

# Blount County

## Planning and Development Services

1221 McArthur Road


Maryville, TN 37804

Phone: 865-681-9301 Fax: 865-681-9502



### MEMORANDUM

**TO:** Blount County Board of Zoning Appeals

**FROM:** Thomas A. Lloyd, AICP   
Director/Building Commissioner

**DATE:** February 25, 2019

**SUBJECT:** Special Exception request by RIO Revolution Church for a women's support center at 3917 Miser Station Road, Louisville (Map 123 Parcel 007.04).

**Attachments:**

1. Location/zoning map
2. Site Plan
3. Application/narrative

The applicants are seeking approval to operate a residential facility intended to help mothers be reunited with children in the foster care system. The property is approximately 1.7 acres and is located in the R-1 zoning district. The existing facility was operated until recently as a 16 bed assisted living center. The nursing home was constructed and in operation prior to the adoption of zoning in the county and, as such, was grandfathered as an existing nonconforming use. The use proposed by RIO Revolution is an allowed use in the R-1 district as a "resident facility with special services, treatment, or supervision," subject to the issuance of a special exception by the BZA.

The applicants have provided a detailed narrative of their ultimate plans for their property (attached).

The scope and scale of the proposal should be similar to that of the assisted living facility with regards to the number of staff and residents present at any given time. The applicants have stated that they will never have more than 16 residents at any time, and that the residents will not have cars. As such, the existing parking should be sufficient to accommodate staff and visitors.

The site plan indicates that a privacy fence will be installed along each side property line to help mitigate impacts on the adjacent properties. The rear half of the property is fully wooded and will remain so. No additional lighting is proposed.

To further mitigate potential impacts on the surrounding properties, staff would recommend that the Board consider placing conditions on the project should it decide to approve the special exception. These conditions could limit the number of residents at any one time (for example, not to exceed 16 as per the request). The Board might also want to consider a condition that limits the hours of operation by mandating a lights out and/or specific quiet time (10:30PM is proposed by the applicants). Failure to abide by any conditions associated with the special exception could result in revocation of the approval.

No new construction is proposed, though the facility would be subject to review and approval by all applicable State and County agencies.

Staff has found that the submitted site plan complies with all applicable sections of the zoning regulations and recommends approval subject to the issuance of all applicable State and County permits if the Board finds based on evidence and testimony that the request complies with the special exception provisions of Section 11.5.F.

*Applicable zoning sections included below for reference:*

**Section 11.5. Special Exceptions.** Application for a special exception in relation to a specific part, parcel or parcels of land may be made as provided in this Resolution by owners of the land or their specified agents, those who have contracted to purchase or hold an interest in the land, or those who in some other definitive way have the legal authority to take action in regards to plans for the special exception. The Building Commissioner may require evidence of such applicant criteria at his discretion. The following shall be the general conditions and procedures for application and consideration of a special exception.

A. An application for a special exception shall include all information required by this Resolution, and shall be presented to the Building Commissioner at least fifteen working days prior to consideration by the Board. The Board may require additional information of the applicant in order to make a decision on the application.

B. The Chairman of the Board shall set a date and time for hearing on the application no later than 60 days after submission of the application, or alternatively, the Board may consider the application at any appropriate regular meeting. The Building Commissioner shall publish notice of the application and hearing time, date and place in a newspaper of general circulation within the county at least five days prior to the hearing, as well as due notice to the applicant.

C. The land or site of the special exception shall be posted by a sign set by the Building Commissioner along a fronting or adjacent public road notifying neighboring property owners of the application for special exception, date, time and place of hearing, and telephone number of the Building Commissioner for further information. Such sign shall be posted at least ten days prior to the date of the hearing.

D. The Building Commissioner shall forward to the Board copies of all records relating to the application, along with his or her analysis and recommendation on the application.

E. The Board shall act on the application within 60 days of the hearing, unless the applicant requests an extension of time. Upon hearing, any party or parties in interest may appear in person or by agent or attorney.

F. Subject to subsection G. below, the Board shall approve and permit the special exception unless it finds and concludes, based upon the information submitted in the application or provided at the hearing, that one or more of the following conditions holds:

1. the requested special exception is not within its authority under provisions of this Resolution;
2. the application is incomplete;
3. the proposed special exception if constructed or established will not comply with one or more requirements of this Resolution.

G. Notwithstanding findings under subsection F. above, the Board may deny the application for special exception if it finds and concludes, based on the information submitted in the application or provided at the hearing, that one or more of the following conditions holds or will hold:

1. construction or establishment of the special exception will materially endanger the public health or safety;
2. construction or establishment of the special exception will substantially injure the value of adjoining or abutting property;
3. construction or establishment of the special exception will not be in conformity with the purposes, intents or goals of this Resolution;
4. construction or establishment of the special exception will create impacts on public services or facilities which would endanger health, safety or property because of lack of or adverse effect on water supply, schools, proper drainage, good transportation, other public services or public funds for the supply or maintenance of such services, and which are beyond the immediate capacity of the County or any other governmental entity to address with public funds, particularly considering the following:

(a) In establishing the impacts of a proposed development of land on public infrastructure or the public health, safety and welfare, the Board shall require studies of such potential impact to establish a factual basis for decision, shall refer to expert opinion and professional standards for infrastructure service, shall require cost estimates for any needed improvements to overcome deficiencies, and shall establish a record for each decision under this section. The Board may require the applicant or developer to provide such studies and other information as part of special exception consideration. The following subsection(s) present specific criteria and procedures for consideration of special exceptions, but shall not limit consideration of other infrastructure issues under this section.

