



- Mental Health,
- Addiction Recovery,
- Trauma,
- Developmental Services
- Housing Services

A hand is holding a white rectangular sign against a background of green grass. The sign has the words "you are not alone" written in a black, handwritten-style font. To the right of the word "not" is a simple black smiley face drawing consisting of two dots for eyes and a curved line for a mouth.

you are  
not alone

## GUIDE TO SERVICES

Providing Trauma Informed Care for Breathitt, Knott, Lee, Leslie, Letcher, Owsley, Perry, Knox, and Wolfe Counties

**24-HOUR CRISIS AND INFORMATION LINE**

**1-800-262-7491**

Deaf & Hard of Hearing  
(TTY) **1-800-606-6464**

**988** | **SUICIDE & CRISIS  
LIFELINE**

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# Mission

**Kentucky River Community Care, Inc., (KRCC)** is a private nonprofit Community Mental Health Center dedicated to improving the health and wellbeing of the people of our region. We help individuals and families in twelve counties in eastern Kentucky by providing mental health, developmental disabilities, substance abuse and trauma services. KRCC seeks to promote public safety, boost economic wellbeing and improve community and individual quality of life.

For over 50 years, KRCC has been addressing health issues by identifying needs, bringing people together, forming community partnerships, identifying resources to fund solutions and seeking changes in the overall health environment. KRCC has a team of caring service providers in over 60 operating sites across ten counties.

KRCC provides client centered care designed to ensure that each individual gets the care and attention they need, in a manner that is sensitive to their desires. Our services include: assessment, referral, individual and group therapy, consultation, education, residential treatment, aftercare and case management. Our services are confidential and our priority is to serve our clients, care for their health and honor their individual rights. Transportation can even be arranged for many of our programs.

We collaborate with local organizations on innovative solutions, to pool our resources to serve the region. Our work often influences local, state and national policy. KRCC also consistently reinvests in the area through its reliance on local vendors and service providers.

# Outpatient Clinics

## Breathitt Co. Outpatient Clinic

3830 Highway 15 South  
Jackson, KY 41339  
**606-666-7591**  
606-666-8364 (fax)

## Knott Co. Outpatient Clinic

3476 Highway 80 West  
PO Box 185  
Emmalena, KY 41740  
**606-373-6102**  
606-785-0989 (fax)

## Perry Co. Outpatient Clinic

115 Rockwood Lane  
Hazard, KY 41701  
**606-436-5761**  
606-436-2467 (fax)

## Wolfe Co. Outpatient Clinic

131 KY Highway #15 North  
Campton, KY 41301  
**606-373-6117**  
606-668-2092 (fax)

## Letcher Co. Outpatient Clinic

3367 Highway 119 N  
PO Box 700  
Mayking, KY 41837  
**606-633-4439**  
606-633-9964 (fax)

## Lee/Owsley Co. Outpatient Clinic

1060 Grand Ave.  
PO Box 128  
Beattyville, KY 41311  
**606-464-3212**  
606-464-0234 (fax)

## Leslie Co. Outpatient Clinic

28 Fire House Lane  
PO Box 587  
Hyden, KY 41749  
**606-373-6104**  
606-672-4218 (fax)

**Clinic Hours are Monday  
through Friday  
8:00 am to 4:30pm**

Evening appointments are  
available at some locations.

**24-HOUR CRISIS AND INFORMATION LINE**

**1-800-262-7491**

**Deaf & Hard of Hearing (TTY) 1-800-606-6464**

**988** | **SUICIDE & CRISIS  
LIFELINE**

krcccares.com

# Service Information

**Kentucky River Community Care, Inc. (KRCC) operates a variety of programs and facilities in the ten counties of eastern Kentucky.**

**There are two primary ways to navigate our system of care:**

## **CRISIS CARE:**

If you are experiencing an emergency, you can access our **24-hour Crisis/Information Line** to get immediate care **1-800-262-7491**, or our **24-hour Sexual Assault Response Line 1-800-375-7273**.

## **ADDICTION RECOVERY & MENTAL HEALTH CARE:**

If you don't have a crisis, the best way to get help from our professionals is to contact the Outpatient Clinic in your County.

We provide individual, group, and family therapy services through licensed or credentialed professionals. If you need more help, we will work with other agencies to get you the support you need. The first step is contacting the Outpatient Clinic in your county.

