



DEPARTMENT OF CHILDREN'S SERVICES

Seventh Floor, Cordell Hull Building

436 Sixth Avenue North

Nashville, Tennessee 37243-1290

(615) 741-9699

Tennessee.gov/youth

Dr. Viola Miller, Commissioner

The Department of Children's Services was created in April 1996 and consolidated the services to children from various state departments. The Department of Children's Services (DCS) provides a full range of services to children in, and at risk of, state custody and to their families.

The department is responsible for child protective services, foster care, adoption, programs for delinquent youth, probation/aftercare, and treatment and rehabilitation programs for identified youth.

The Commissioner's Office is in charge of the overall operation of the department. Reporting directly to the Commissioner are the Assistant Commissioner for Protection and Prevention and the Assistant Commissioner for Administration and Training. The Commissioner's Office includes Communications, General Counsel, the Blue Ribbon Team, the Office of Continuous Quality Improvement and Quality Assurance, and the Inspector General, which consists of the Special Investigative Unit. Internal Affairs, Internal Audit and Licensure also report to the Commissioner.

The Division of Administration and Training is responsible for four areas that provide administrative support through systems management, personnel issues, training and fiscal functions.

The Office of Child Permanency handles matters surrounding children in state custody and guardianship regardless of their adjudication. This division includes foster care services, adoption services, four youth development centers, 13 group homes and an observation and assessment center. Children's welfare benefits, interstate compact services and collaborating with private providers are also included in this division.

The Office of Child Safety accepts reports of child abuse and neglect. It serves families with children at risk of maltreatment, investigates allegations of child abuse, and engages families in the process of assessment.

The Office of Family and Child Well-Being coordinates the relative caregiver and independent living programs and accesses juvenile services. HIPPA, medical and behavioral health services, educational services and community services are included in this division.

The Office of Finance and Program Support manages the financial and business responsibilities, and procurement of goods and services for the department. This office includes the budget division, contracts division, revenue maximization division, accounting services division, eligibility determination services, facilities management and support services division.

The Office of Human Resources Development consists of three divisions – Personnel, Professional Development (training) and Diversity Initiatives (equal employment opportunity, affirmative action and Title VI of the Civil Rights Act of 1964) that are responsible for maximizing the deployment, performance and development of the department's human resources.

The Office of Information Systems provides information systems management including the Help Desk, TNKIDS, regional support, and enhancements for the information technology system. This office includes the divisions of regional information support, systems enhancement, security, and asset management.

The Office of Juvenile Justice Programs is responsible for programs providing services to juveniles adjudicated delinquent in a juvenile court proceeding. Such services include community residential programs, intensive aftercare programs, juvenile court grants, community intervention services, juvenile education academies, youth development centers, the victim assistance program and probation and aftercare services.

The Office of the Inspector General oversees the Ombudsman's Office, contract monitoring and the Special Investigations Unit.

The Office of Performance Enhancement oversees the Division of Research and Development.

The Office of Regional Support is responsible for monitoring and providing support to the twelve regions and serves as the liaison from the regions to Central Office.

Facilities and Regional Offices

Regional Offices

Susan Kovac, Administrator

DCS Knox County Regional Office
3712 Middlebrook Pike
Knoxville, TN 37921
Phone: (865) 594-7101
Fax: (865) 637-8824

Mildred Lawhorn, Administrator

DCS Southwest Regional Office
Delta Building, 33 Old Hickory Blvd. E.
Jackson, TN 38305
Phone: (731) 423-5812
Fax: (731) 426-0850

Jackie Jolley, Administrator

DCS Hamilton County Regional Office
540 McCallie Avenue, 3rd Fl. W., Suite. 300
Chattanooga, TN 37402
Phone: (423) 634-6412
Fax: (423) 634-6331

Sandra Jordan, Administrator

DCS Upper Cumberland Regional Office
1300 Salem Rd
Cookeville, TN 38506
Phone: (931) 364-3002
Fax: (931) 520-1877

Sandra Holder, Administrator

DCS Southeast Regional Office
1501 Riverside Drive, Suite 105
Chattanooga, TN 37406
Phone: (423) 493-5920
Fax: (423) 634-7729

Kitty Oliver, Administrator

DCS Northwest Regional Office
8600 Highway 22
Dresden, TN 38382-4006
Phone: (731) 364-3149
Fax: (731) 364-3177

Kirk Lane, Administrator

DCS East TN Regional Office
182 Frank L. Diggs Drive, Suite 100
Clinton, TN 37716
Phone: (865) 425-4400
Fax: (865) 457-0113

