

The first step in getting services is to contact the DIDD Regional Office in the area where the applicant lives.

### *How does a person apply for services?*

- Contact the DIDD Regional Office in the area where the applicant lives.
- The Regional Office will provide information regarding services and assistance in completing the intake assessment.
- After a face to face meeting with a representative from DIDD, eligible applicants will be placed on the waiting list.



**Debra K. Payne - Commissioner**



#### **CENTRAL OFFICE**

615-532-6530 / 800-535-9725  
866-249-0711 (TTY toll free)  
615-532-9940 (Fax)  
[www.tn.gov/didd/](http://www.tn.gov/didd/)

#### **WEST TN REGIONAL OFFICE**

901-745-7200  
901-745-7251 (Fax)

#### **Intake/Case Management**

1-866-372-5709  
901-745-7273 (Fax)

#### **MIDDLE TN REGIONAL OFFICE**

615-231-5080  
615-231-5150 (Fax)

#### **Intake/Case Management**

1-800-654-4839  
615-231-5257 (Fax)

#### **EAST TN REGIONAL OFFICE**

865-588-0508  
865-594-5180 (Fax)

#### **Intake/Case Management**

1-888-531-9876  
423-787-6092 (Fax)



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T E N N E S S E E



**Department of  
Intellectual and  
Developmental  
Disabilities**

# *Support all Tennesseans with intellectual and developmental disabilities to live a fulfilling and rewarding life.*



## *helpful links*

*Through person centered practices, persons with intellectual and developmental disabilities experience optimal health as a cornerstone for quality of life.*

*DIDD provides leadership and direction in a service delivery system that offers a continuum of services and supports so that persons with intellectual and developmental disabilities will be gainfully employed to their maximum ability, live in quality homes, develop meaningful relationships, and are part of the community in which they live.*

*DIDD is purposefully and systematically structured so that people are supported, quality services are designed and managed, and evidence-based practice is used to continue to improve services provided to people with intellectual and developmental disabilities and their families.*

## **About DIDD**

The Department of Intellectual and Developmental Disabilities (DIDD) is the state agency responsible for administering services and support to Tennesseans with intellectual and developmental disabilities. DIDD administers services directly or through contracts with community providers. DIDD strives to partner with the people it supports and their family members and friends. This partnership begins when persons or family members ask for assistance from DIDD.

The Bureau of TennCare contracts with DIDD to operate three Medicaid Home and Community Based Services (HCBS) Waiver programs for people with intellectual disabilities. Waiver programs allow persons to receive long-term care in their homes and the community.

As the state agency that administers services and supports for people with intellectual disabilities, it is the responsibility of DIDD to: assist eligible persons and their families in obtaining the services and supports available; assist and support other state and community agencies to provide services and supports; monitor the services and supports to ensure health and safety; and, help persons know and understand their rights and protections available under DIDD policy and state and federal laws.

DIDD assists with several different types of programs for people with intellectual and developmental disabilities who are not enrolled in an HCBS Waiver, such as Family Support, Intake and Case Management services.

The Family Support program is funded by state dollars and designed to assist people with severe disabilities and their families to remain together in their homes and communities.

Case Management services are available to people on the DIDD waiting list. DIDD state employees will: provide Intake and Case Management services; provide persons with information about DIDD programs and services; and direct persons to other community resources, advocacy organizations, and support groups.

The regional offices of DIDD are the local points of entry to the Department's community service system. The regional offices are responsible for the enrollment of people with intellectual disabilities into a service delivery

system that best meets their individual needs for support. It is the mission of these offices to develop and support opportunities for people with intellectual disabilities to live as contributing members of their chosen community.

DIDD operates two developmental centers, Clover Bottom (Middle Region) and Greene Valley (East Region). Additionally, the state owns and operates sixteen community homes in East, three of which are under construction, twelve community homes in West, and nine community homes which are currently in development or under construction in Middle.

- The Department of Intellectual and Developmental Disabilities  
DIDD  
<http://www.tn.gov/didd/>
- The Arc of Tennessee  
<http://www.thearctn.org>
- National Council on Disability  
<http://www.ncd.gov>
- The Bureau of TennCare  
<http://www.tn.gov/tenncare>