(b) Minimum off-site Road Standards as Criteria Precedent to Development. Except upon recommendation of the County Road Superintendent, a minimum off-site road of eighteen (18) feet of paved width with two (2) foot shoulders on either side shall be present from entrance to any proposed special exception development to intersection with any road with same standard or better,

for consideration of any special exception which would generate expected traffic greater than 32 vehicle trips per day. Traffic trip generation shall be determined by standards contained in Trip Generation, 7th Ed., by the Institute of Transportation Engineers, 2003, or other professionally recognized trip generation standards acceptable to the County Road Superintendent. In determining the status of a proposed special exception in relation to traffic trip generation, this section shall apply also to any combined phased development of the same property within one year of consideration of any special exception involving that property, and to overall development of any land in phases. For the purpose of determining paved width of roads, the roads list maintained by the Blount County Highway Department showing road pavement width shall be the basis for determination, provided that direct measurement showing roads of greater width than listed may be considered. For the purpose of this section, shoulder shall mean an area outside of two nine (9) foot paved travel lanes (18 foot total travel surface) with the following characteristics: i) two feet of unobstructed and well drained width at outside of travel lanes, ii) no more than eight (8) percent slope from outside edge of travel lanes, and in no instance more than seven (7) percent maximum algebraic difference in slope between travel lane and shoulder grades, and iii) surface treatment of hard pavement, gravel or compacted earth, flush with the surface of travel lanes. The Board may consider lesser pavement width and shoulder width upon submission of a traffic and roads condition study by the applicant or developer. The traffic and roads condition study shall be done by a qualified engineer licensed in the State of Tennessee and acceptable to the County Road Superintendent.

The traffic and roads condition study shall at a minimum contain present road and shoulder width of off-site roads measured at intervals of no greater than one-tenth (0.1) miles, present and expected future ADT (average daily traffic), and specific impact of the proposed special exception development on the safety of traffic on off-site roads. Upon determination and recommendation by the County Road Superintendent or his designee, the study shall also assess road geometry (vertical and horizontal curves, etc), sight distances, bridges, and roadside hazards as part of determining safe and acceptable road conditions.

The study shall also include estimates of cost to improve the existing roads to safe and acceptable conditions. The traffic and roads condition study shall assess whether or not existing road width and shoulder width and other design factors of off-site roads would be sufficient to protect the public health, safety and welfare of existing and future county residents in relation to additional traffic generated by a proposed special exception development. Engineering standards and practices acceptable to the County Road Superintendent or his designee shall be the basis for determining traffic generation from the proposed subdivision or development and assessing traffic impact and acceptable road conditions, such standards and practices to include: A Policy on Geometric Design of Highways and Streets, published by American Association of State Highway and Transportation Officials (AASHTO), 2001; and Designing Safer Roads: Practices for Resurfacing, Restoration and Rehabilitation, Special Report 214, by Transportation Research Board of the National Research Council, 1987.

In considering lesser pavement width and shoulder width under this subsection, the Board shall not approve a special exception development which has ingress and egress on offsite road(s) with pavement width less than sixteen (16) feet; provided that any such offsite road(s) with less than two hundred (200) ADT (average daily traffic) may have distances of fifty (50) feet or less with pavement width between fourteen (14) and sixteen (16) feet if there are warning signs and adequate approach sight distances as approved by the County Road Superintendent or his designee. The Blount County Road Superintendent can increase minimum standards based on posted speed limits, ADT, usage, road characteristics, or reports as necessary.

H. The Board may condition any approval for a special exception with limits on duration of validity of the approval in the absence of actions to construct or establish the special exception. Where no action is taken to construct or establish the special exception within the time of such duration of validity, a new application shall be required.

I. All conditions and requirements set by the Board shall be entered on the minutes of the hearing, and the Building Commissioner shall notify the applicant of such conditions and requirements by written letter. All conditions and requirements set by the Board shall be enforceable in the same manner and to the same extent as any other provision or requirement of this Resolution.

J. Approval of a special exception runs with the land and is transferable to new owners. However, so long as the land and/or structures or any portion thereof covered under an approval for special exception continues to be used as approved by the Board, then the following shall hold:

1. No person, including successors, assigns or designees of the person who obtained the approval for special exception, may make use of the land or structures covered under such approval for the purposes and use other than in accordance with all the terms, conditions and requirements of such approval.