Antionette Holman, Administrator

DCS Shelby County Regional Office
170 North Main Street
Memphis, TN 38103
Phone: (901) 578-4000
Fax: (901) 543-7110

Sherri Hale, Administrator

DCS Northeast Regional Office
2555 Plymouth Road
Johnson City, TN 37601
Phone: (423) 854-5311 or (877) 542-2873
Fax: (423) 854-5315

Frank Mix, Administrator

DCS Mid-Cumberland Regional Office
434 Jayhawk Court
Murfreesboro, TN 37128
Phone: (615) 217-8900
Fax: (615) 848-5123

Carla Aaron, Administrator

DCS Davidson County Regional Office
900 2nd Avenue North
Nashville, TN 37243
Phone: (615) 253-1400
Fax: (615) 741-9489

Vivian Lovvorn, Administrator

DCS South Central Regional Office
1400 College Park Drive, Suite A
Columbia, TN 38401
Phone: (931) 380-2587
Fax: (931) 380-2585

Departmental Treatment Facilities

Woodland Hills Youth Development Center

3965 Stewarts Lane
Nashville, TN 37243-1297
Phone: (615) 532-2000
Fax: (615) 532-8402

Superintendent: Kathy Bell
Wilder Youth Development Center

P.O. Box 639, 13870 Highway 59
Somerville, TN 38068
Phone: (901) 465-7359
Fax: (901) 465-7363

Superintendent: Amy Barcroft
Taft Youth Development Center

Route 4, Box 400
Pikeville, TN 37367
Phone: (423) 881-3201
Fax: (423) 881-4617

Superintendent: Larry Lively
Mountain View Youth Development Center

809 Peal Lane
Dandridge, TN 37725
Phone: (423) 397-0174
Fax: (423) 397-0738

Superintendent: Gary Morris
New Visions Youth Development Center

3981 Stewarts Lane
Nashville, TN 37218
Phone: (615) 532-5470
Fax : (615) 532-5455

Superintendent: Quan Hancock

Community Residential Programs

Northeast Tennessee Region

Johnson City Boys Group Home

208 Quarry Road
Johnson City, TN 37601
Phone: (423) 929-8101
Fax: (423) 928-8632

Elizabethton Group Home

150 Hatcher Lane
Elizabethton, TN 37643
Phone: (423) 543-1871
Fax: (423) 547-0913

Johnson City Observation & Assessment Center

210 Quarry Road
Johnson City, TN 37601
Phone: (423) 929-1240
Fax: (423) 434-6497

East Tennessee Region

Madisonville Group Home

255 Wayman Road
Madisonville, TN 37354
Phone: (423) 442-7411
Fax: (423) 442-7413

Knox County Region

West View Center

3720 Middlebrook Pike
Knoxville, TN 37921
Phone: (865) 594-6504
Fax: (865) 594-6018

Southeast Region

Bradley County Group Home

175 Industrial Court, SW
Cleveland, TN 37311
Phone: (423) 478-0342
Fax: (423) 559-4988

Southeast Region, Continued

Inman Group Home

264 Hawkersmith Road
Tullahoma, TN 37388
Phone: (931) 454-1926
Fax: (931) 454-1928

Upper Cumberland Region

Brighter Paths

255 Kacie Avenue
Cookeville, TN 38501
Phone: (931) 526-8610
Fax: (931) 528-9299

Davidson County Region

Nashville Transition Center

2412 Plum Street
Nashville, TN 37207
Phone: (615) 741-1505
Fax: (615) 227-5307

Southwest Region

Jackson Halfway House

235 North Highland Avenue
Jackson, TN 38301
Phone: (731) 423-6654
Fax: (731) 426-0533

Shelby County Region

Peabody Residential Treatment Center

3951 Covington Pike
Memphis, TN 38135
Phone: (901) 543-7943
Fax: (901) 382-5853

Commissioner Viola Miller
Tennessee Department of Children's Services

Dr. Viola Miller was appointed Commissioner of the Tennessee Department of Children's Services on December 23, 2003. Miller, a veteran child welfare administrator, is the former Secretary of Families and Children for the Commonwealth of Kentucky. Dr. Miller has dedicated much of her professional career to serving children and youth in various capacities. Prior to her tenure as Secretary for Families and Children, she served as the Dean of Murray State University's Center for Continuing Education and Academic Outreach. She also has an academic background in special education and speech therapy. Dr. Miller received a bachelor's degree in speech and hearing therapy from Northwestern State University in Natchitoches, La. in 1964 and a master's degree in speech pathology and audiology from Tulane University in 1966. She later completed a residency at Duke University Medical Center in medical speech pathology. In 1978, she earned an Ed.D in special education from the University of Alabama.

