

## BUSH FAMILY REFUGE

511 N. Broadway | info@vmcinc.org  
(865) 673-0235 | vmcinc.org

Admin Entrance at the Bush Family Refuge

The Bush Family Refuge is one arm of critical services provided by VMC and is a designated access point for Knox County Coordinated Housing Assessment and Match Plan (CHAMP) which is necessary for housing placement eligibility verification. The Refuge provides resources and information and acts as a navigation center. The primary focus of the Refuge is homelessness prevention, crisis intervention, referrals, vital document services, and transportation assistance.

### WHO WE SERVE

Knox County TN residents who are unhoused or low income, or community members seeking assistance with navigating housing issues

### WHAT WE PROVIDE

- CHAMP assessments for anyone defined as homeless (Staying in emergency shelter or a place not meant for habitation)
- KAT bus tickets for verifiable medical appointments or job
- Shoes/boots for those who need appropriate footwear to start a job (Limited availability)
- Assistance obtaining vital documents such as replacement of TN identification cards and assistance obtaining birth certificates
- Prescription payment assistance (Non-Narcotic only)
- Referrals to community providers and connection with local resources
- Assistance with utility/rent payment for Knox County TN residents - eviction mitigation

### HOW TO RECEIVE SERVICES

Call (865) 673-0235 or walk-in  
CHAMP assessments offered on a walk-in basis  
Tues/Wed/Thurs 9:00 AM -11:00 AM

### TIMES OF SERVICE

- Monday-Thursday 9:00 AM - 4:00 PM
- Friday 9:00 AM - 3:00 PM
- Closed Daily 12:00 PM - 1:00 PM

### WHAT TO BRING

If you are unsure of what documentation you need, or have questions, please call 865-673-0235. No documentation is needed for a CHAMP assessment, replacement IDs, KAT tickets, prescription payment assistance, or community referrals.