2. The terms, conditions and requirement of an approval for a special exception apply to and restrict the use of land or structures covered under such approval, not only with respect to all persons having any interest in the property at the time of such approval, but also with respect to all persons who subsequently obtain any interest in all or part of the property covered by such approval.



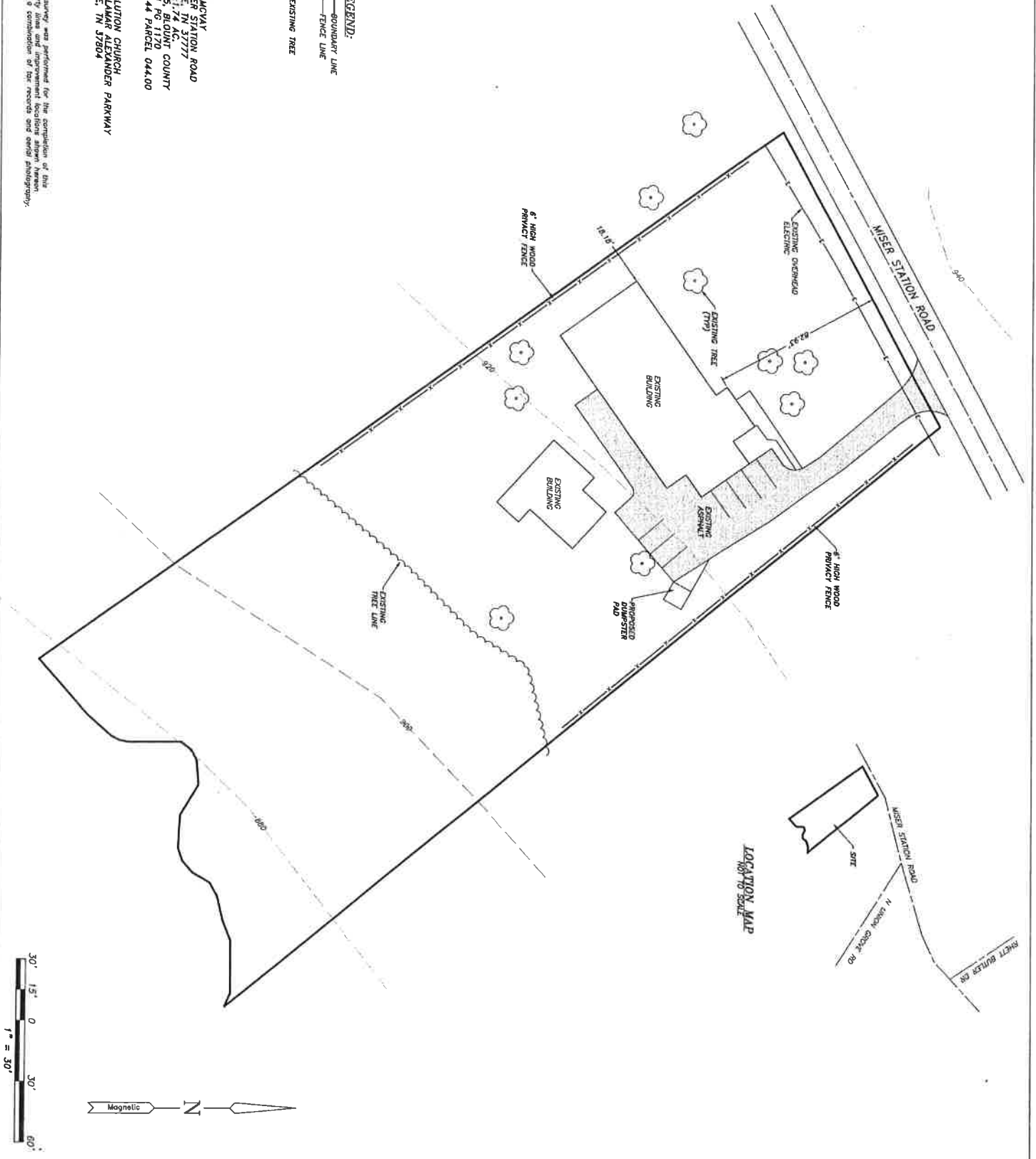
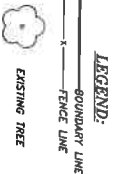


**OWNER:**  
BARBARA MCVAY  
3917 MISER STATION ROAD  
LOUISVILLE, TN 37777  
DISTRICT 5, BLOUNT COUNTY  
WDB 2451 PG 1170  
TAX MAP 44 PARCEL 044.00

**CLIENT:**  
RIO REVOLUTION CHURCH  
3418 CLARK ALEXANDER PARKWAY  
MARTVILLE, TN 37004

**NOTE:**

1. No field survey was performed for the completion of this drawing. All dimensions and monument locations shown herein taken from a combination of the owner's and other photographs.