## **OPEN ACCESS**

KRCC accepts Medicaid, Medicare, and most private insurance. We can help you sign up for expanded Medicaid and we can enroll you in the Health Benefit Exchange.

- **24-Hour Crisis and Information Line 1-800-262-7491**
- Deaf & Hard of Hearing (TTY) **1-800-606-6464**
- 24-Hour Rape Crisis Line **1-800-375-7273**
- First Steps (0-3 yrs old) **1-606-439-1325**
- Regional Prevention Center **1-866-213-8739**

# Crisis Services

**If you have a client in immediate crisis, this is your first call:**

## **CRISIS RESPONSE 1-800-262-7491**

A toll-free, 24-hour telephone intervention and crisis response system is available throughout the region.

## **Mental Health Crisis**



### **CROSSROADS CRISIS CENTER**

310 Roy Campbell Dr.  
Hazard, KY 41701

**24-Hour Crisis and Information Line**  
**1-800-262-7491**

**Crossroads Center** is a 24-hour facility for adults and children that specializes in evaluation, assessment, and de-escalation of crises and can help make connections to community resources.

- **23-Hour Observation**
- **Crisis Stabilization Unit (CSU)**
- **National Suicide Hotline**
- **Mobile Crisis**

The Crossroads Center **helps people in crisis** get the help they need. It provides services for people with substance abuse, mental health, intellectual disabilities, and/or trauma related issues.

The programs offer a good treatment setting that helps people feel respected and valued while they access community resources for ongoing support.

We promote the use of **natural supports and educational and career opportunities** within the community to maintain recovery from substance abuse, mental health symptoms, the effects of trauma, and maximize healthy functioning.



# Crisis Services

## Sexual Violence



### THE RISING CENTER

1-800-RAPE (7273)



**The Rising Center**, serving the Kentucky River region, supports sexual violence survivors with services like a 24-hour crisis line, advocacy, counseling, therapy, and community education, alongside a volunteer program.

[therisingcenter.org](http://therisingcenter.org)

637 Morton Blvd.  
Hazard, Ky 41701



# Prevention

## REGIONAL PREVENTION CENTER



KENTUCKY  
REGIONAL  
PREVENTION  
CENTERS

The primary objective of the Regional Centers is to empower communities to implement policies at the local level that will have a positive and lasting effect on the community environment, thereby reducing the harmful consequences of illegal use and abuse of substances.

The Regional Prevention Center (RPC) **helps people develop programs that will prevent them from using alcohol, tobacco, and other drugs.**

Prevention specialists provide education and training programs, information and consultation services. The RPC has three employees who are Certified Prevention Specialists. They have completed 150 hours of training in identified domains, 2,000 hours of professional experience in alcohol, tobacco, and other drug prevention, and they passed an international exam. Certification enhances the field of alcohol, tobacco, and other drug prevention but more importantly assures the quality of services to the individuals and communities served.

**The Regional Prevention Center provides speaking engagements for any group, when requested.**

For more information, about KRCC's Prevention Center, simply call **866-213-8739** or **606-436-4124**.

The **Prevention Resource Library** is open from 8 am to 4:30 pm, Monday through Friday, and is located off of 3834 Hwy 15 South, Jackson, KY 41339.



**KY-Moms** support pregnant women by providing assistance for a healthier pregnancy and baby through and Enhanced Care Specialist who offers support and resources during pregnancy and two months post-delivery.



# Addiction Recovery

**KRCC is a recognized community partner that assists with recovery through an array of services for individuals and families seeking assistance with substance use disorders. KRCC provides education and prevention services in the communities we serve.**

## **DUI PROGRAM**



KRCC Outpatient offices provide state-certified DUI assessments, 20-hour pre-treatment, and education. If higher care is needed, referrals to residential treatment are available, with court or program referral required.

## **SPECIALTY COURT PROGRAM**



Specialty court programs in eight of KRCC counties offer assessment, therapy, education, residential treatment, after-care, and case management for Drug Court eligible individuals, requiring court officer referral after drug/alcohol-related incidents.



# Addiction Recovery



100 Recovery Way  
Emmalena, KY

**(606)785-0141**

**Fax: (606)785-0142**



**Hickory Hill Recovery Center**, in Knott County is one of 14 Recovery Kentucky centers, offering peer-driven residential recovery for men over 18 struggling with alcohol and drug addiction.

