



Personal Support Services

## Our mission:

PSS fosters individual self-sufficiency among older Americans.



Our mission is to promote self-sufficiency and community independent living by providing supportive in-home services for individuals who may be at risk or threat of harm due to abuse, exploitation, or neglect, in a safe and comfortable environment of their choice -- at home.



## Personal Support Services

Phone: 423-461-8241

Email: [homemaker@fthra.org](mailto:homemaker@fthra.org)



To report abuse, neglect, financial exploitation, or other concerns, please call **1-888-277-8366**

### Area Agency On Aging & Disability

Area Agency On Aging & Disability assists older Tennesseans and adults with disabilities in Northeast Tennessee with information and services that promote quality of life and independence.

Contact FTAAAD to apply for the State of Tennessee's Home & Community-Based Services. Call 423-928-0224.

### Equal Opportunity Employer

No person shall, based on the grounds of race, color, national origin, religious preference, or sexual orientation, be excluded from participation, or be denied the benefits, or be subjected to discrimination.



## First Tennessee Human Resource Agency

704 Rolling Hills Drive  
Johnson City, TN 37604  
Phone: 423-461-8200  
Email: [fthra@fthra.org](mailto:fthra@fthra.org)  
Website: [www.fthra.org](http://www.fthra.org)



First Tennessee Human Resource Agency (FTHRA)

# Personal Support Services Program

Promoting Self-sufficiency and community independent living by providing in-home services



Serving TN Counties: Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Unicoi, and Washington.

## Personal Support Services

### About Us:

Personal Support Services Program provides personalized supportive services to clients in their homes. Services are designed with the intent to stabilize and maintain individuals in their own residences to let them age in place.

Individuals receiving Personal Support Services are considered an at-risk population.

Personal Support Services is the exclusive provider of supportive services to the Tennessee Department of Human Services' Adult Protective Services (APS).

Individuals over the age of 18 who file a report through the Tennessee Abuse Hotline will be referred for "homemaker" services from the APS. Referrals for such services are made only after an APS Abuse Investigative Counselor has conducted an initial home visit/investigation. The APS counselor will initiate the original plan of care (POC) prior to the referral.

Eligible individuals have been determined by the APS counselor to be at risk of harm due to abuse, neglect, self-neglect, or financial exploitation.

### How we operate:

- Emotional Support and Encouragement
- Limited Personal Care Assistance
- Prepare Meals
- House Keeping Tasks:
  - Laundry
  - Sweeping, Mopping, Vacuum
  - Changing Bed Linens
  - Dishes
- Essential Errands:
  - Rx/Medication Pick-Up
  - Grocery Shopping
  - Household Supply Shopping
  - Essential Bill Payments
- Arrange Appointments
- Schedule / Prepare transportation
- Budgeting on Household and Bills
- Community Resource Assistance
- Client Paid Laundry Services



### Licensing & Funding:

Personal Support Services is licensed by the State of Tennessee through the Department of Mental Health and Substance Abuse Service, which requires the state to monitor the program and the First Tennessee Human Resource Agency on your behalf.

The program is funded in part by a federal pass-through grant as administered by the Tennessee Department of Human Services with oversight by the State's Office of the Comptroller. Therefore providing for annual budget monitoring of the program expenditures.

### Our Staff:

Personal Support Services utilizes Certified Nursing Assistants (CNA) and Person Support Assistants (PSA), along with comprehensive training regulated by the State of Tennessee Department of Mental Health & Substance Abuse Services and Tennessee Department of Human Services required to work with clients which include:

- Annual specialized training
- A passing score on the written exam
- Criminal and extensive background checks, including the National Adult Abuse Registry
- HIPAA compliant