**CHANGE OF USE**

**SITE PLAN FOR**

**WOMEN'S SUPPORT CENTER**

**RIO REVOLUTION CHURCH**

**LOUISVILLE, TN**

**STERLING**  
SINCE 1979  
CIVIL ENGINEERING  
CONSULTING  
LAND SURVEYING  
LAND PLANNING

1020 WILLIAM BLOUNT DRIVE  
MARTVILLE, TENNESSEE  
37002-8901

P.O. BOX 4878  
MARTVILLE, TENNESSEE  
37002-4878

PHONE: (615) 394-3905  
FAX: (615) 394-3915  
www.sterlingis.com

**SHEET**

**CP**

**DESIGNED:** SDJ  
**DRAWN:** SDJ  
**CHECKED:**  
**DATE:** 1/17/19  
**SCALE:** 1" = 30'  
**DRAWING:** 6673-CP  
**PROJECT NO:** SEI#6673

# Zoning Request Application

## Under the Blount County Zoning Regulations



Department of Development Services  
1221 McArthur Road Maryville, TN 37804  
Phone: 865-681-9301 Fax: 865-681-9502

Tax Map/Parcel: 044/044.00 Site Address: 3917 MISER STATION ROAD  
APPLICANT Owner: RIO REVOLUTION CHURCH Phone: 865-984-9200  
Mailing Address: 3419 E. LAMAR ALEXANDER PARKWAY  
MARYVILLE TN 37804  
City State Zip Code

### Type of Permit:

Appeal ☐ Rezoning ☐ Special Exception ☒ Variance ☐ Co-Locate ☐  
Zone ☐ Size of lot ☐

### Notes:

REQUEST IS FOR SPECIAL EXCEPTION TO ALLOW CHURCH TO HAVE  
WOMEN'S SUPPORT CENTER AT THIS LOCATION. THE PROPERTY IS  
CURRENTLY ZONED COMMERCIAL & PREVIOUSLY OPERATED AS NURSING HOME.

I, the undersigned being the owner of the property described above, affirm the accuracy of the above information about the property and any proposed structures and uses described. I further acknowledge that it is my responsibility to ensure that such requirements are met during construction of any proposed structure. By my signature, I also give permission for inspection of the property by an authorized agent of Blount County Government for the purpose of enforcing the Zoning Regulations set forth by the Blount County Commission.

Amos D. MURR - P.O.A.  
Owner Signature

APPLICANT: Rio Revolution Church

1-30-19  
Date  
1-30-19

Fee: ☐

Receipt #: ☐

Approval Signature: ☐

Date: ☐



## Mother's Support Home

Submitted by Pacer Hepperly, Devin Lipsey, Jill Free-Hepperly

**Contents**

Community Handout/Flyer .....3

Executive Summary .....4

About Our Residential Program .....4

Why Open a Mother’s Support Home .....5

Program Structure/Curriculum .....6

Sample Daily Schedule .....9

Program Staff: .....10

Letters of Reference.....11

Inspections and Due Diligence .....12

FAQs - Primary .....13

FAQs - Additional .....14

## Community Handout/Flyer

There is an overwhelming need in  
Blount County and we are here to help  
the foster children in our community

The Quality Care Assisted Living center for seniors  
will become a support home for women

**PURPOSE:**

assist local foster  
care families by  
filling a gap

**MISSION:**

reunite a child in the  
foster care system  
with his/her mother

**GOAL:**

equipping women to  
become the mothers  
God created them to be

**We provide:**

- ✓ support
- ✓ life skills    ✓ job skills
- ✓ family counseling
- ✓ life coaching    ✓ training

**We are NOT\*:**

- ✗ a half way house
- ✗ a rehab facility

\*but we may work with women who've been there

\* Existing buildings will be repurposed

\* No negative economical impact

\* No anticipated change in traffic flow or lighting

\* Staffed by licensed and educated professionals

\* Adherence to strict intake process

\* Utmost importance to health and safety

\* Provides needed resource for DCS  
and the foster care system

**MOTHER'S SUPPORT HOME**

3917 MISER STATION ROAD | LOUISVILLE, TN 37777

Hope. Help. Healing.

**MAKING AN IMPACT ONE FAMILY AT A TIME**

## Executive Summary

The Mother's Support Home is a non-profit Christian residential program that helps mothers ages of 18-35 years of age to be reunited with their children who are currently living in the foster care system and/or with kinship families. The facility is located in Blount County and serves the community and local agencies. We are committed to being an effective and well-respected organization dedicated to transforming lives.

### **About Our Residential Program**

Our residential program is based on Christian principles and teachings. We incorporate proven methods and counseling to serve a diverse population of mothers from across the Smoky Mountain region, which includes Blount, Sevier, Jefferson, Hamblen, Grainger, Claiborne, and Cocke County. We have closely monitored program requirements which are all geared toward helping the residents become better parents and productive members of society. Life skills training, as well as individual and group counseling, is provided to aid with family reunification and with relationship problems within the family.