Our program aims to support recovery from drug and alcohol addiction through a peer-to-peer, 12-step self-help model, offering tools for rebuilding life and reducing isolation within the community.

The facility houses 100 men in 68 efficiency apartments and two dormitories, accepting referrals from judicial, social, and health systems. It serves men who are homeless, at risk of homelessness, or unable to return home.

## Addiction Recovery Houses



**Winterberry** recovery house provides a structured, sober living environment for men in early recovery, focusing on skill

development through peer-led operations including chores, rent, and decision making.

Residents engage in self-help and recovery programs to build a foundation for long-term recovery, aiding reintegration into community, family, and work life. Stays typically last 9-12 months.

Contact Information: **606-436-5761 Ext. 2018**



**Hollyberry** recovery house provides a specialized recovery environment for pregnant and parenting women, allowing them to live with

their young children to enhance family bonds and parenting skills.

It includes therapeutic support in a safe setting for lasting recovery, typically 9-12 months.

Contact Information: **859-308-1357 Ext. 3015**

# Addiction Recovery Houses



**Juneberry** offers a supportive, structured living environment for new recovery members, focusing on skill development through peer-led house

rules, mandatory self-help, 12-step meetings, and counseling.

Residents contribute to home maintenance, aiding reintegration into community, family, and work life.

Contact Information: **606-436-5761 Ext. 2018**

## Recovery Support Services



The **REBOUND Center** provides a supportive environment for adults in recovery, offering groups, education, and fun activities.

Families are welcome, with some programs tailored for them. No appointment or referral is needed, walk-in and see what we have to offer.

Located at 480 Main Street, Hazard, KY, 41701

Call: **606-373-6141**



The **Knott County Quick Response Team (QRT)**, part of Kentucky River Community Care, fights the opioid epidemic in Knott County, KY, by providing education and treatment to overdose survivors and at-risk individuals.

We offer rapid, compassionate care within 24-72 hours and support families with resources and referrals. Call **606-497-9472**

# Recovery Support Services



**Restore Hope** provides diversion, treatment, and support to prevent jail time. At risk of legal issues, unemployment, homelessness, or health struggles—veteran or youth from foster care—we offer practical solutions.

Our team of experts, law enforcement, and providers connects you to treatment, housing, trauma care, and job training.

Call: **606-654-9374**.

## Programs for Women

### **PROJECT A.D.D.V.A.N.C.E.**

intensive outpatient program for



Project A.D.D.V.A.N.C.E., near Hazard, Kentucky, provides an women who have faced domestic violence, substance abuse, childhood abuse, or other trauma, offering comprehensive treatment for those stepping down from hospitalization or needing more than standard outpatient care.

Call: **606-428-4038 Ext. 7641**



innovative treatment



Solutions, collaborates with community agencies to provide compassionate, for women in a safe environment.

It offers intensive care for addiction, mental health, trauma, or behavioral issues, promoting optimal health with safety education and access to Domestic Violence Advocacy.

Call: **606-385-4911 Ext.1011**

## Program for Men



**New Directions** Men's Intensive Outpatient Services offer a step between inpatient and outpatient care, using proven methods in

an engaging setting to aid recovery from addiction, while also tackling mental health and trauma with sensitive, informed care.

# Children's Services

KRCC offers **therapy (individual, group, family) and medication management** for all ages, provided by licensed psychiatrists, psychologists, and social workers at clinics, schools, and community sites.

We conduct **psychological assessments** for treatment and diagnosis, plus **court-ordered evaluations** for competency, risk, or foster care placement.



## CHILDREN AND ADOLESCENTS SCHOOL-BASED THERAPY

KRCC's School-Based Therapy provides mental health and substance abuse support for youth at their school. Delivered by a KRCC therapist, it includes handling emergencies, collaborating with families and agencies, referring to additional services, and reporting abuse or neglect to the Department of Community Based Services when needed.



## CHILDREN WITH SEVERE EMOTIONAL DISABILITIES (SED)

Family network facilitators support parents of children with disabilities through individual and group assistance, training, information, and advocacy. Services are offered at home, school, or convenient community locations.

## KY IMPACT



KY IMPACT coordinates community-based care for children under 18 with emotional disabilities, collaborating with various agencies.

Eligible youth need a **psychiatric diagnosis, severe limitations** in multiple areas, **a year-long disability**, and **multi-agency support**. Contact KRCC to request assistance.

