

City-County Building, 400 Main St., Suite 149

Knoxville, TN 37902

Ph: (865) 215-2492



GENERAL SESSIONS COURT

Court Clerk – Civil Division

Charles D. Susano III, Clerk

300 Main St., Suite 318

Knoxville, TN 37902

Ph: (865) 215-2518

Court Clerk – Criminal Division

Mike Hammond, Clerk

City-County Building, 400 Main St., Suite M84

Knoxville, TN 37902

Ph: (865) 215-2375

JUVENILE COURT

Court Clerk

Charles D. Susano III

3323 Division Street

Knoxville, TN 37919

Ph: (865) 215-6400

KNOXVILLE MUNICIPAL COURT

Municipal Court Administrator

Valerie Coleman

800 Howard Baker, Jr. Avenue

Knoxville, TN 37915

Ph: (865) 215-7474

VETERANS SERVICES

Veterans Resources – www.VA.gov

Veteran's Crisis Hotline – (800) 273-8255 – Press 1

- A veteran in crisis, having thoughts of hurting themselves or someone else, or just needing someone to talk to can call this hotline 24/7.
- For more information about veterans' mental health resources, visit <https://www.va.gov/health-care/health-needs-conditions/mental-health/>

myVA311 – Dial (844) 698-2311

- You will hear a menu of options that you can select from to route you to the available services.

Department of Veteran Affairs Veterans' Justice Outreach Specialist: Torrie Dreier, LCSW – email Torrie.Dreier@va.gov • Cell: (423) 915-6653

- VJO specialists provide direct outreach, assessment, and case management for justice-involved veterans in local courts and jails and liaison with local justice system partners. For more information about the VJO program, visit <https://www.va.gov/homeless/vjo.asp#contacts>

Department of Veteran Affairs Homeless Hotline – (877) 424-3838

- If a veteran is homeless or imminently homeless, facing eviction, or just out of prison and homeless, they can call this hotline for assistance.

Knoxville Homeless Outreach – (865) 670-2369

- Puts caller in contact with the clerk for the Homeless Team who will take information and then a Homeless Team member will follow up with the veteran.

Knox County Veterans Services Office – (865) 215-5645 • 1000 N. Central St., Knoxville, TN 37917

Tennessee Department of Veterans Services – (865) 594-6158 • 9047 Executive Park Dr., Suite 208, Knoxville, TN 37923

- The Knox County Veterans Services office and the Tennessee Department of Veterans Services assist veterans and surviving spouses in filing applications for Service-Connected Disabilities, Improved Pension Benefits with Housebound or Aid and Attendance, Healthcare Enrollment, Educational, Home Loan, and Burial Benefits with the Department of Veterans Affairs. For more information visit www.knoxcounty.org/veterans or www.tn.gov/veteran.

William C. Tallent VA Outpatient Clinic – 8033 Ray Mears Blvd, Knoxville, TN 37919 • (865) 545-4592

OTHER STATE & FEDERAL RESOURCES

American Civil Liberties Union of Tennessee (ACLU-TN)

P.O. Box 120160
Nashville, TN 37212
Ph: (615) 320-7142
<https://www.aclu-tn.org>

Equal Employment Opportunity Commission (EEOC)

Nashville Area Office
220 Athens Way, Suite 350
Nashville, TN 37228
Ph: (800) 669-4000
<https://www1.eeoc.gov/field/nashville/index.cfm>

Tennessee Human Rights Commission (TN HRC)

312 Rosa L Parks Avenue, 23rd floor
Nashville, Tennessee 37243
Ph: (800) 251-3589
<https://www.tn.gov/humanrights.html>

Federal Trade Commission (FTC)

Southeast Region, Federal Trade Commission
Atlanta, GA
Ph: (877) FTC-HELP (382-4357)
<https://www.ftc.gov/about-ftc/bureaus-offices/regional-offices/southeast-region>

Tennessee Division of Consumer Affairs

Tennessee Attorney General's Office
P.O. Box 20207
Nashville, TN 37202
Ph: (800) 342-8385
<https://www.tn.gov/attorneygeneral/working-for-tennessee/consumer-affairs.html>

Office for Civil Rights (OCR - HIPAA)

U.S. Department of Health & Human Services
200 Independence Avenue, S.W.
Washington, DC 20201
Ph: (800) 368-1019
<https://www.hhs.gov/hipaa/index.html>

ONLINE RESOURCES

Tennessee Court Resources

Tennessee Courts Self-Help Center:

<https://www.tncourts.gov/programs/self-help-center>

Appellate Courts of Tennessee:

<https://www.tncourts.gov/courts/appellate-court-clerks-office>

U.S. Court of Appeals for the Sixth Circuit:

<https://www.ca6.uscourts.gov/>

Supreme Court of Tennessee:

<https://www.tncourts.gov/courts/supreme-court>

Landlord/Tenant Resources

Tennessee Uniform Residential Landlord and Tenant Act (Tennessee Landlord Tenant Act):

Tennessee Annotated Code: Title 66, Chapter 28, Parts 1-5

<https://www.lexisnexis.com/hottopics/tncode/>

RenterDefender.ORG

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

Personal Injury & Automobile/Truck Accident Resources

Tennessee Online Driver Services:

<https://www.tn.gov/safety/driver-services/online.html>

Tennessee Department of Transportation:

<https://www.tn.gov/tdot.html>

Federal Motor Carrier Safety Regulations:

<https://www.fmcsa.dot.gov/regulations>

Worker's Compensation Resources

Tennessee Department of Labor and Workforce Development & Worker's Compensation Information:

<https://www.tn.gov/workforce/injuries-at-work.html>

OSHA: U.S. Department of Labor Occupational Safety and Health Administration: <https://www.osha.gov/>

U.S. Department of Labor: <https://www.dol.gov/>

Domestic Relations Resources

Tennessee Child Support Services: <https://www.tn.gov/humanservices/for-families/child-support-services.html>

Tennessee Council of Juvenile and Family Court Judges: <https://www.tncourts.gov/courts/juvenile-family-courts>

For additional information,
see KBA Lawline Online at
www.knoxbar.org/lawline.