Many of the women who come to the program are facing a combination of debilitating circumstances. There is no "one-size fits all" approach to resolving the issues that these mothers face, however, we have designed a program that will target the obstacles that prevent reunification and repeated self-destructive behaviors. We are committed to providing our mothers with excellent program services while living in the home as well as providing excellent aftercare services that will allow them to recognize their self-worth and prepare them to reach their full potential as productive members of Blount County. Through the process of counseling, life skills training, parenting classes, and partnering each mother with a Community Mentor, we believe our approach to healing will allow mothers to permanently stop destructive cycles and prepare them to become the mother that their child needs and desires, hence removing one child at a time from the Foster Care System.

### **Why Open a Mother's Support Home**

The Smoky Mountain region currently has 915 children in foster care custody with only 95 approved homes. There are an uncounted number of children being cared for by family and unrelated caregivers who do not have many services available to them. The system is currently overloaded with children who need caregivers and with families who need support, therefore, giving us an opportunity to fill a gap with both the Foster Care System and with kinship families within our community.

Our goal is to assist mothers, regardless of who is caring for their children, to navigate the path of reunification. When children are placed in foster care, it can be nearly unattainable for the mother to complete the permanency plan in conjunction with successfully completing any legal requirements that may be tied to sentencing.

On average, it could take as little as 15 to 22 months for the process of parental termination to begin, therefore creating an insufficient amount of time for the mother to navigate the dual process of addressing both the legal requirements and completion of a permanency plan that could ultimately result in reunification. The enormous list of tasks can be daunting without proper support.

There is an overwhelming need to address the 'root cause' or issues within both birth parents. We endeavor to be proactive and have a 'prevention' approach to eliminate potential past activities from recurring in the future. We will work diligently to eliminate the cycle of dysfunction that is inherently passed from one generation to the next by utilizing the services that we will provide to the mothers that choose to participate in the program.



### **Program Structure/Curriculum**

Our multi-dimensional approach is uniquely designed to address the whole person - body, mind, soul, and spirit. Listed below is a summary of the counseling and teaching opportunities available in order to graduate the program.

- **Program Curriculum-Freedom Series** - The Freedom Series from Mercy Multiplied is for anyone wanting to fully live the life Christ created us to have. This life-changing series teaches a biblical model for freedom and offers the 7 practical keys that have transformed thousands of hurting young women in their residential program for over three decades:
  - Committing and connecting to Christ
  - Renewing your mind
  - Healing life's hurts
  - Choosing to forgive
  - Breaking generational patterns
  - Choosing freedom over oppression
  - Maintaining lifelong freedom

Each resource—a book and videos by Nancy Alcorn and an in-depth study for personal or group use—is a valuable tool to discover the keys to healing and freedom in Jesus Christ.

- **Counseling** - Each resident will have weekly counseling sessions with a licensed therapist in order to create and implement specific treatment plans on an individual basis. As the transitional phase of the program begins, each resident will be required to participate in counseling with the extended family (spouse, parents, siblings etc.) that is directly involved in or within their circle of influence in the home environment.

- **Life Skills Training** - Each resident will receive training in the areas of cooking, cleaning, managing a home environment, and managing a budget. These skills will be taught in a classroom format and also applied practically to the actual home using hands on, real life application, as each resident is responsible for assigned chores in the home.
  - **Classroom Time** - Each resident will receive classroom teaching on forgiveness, anger management, setting boundaries, parenting, co-parenting, job skills, and GED prep along with other practical everyday life skills that may be specific to each case and/or individual need.
  - **Financial Management** - Each resident will complete Dave Ramsey's Financial Peace University program.
- **Nutrition Education** - Each resident will have her own specific food plan developed by the Nutrition and Fitness Coordinator. The residents will be responsible for caring for and learning to prepare foods directly from the home garden.
- **Fitness Education** - Each resident will have an individualized plan for fitness developed by the Nutrition and Fitness Coordinator based on her specific goals and needs. Residents also have many opportunities to participate in fun recreational activities.
- **Outside Activities** - As residents approach the ending phase of the program, there will be many opportunities for the residents to experience components of life outside of the home. Practical life skills including how to do life with a child (e.g.: going grocery shopping or going clothes shopping) along with practical parenting routines (e.g.: morning routine and evening/bedtime routine) will be part of the training program.

It is not enough to simply address the logistics of self-destructive behavior, nor is it enough to simply address the checklist of paperwork required to complete a reunification plan. We believe that the only true way to make a lasting impact on a mother is to first identify the

root cause of dysfunction (trauma), then address the habits that have been created over a lifetime that have molded the mothers' thinking and choices, which in turn resulted in the separation of her children.

By approaching these situations in a holistic manner, we can fundamentally change the trajectory of not only the mother's life but the life of the children as well. We will break the generational patterns of dysfunction that lead to self-destructive behaviors, drug addictions, neglect, and so forth.

While there are many amazing programs, we believe we will be pioneering a new approach to restoration by addressing the root causes of dysfunction.