# Children's Services

## **SPECIALIZED TESTING**



KRCC provides evidence-based assessment, therapy, and medical services for ADHD, Autism, and all ages, including evaluations, occupational therapy, and personalized care.

## **EARLY CHILDHOOD MENTAL HEALTH PROGRAM**



The Early Childhood Mental Health Program supports the social-emotional development of children aged birth to five.

### **Early Childhood Mental Health Specialists:**

- Assess mental health needs of children aged birth to five
- Provide therapeutic treatment services to children and/or their families
- Collaborate with other service providers to evaluate children's and families' needs
- Foster community awareness of mental health service needs
- Deliver outreach and instructional programs to caregivers and families through child care centers and other organizations

## **SUMMER PROGRAMMING**



KRCC provides an intensive summer program for children with severe emotional disabilities, offering therapy, social skills, and learning activities.

This school-based program extends support received during the school year.

# Children's Services



Kentucky's Early Intervention System (KEIS) supports children from birth to age 3 with developmental delays or related medical conditions, offering statewide services managed by the Cabinet for Health Services.



S.K.Y.E.S. Community Supports Associates (CSAs) provide community-based support for children with a primary mental health disorder, potentially alongside substance use, intellectual disability, or physical health conditions.

**Comprehensive Community Support Services are activities/services necessary to allow children to live with maximum independence in the community.**

Call: **800-575-7223 Ext.1311**



KRCC's **Treehouse Academy** provides a therapeutic after-school program for kids ages 6-13, featuring food, fun activities, computers, video games, board games, and outings.

Through skill-building groups and activities, children learn to manage life's challenges.

**Open  
Monday-Friday  
3-6:30pm**

Located in Wolfe County, Letcher County, Knott County, Owsley County, and Perry County.

Call: **800-575-7223 Ext. 8887**



### THE SAPLING CENTER



**The Sapling Centers are safe, welcoming drop-in spots for youth ages 14-25 to hang out and feel at ease.**

KRCC's Centers offer free, supportive services for transition-aged youth, fostering a fun environment where they feel connected.

Through counseling, group therapy, life skills training, youth groups, and activities, we help them build skills, set goals, and grow into self-sufficient adults while avoiding risky behaviors. No prior mental health experience is needed.

We also provide food, computer labs, lending libraries, games, and workshops on cooking, careers, job skills, housing, finance, and health.

#### **The Sapling Center**

**264 Broadway Street  
Hazard, KY 41701**

**(606) 428-4073**

#### **The Sapling Center**

**280 Main Street  
Whitesburg, KY 41858**

**(606) 633-0730**

#### **The Sapling Center**

**460 Court Square  
Barbourville, Ky 40906**

**(606) 560-6608**

#### **The Sapling Center**

**1002 KY HWY 160  
Hindman, Ky 41822**

**(606) 785-0004**







## YHDP HOUSING



The Youth Homeless Demonstration Program (YHDP) aids homeless or at-risk youth with Community Support Associates (CSAs) and Housing Navigators, linking them to housing, jobs, education, medical care, and behavioral health services.

The Host Home program (SSO) provides youth ages 14-24 housing for fuel and grocery stipends, while two crisis homes (TH) in Letcher and Perry Counties offer immediate shared housing for ages 18-24. Both serve the 8-county Promise Zone.

## Winding River Autism Center of Excellence:



Early detection of Autism can transform your child's future. The Winding River Autism Center of Excellence is here to support children of all ages and partner with you to help them thrive.

**Located at 305 Morton Boulevard, Hazard, KY 41701**, we provide specialized services to meet your family's needs.

**Crisis Services:** Available 24/7 for adults and children (children must be accompanied by a parent/guardian).

**Registration:** Suspect Autism? Pre-register for our clinic by calling 606-435-1741.

**Orientation:** A Community Support Associate will guide your family through the clinic, explain the schedule, and provide snacks and lunch.

### screening tool

- 1 Physical exam by a nurse practitioner.
- 2 Autism Diagnostic Observation Schedule (ADOS) by a psychologist/therapist.
- 3 Functional assessment (cognitive, physical, sensory, motor) by an occupational therapist.
- 4 Follow-Up: Receive a summary of findings, an info packet, and recommendations for further services or testing.

# Adult Services



## OUTPATIENT THERAPY

KRCC's outpatient therapists help clients live safer, more independent lives by addressing barriers to daily tasks like self-care, cooking, budgeting, and medication management.