### Sample Daily Schedule

#### Monday - Friday

7:00	Breakfast
8:00	Household Duties
9:00	Bible Reading/Devotion/Program Curriculum (Freedom Series)
10:30	Classroom (or Group Counseling on Fridays)
12:15	Lunch
1:30	Counseling/Fitness/School or Free Time (or Shopping on Fridays)
5:00	Dinner
6:00	Household Duties
7:00	Classroom/Scheduled Visits w/Children/Family Counseling/Parenting Activities
8:15	Study/Quiet Time
9:00	Nightly Routines
10:30	Lights Out

#### Saturday

9:00	Breakfast
10:30	Free Time - Residents make phone calls, household duties, watch movies, etc.
3:00	Lunch (Training includes meal planning and meal prep)
3:30	Free Time/Scheduled Visits w/Children
6:30	Devotional Group/Group Outings/Events
8:00	Dinner
10:30	Lights Out

#### Sunday

8:00	Breakfast
10:00	Church
1:00	Sunday Dinner
3:00	Free Time - Scheduled Visits w/Children /Residents make phone calls, household duties, watch movies, etc.
7:00	Movie Option
10:30	Lights Out

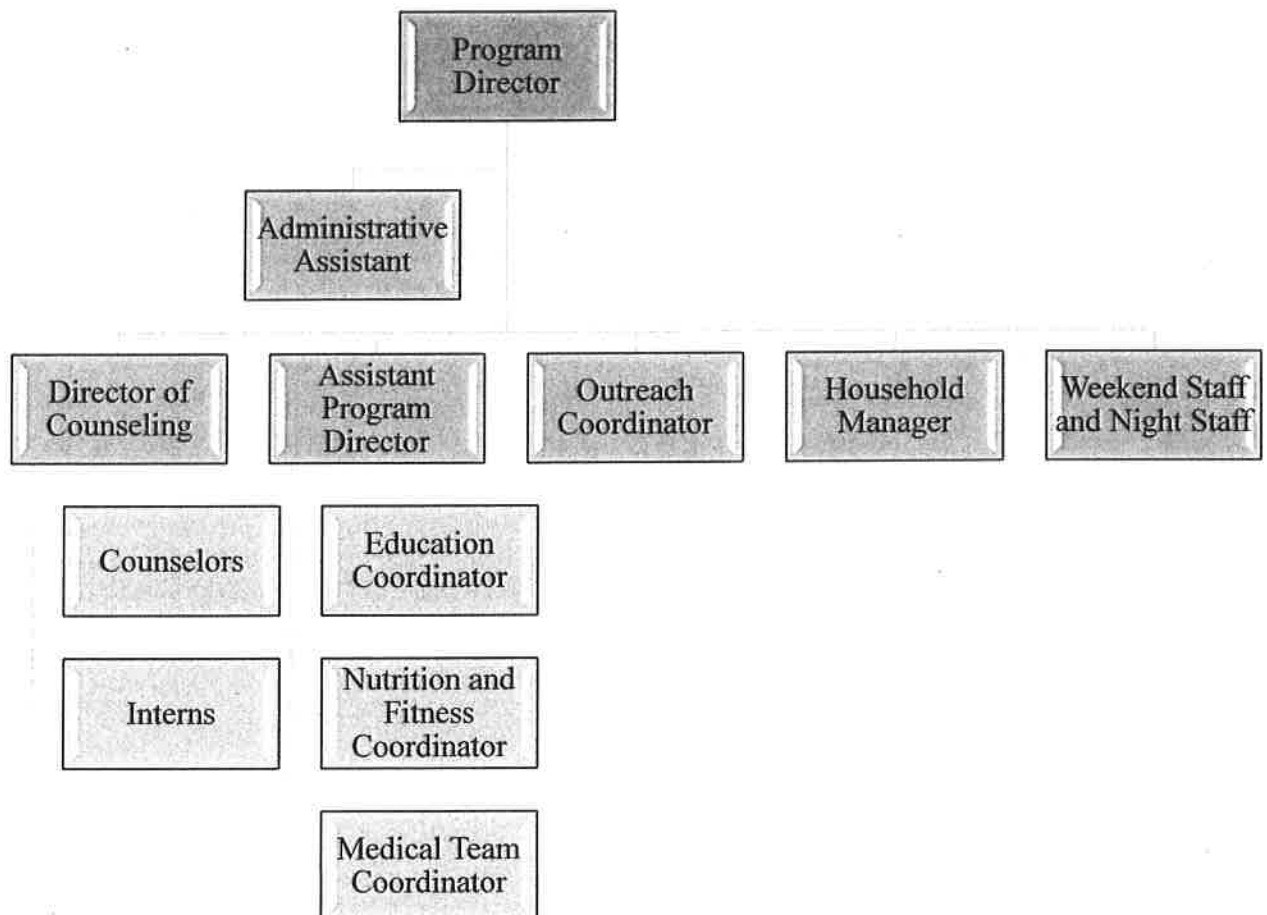
Scheduled visitations are worked out directly with the guardian on a case-by-case basis to include but not limited to:

- Family counseling
- Supervised visitations
- Practical hands-on activity with child(ren) – cooking, arts and crafts, games, reading, conversations (normal mother/child topics of discussion)

TBD: Work Study Program – Residents will be participating in a Work Study Program in partnership with local businesses for part time employment which will be closely monitored by the Program Director and the General Manager of the local business. The part time work program will be a part of their life skills and budgeting trainings and a portion of their earnings will go towards paying any personal expenses.

**Program Staff:**

- Program Director
- Assistant Program Director
- Director of Counseling
- Medical Team Coordinator
- Nutrition and Fitness Coordinator
- Education Coordinator
- Weekend Staff Team
- Night Staff Team
- Household Manager
- Outreach Coordinator





February 25, 2019

Blount County Zoning Board

RE: Brittany Hepperly

To Whom It May Concern:

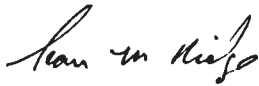
This letter is to speak on behalf of Brittany Hepperly. I have known Ms. Hepperly for 10 years. During that time I have served as an instructor during her clinical master's degree, both as an in-class instructor as well as a clinical supervisor, her post-graduate clinical supervisor overseeing her pursuit of licensure as a Marital & Family Therapist, and now as a colleague as she has developed her professional practice in Blount County.

I can offer a positive reference for Ms. Hepperly with no reservations. I can attest to her moral character and ability to act ethically in relationship to her professional endeavors. In her studies and clinical work she has shown herself to be of the upmost integrity and moral character, practicing great sensitivity to legal and ethical issues as they relate to clients and the practice of therapy. Specifically, she has effectively demonstrated an awareness of and ability to apply the AAMFT Code of Ethics to various clinical situations.

Furthermore, she has demonstrated an advanced grasp of clinical theory and its application with clientele, which has been evidenced in her success with clients. Our clinical supervision provided opportunity for Ms. Hepperly to demonstrate competence in assessment, diagnosis and treatment of mental health pathology utilizing various clinical tools including the DSM as well as comprehensive treatment plans.

If additional information is needed, please use the information below to contact me.

Sincerely,



Sean M. Ridge, PhD, LMFT  
Dean, School of Social & Behavioral Sciences  
Johnson University  
E: [sridge@johnsonu.edu](mailto:sridge@johnsonu.edu)  
P: 865.251.2217

February 28, 2019

Jill Free - Hepperly  
Director of Care & Recover  
RIO Revolution Church  
3719 E. Lamar Alexander Parkway  
Maryville, TN 37882

To Blount County Zoning Board:

It is my pleasure and honor to recommend Jill Free-Hepperly to run the program of a Women's Support Home. I have had the opportunity to work with Jill for a number of years as her direct supervisor at Smoky Mountain Harley-Davidson where she used her organizational and people skills to deliver exceptional results in the role as my Director of Personnel/Operations Manager. I am confident that Jill's exceptional skills, professional experience, and personal qualities will make her an asset for this community.

As my Director of Personnel/Operations Manager, Jill demonstrated her ability to lead a group of 75 employees throughout 4 stores. She helped create and implement a standards of operation manual for the General Merchandise departments that are still current and used today in all 7 locations. Her ability to coach and train associates was instrumental in the success at Smoky Mountain Harley-Davidson. She is a multi-tasker who can operate in extreme situations and completes the job/task to a very high standard. Her professionalism and communication skills were an asset to this company as we grew and became recognized as a top performing dealership in the Harley-Davidson Motor Company.

Jill has my highest recommendation. I have no doubt she will succeed with the highest of standards and professionalism and will hold accountable those who she leads. Please feel free to contact me if you have any questions regarding her ability to run such a program.

Sincerely,

Kendall Case  
V.P./ Director of Retail Operations  
Smoky Mountain Harley-Davidson  
Maryville, TN

**Inspections and Due Diligence**

- ☒ Building Inspection – Completed on 01/17/2019
- ☒ Fire/Sprinkler Protection System Inspection - Completed on 01/17/2019 by  
Knoxville Fire Sprinkler LLC
- ☒ Sewer Inspection - Completed on 01/16/2019 by Tommy LaQuire
- ☒ HVAC Inspection and Repairs - Completed on 01/17/2019 by East TN Heat & Air
- ☒ Contingencies - Completed

## FAQs - Primary

The top concerns:

### Safety & Security

- Safety and security for residents, staff, and community are of utmost importance and strict procedures will be in place in every area of operation.

### Staff Qualifications

- The support home is a complex organization with many employees working in positions ranging from director of counseling to nutrition and fitness coordinator to household staff. A licensed nurse will serve on our team. Our home may employ as many as two full-time counselors, as well as an extensive maintenance and support staff as we grow to fill the need. Required qualifications vary by position and our professional staff will have necessary degrees, with many positions requiring additional degrees and certifications. Our counselors are qualified through their education, skills, experience, and maturity in their relationship with God to serve each resident. All of our counselors are required to hold a master's degree or be working toward a master's degree from an accredited university in social work, psychology, counseling or a related field.