They work one-on-one with clients of all ages to restore skills for independent living, especially those facing reduced safety or independence or recovering from illness or injury.



## CASE MANAGEMENT

KRCC provides Case Management services to assist consumers with their medical, education, social and other support needs. Recipients must have a diagnosis of a serious mental illness or a substance use disorder and not be in immediate danger to themselves or others.



## CANEY COMMUNITY PROGRAM

The Caney Community Program (CCP) is a housing support program for people with serious mental illness, offering safe, affordable homes, 24-hour supervision as needed, case management, skills training, recreation, emergency services, and medical referrals.



# Adult Services



## **SUPPORTED EMPLOYMENT**

IPS Supported Employment: An evidence-based program helping individuals with serious mental illness (SMI) secure competitive jobs with support from their behavioral health team, an employment specialist, and a benefits counselor.

Services include personalized job selection, job development, rapid job search with support, and ongoing follow-up. The Employment Specialist collaborates with the individual and treatment team to achieve employment goals outlined in the Person-Centered Recovery Plan.



## **HEALTH AND WELLNESS CENTERS**

KRCC's Health & Wellness Centers provide specialized support for adults with serious mental illnesses like depression, schizophrenia, bipolar disorder, and PTSD. Services include therapy, community activities, case management, peer support, rehab, housing, and job help in a caring setting.

Six centers are located near KRCC outpatient offices: Mayking (Letcher), Pippa Passes (Knott), Hazard (Perry), Campton (Wolfe), Jackson (Breathitt), and Booneville (Lee and Owsley).



## **MICHELLE P. WAIVER**

The Michelle P. (MP) waiver combines HCB and SCL waivers.

It provides adults with intellectual or developmental disabilities services like day training, attendant care, community living support, homemaker help, personal care, respite, and supported employment.

**For more information and referrals please call:  
1-800-575-7223 ext. 1908**

# Adult Services



## PEER SUPPORT

Peer Support: Emotional help from people who've lived with a behavioral health disorder, offered to others with similar struggles to encourage positive change. Certified peers, trained under state rules (908 KAR 2:220), provide structured, non-clinical support through scheduled therapeutic activities for individuals or groups.

### From the KAR regulations:

#### Section 4. Adult Peer Support Specialist Responsibilities

An adult peer support specialist shall:

1. Use relevant personal stories to assist other consumers through experience;
2. Serve as a role model to a consumer;
3. Encourage consumer voice and choice during development and implementation of plans;
4. Empower a consumer to have the confidence to be a self-advocate;
5. Help providers or other individuals understand the importance of integrating consumer voice and choice in services and support within a system of care;
6. Promote socialization, recovery, self-advocacy preservation, and enhancement of community living skills for consumers.



## KRCC's Assertive Community Treatment Teams (ACT)

**Assertive Community Treatment (ACT)** is a team-based approach delivering thorough, community-focused mental health care and support to people with serious mental illnesses like schizophrenia.

A team of experts in social work, rehab, counseling, nursing, and psychiatry provides these proven, well-researched services.

KRCC's single ACT Team serves all 8 counties.

# Adult Services



## COMMUNITY SUPPORT

KRCC Community Support Associates (CSAs) provide services to help clients with disabilities live independently and improve their quality of life.

These include skills training, medication support, symptom recognition, resource access, emotional regulation, crisis coping, interpersonal skills, parenting, shopping, and financial management.

## Residential Services For Those Seeking Shelter



3770 Highway 15 South  
Jackson, KY 41339

Direct Referral Contact:

**666-7591, ext. 1406**



644 KY RT 122  
Martin, KY 41649

**606-949-2018**

KRCC's Haven House & Maddiwar offers temporary meals and safe shelter for people experiencing homelessness, along with showers, hygiene items, laundry, and clothing.

Clients receive support to regain control of their lives, live independently in affordable housing, and address personal health needs.

*Open 24 hours a day - Safe place to sleep - Meals provided  
7 days a week - Access to showers - Personal hygiene items -  
Laundry facilities - Clothing - Access to community resources*

# Developmental and Intellectual Disabilities



115 Rockwood Lane, Hazard, KY, United States, Kentucky

**1-800-575-7223 ext. 7277**

KRCC **offers diverse programs** for adults with intellectual or developmental disabilities, aiming to:

- Serve adults 18+ with intellectual disabilities.
- Teach self-protection from abuse and neglect.
- Raise public awareness and promote community acceptance.
- Support medical professionals in understanding our clients.
- Help individuals access medical care for a healthy, happy life.

## **RESIDENTIAL SERVICES**

Our goal at the "Journeys" Program is to **provide a supportive home environment** within the community for the people we serve and to assist them with achieving independent living skills.

- We serve individuals in all eight counties of the Kentucky River Region.
- We provide residential homes in which we serve up to three individuals.
- Each of our Residential Houses include 24-hour per day staffing.

# Developmental Services

## **ADULT DAY HABILITATION**

Available in Letcher, Breathitt and Perry counties. Program Opportunities include:

- Vocational Skills
- Socialization Skills
- Survival Skills
- Budgeting Skills
- Banking Skills
- Physical Fitness Activities
- Opportunities to travel and experience other communities

## **ADDITIONAL SERVICES/OPPORTUNITIES:**

- Case management
- Community Living Support (CLS)
- Behavioral Supports
- Respite
- Individual and group counseling
- Co-occurring therapeutic Rehabilitation

## **PARTICIPANT DIRECTED SERVICES**

Participated Directed Services (PDS) gives Medicaid waiver members more choices in the way some of their Medicaid services are provided. With CDO, you can choose who will provide the services that you need, as well as how, when and where the services will be provided.

## **SUPPORTS FOR COMMUNITY LIVING WAIVER**

Supports for Community Living (SCL) waiver provides adult day training, community living supports, respite and supported employment for persons with intellectual and/or developmental disabilities.

# Developmental Services

## **SUPPORTED COMMUNITY LIVING (SCL)**

Provides 24-hour supervision and training in activities such as laundry, routine household care, self-care, shopping, money management, and socialization and leisure activities. No more than three individuals receiving waiver services can live in any single residential setting.

## **SUPPORTED EMPLOYMENT**

- We match and encourage the individual's skills with proposed job duties and the employers with the individuals.
- Each individual has an on-site job coach to assist them in their duties. The job-coach encourages good work ethics. The job-coach is provided at no cost to the individual or the employer.
- We follow up with the individual and the employer to ensure the placement is appropriate and the individual is accomplishing his/her duties.
- Work independence is the key for the individuals in our program. We inspire each individual to work independently within his/her community.







**MOUNTAIN VIEW  
HEALTH**

**606-373-6111**

3470 W HWY 80,  
Emmalena, KY 41740



Mountain View Health, a rural health clinic located in Emmalena (Knott County), specializes in full family care and is committed to improving health in our mountain communities.

Young or old, male or female, the physical and mental wellness of the entire family is the focus of this clinic. Services include:

- Treatment of Injuries & Minor Trauma
- Walk-In Family Care
- Physicals
- Flu & Pneumonia Vaccines
- Women's Health Exams
- Diabetes, Cardiovascular, Hypertension & Lipid Management
- Well-Child Exams
- Laboratory Services
- Behavioral Health

## Clinic Hours

Monday

8 a.m. - 6 p.m.

Tuesday, Wednesday, Thursday 8 a.m. - 5 p.m.

Friday

8 a.m. - 1 p.m.

# Housing Services

**The Housing Options Division of KRCC, Inc.** aims to boost access to safe, affordable housing for families in the Kentucky River Region while enhancing community health by expanding housing and job opportunities, raising living standards, reducing homelessness, and strengthening local economies with our expertise and resources.



## Rental Assistance

The KRCC Rental Assistance Program aids Kentuckians with **housing needs**, from keeping elderly utilities on to housing homeless families, aiming to end homelessness.

**Free services are offered** to qualifying individuals—those homeless, fleeing domestic violence, with mental illness, or at risk—prioritizing families with kids, veterans, the seriously mentally ill, chronically homeless, and people with disabilities.

No eligible applicant is denied; apply at any KRCC Outpatient office.

**For more information call**

**1-800-575-7223 Ext 1907**



# Housing Services

## APARTMENT COMMUNITIES

Since 2007, we have developed several apartment complexes, including:

- **Ivy Court Apartments, Townview, Dahlia Court Apartments and Pin Oak** in Breathitt County.
- **Marigold Apartments** in Lee County.
- **Eilerman Apartments** in Owsley County.
- **Sun Valley Apartments** and **Linden Tree Apartments** in Knott County.
- **Rose Circle Apartments** and **Back Street Apartments** in Wolfe County.
- **Lilac Court Apartments** in Letcher County.
- **Dogwood Square** in Perry County.

## Kentucky River Rental Properties

Kentucky River Community Care, Inc. oversees 200+ rental units in the Kentucky River Region. To apply, call or visit one of our offices.

28 Cave Branch Rd.  
Hindman, KY 41822  
**(606) 785-5903**

351 Broadway  
Jackson, KY 41339  
**(606) 666-8770**

KRCC's residential communities offer scenic mountain views and are near businesses, services, and recreation like grocery stores, shops, doctor's offices, parks, schools, and more, mostly within walking distance.

We follow Fair Housing and Equal Opportunity laws, ensuring no discrimination based on race, color, religion, sex, age, or other protected traits. Since 2007, we've built affordable apartment complexes with included utilities and most appliances.

Individuals applying for or receiving services from Kentucky River Community Care, Inc. can file complaints if they feel they've experienced unfair treatment due to race, sex, disability, religion, age, financial status, or national origin.

Clients of KRCC are entitled to confidential, respectful, and professional services. Upon application, clients receive a comprehensive explanation of their rights and the grievance policy for addressing any service-related complaints.

Clients who feel their rights have been or are being denied may call, or put concerns in writing to:

**Mike Kadish**  
115 Rockwood Lane  
Hazard, KY 41701

**(606) 436-5761, ext. 4655**  
**1-800-575-7223, ext. 4655**  
mike.kadish@krccnet.com

Kentucky Cabinet for Human Resources  
**Ombudsman**  
209 St. Clair Street,  
Frankfort, KY 40601

**1(866)596-6283**  
kyombud@ky.gov

krcccares.com



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Funded in part or in whole through Federal, CHFS and/or State funds.

# Advocacy Information

## VOLUNTEERING

We offer volunteer opportunities across most programs, including Trauma Services and the **Intellectual and Developmental Disabilities Department**, pending a screening process.

Volunteers can assist with special events, activities, or tasks like decorating, monitoring phones, or supporting consumers at events like the Special Olympics. Positions require Program Director approval.

**The Rising Center** welcomes community volunteers over 20, requiring a 40-hour training program.

All applicants are screened for client safety and confidentiality. Contact The Rising Center at **1-800-375-7273 (RAPE)** to apply.

## ADVOCACY

Our clients come first, so it is important to offer services to fight for the rights of our clients that are being ignored. Persons who are victims of interpersonal violence or who may not know the proper process may benefit from support provided through the following:

### MEDICAL ADVOCACY

Rape victims are encouraged to seek medical attention and to receive support after an assault. The Rising Center's trained crisis counselors are available 24 hours a day to provide this support at any of the hospitals in the Kentucky River Region.

### LEGAL ADVOCACY

A rape victim is faced with making decisions regarding talking to police and reporting the crime. The Rising Center's Victim Advocate offers information regarding legal processes associated with rape.

The Advocate can assist a victim in applying for and receiving financial compensation through the OVC Crime Victims Fund.

## **Your Rights to Fair and Respectful Care**

1. **Equal Treatment:** You'll receive care regardless of race, religion, gender, age, background, disability, sexual orientation, or ability to pay.
2. **Care Planning:** You can help create and update your treatment plan, including discharge and aftercare plans, and involve family or guardians if desired.
3. **Privacy:** Your treatment details are confidential unless legally required to be shared.
4. **Qualified Staff:** You'll be cared for by trained, competent professionals.
5. **Respectful Care:** You'll be treated with kindness and respect at all times.
6. **Clear Information:** Your treatment plan, rights, and options will be explained in understandable terms.
7. **Second Opinion:** You can request a second opinion from our staff or an external provider (external at your cost).
8. **Billing Transparency:** Your bill will be clearly explained.
9. **Access Records:** You can view your medical records, per legal guidelines, and get one free copy by submitting a signed request to the Medical Records Department.
10. **Informed Choices:** You'll be informed about the risks, benefits, and side effects of treatments and medications.
11. **Refuse Treatment:** You can refuse treatments or medications, as permitted by law.
12. **No Retaliation:** You can file complaints without fear of punishment or reduced care quality.
13. **Research Consent:** Participation in research requires your written consent (or a parent/guardian's if under 18) after full explanation.
14. **Additional Rights:** Staff will inform you of any extra rights based on your situation.



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