### Resident Intake

- Our desire is to help every woman who wants help. However, we do look at approval into the program on an individual basis. Due to our program's residential nature and its required materials, we assess to determine if the support home is a good fit for each applicant. Additionally, we are not a medical facility and cannot accept applicants who are not medically stable. If we cannot accept an applicant into the program for any reason, we provide referrals to other programs.
- The length of our application process varies by an applicant's situation and commitment level. Applicants who demonstrate a high level of commitment have the potential to be placed more quickly into our program. Entry into the support home depends on many variables, including space availability, age, demonstrated commitment, and medical stability.

### Traffic & Parking

- Because the existing facility was previously the Quality Care Assisted Living center for seniors, the site is already equipped for ample parking. Since the same number of residents are able to stay at the mother's support home as the number of residents at the assisted living center, no major increase in traffic is anticipated. Staff and visitors will arrive and depart on a structured schedule.

### Septic

- The current septic system was inspected on 01/16/2019. It is sufficient for the number of beds and residents it was designed to hold. Furthermore, there is ample room for expansion, should the need arise.

### Lighting

- No changes to the existing lighting are planned to occur, therefore, the lighting that has been in place since the building's inception remain the same.

### Grounds & Landscaping

- We take pride in our program which reflects in all that we do including the aesthetics and care of our facilities. Our grounds will continue to be well groomed.

## FAQs - Additional

### Length of Program

- The average length of stay is twelve months, although some residents may move more quickly through the program, and some may need a little longer. Counselors, along with the Program Director, evaluate progress during each resident's time in the program to determine a graduation date.

### Church or Denominatin Connection/Affiliation

- We are an independent Christian organization that is not affiliated with any single organization or denomination. While at the support home, residents have daily Bible reading, praise and worship as well as daily classes based on principles of freedom found in God's Word. They will also attend a local non-denominational church.

### Governance

- Our current overall governance includes the senior pastor and elders at RIO Revolution Church. We will expand that governance model to bring a new level of program consistency, oversight, accountability, and increase its effectiveness throughout Blount County by adding an executive director and board of directors who will oversee day-to-day operations.

### Is it Voluntary?

- We recognize that true change can only occur through a personal commitment to change. This commitment is a pre-requisite for a woman to enter our program. We only accept applicants who clearly understand our Christian emphasis and specifically seek out our help and assistance. We encourage applicants to make an initial commitment to our program for approximately 6 months. However, our program is 100% voluntary, and residents are free to leave at any point.

### Medical Care

- It is our policy to provide adequate medical care for our residents. This includes care from both staff and from outside professionals who are called upon to help on a regular basis. Helping women regain control of their lives is a central mission, and proper health care is a key element of our program.

### What Does Counseling Entail?

- Our Christian-based program curriculum, "Choices That Bring Change," is the model of Mercy Multiplied who has 30 years of ministering to girls in crisis and combines biblical principles of healing and unconditional love with best-practice clinical interventions, as outlined in the Freedom Series.
- Trained counselors lead residents through the program curriculum, helping them explore issues of faith, forgiveness, family, overcoming abuse and past hurts, and general life principles. In addition to the curriculum, program resources feature internationally acclaimed teachers such as Beth Moore, Priscilla Shirer, Joyce Meyer, Dave Ramsey, Andy Stanley and Charlotte Gambill. Residents participate in both individual and group counseling on a weekly basis.



## Additional FAQs (continued)

**Can residents contact family?**

- Residents are able to make and receive phone calls with family every weekend, and mail can be sent and received daily. Scheduled visits with children will be allowed on a case-by-case basis as determined by foster/guardian. Residents are also able to visit with family over a weekend on a monthly basis.

**Do Residents Leave Property?**

- Residents participate in supervised activities offsite from time-to-time. These include spending an afternoon shopping, recreational activities, going to church and attending sporting events.

**Why Women 18-35**

- General demographics based on statistics of mothers whose children are in the foster care system show that this is the age range. Any exceptions will be reviewed on a case-by-case basis.

**Questions/Concerns from Former Residents**

- In any program, some participants will inevitably have questions or concerns, which is why we have a process in place for current and former residents to air grievances without fear of retribution. Should former residents have questions, we are available to provide guidance as necessary.

**Transition**

- In the final stages of a resident's time at the support home, she will begin the transitional care component of the program. This involves planning for work, education, training and transportation. Residents also work with their counselor in identifying an accountability partner in their city to meet with on a regular basis after they complete the program.

**Meal Requirements**

- Meals are set with a menu plan approved by a registered dietician. There are three meals each day plus optional healthy snacks available. If a resident is dealing with an eating disorder or other health issues, she will be given an eating regimen set for her by our Nutrition and Fitness Coordinator.

**What Costs are Involved?**

- The resident will be responsible for the intake fee which may include the cost of the physical from the health department.
- During a resident's time in the program, she is responsible for her own personal expenses, including prescription medication expenses, personal hygiene items, any medical expenses incurred during her time in the program, and travel to/from the support home.

# WOMEN'S SUPPORT HOME

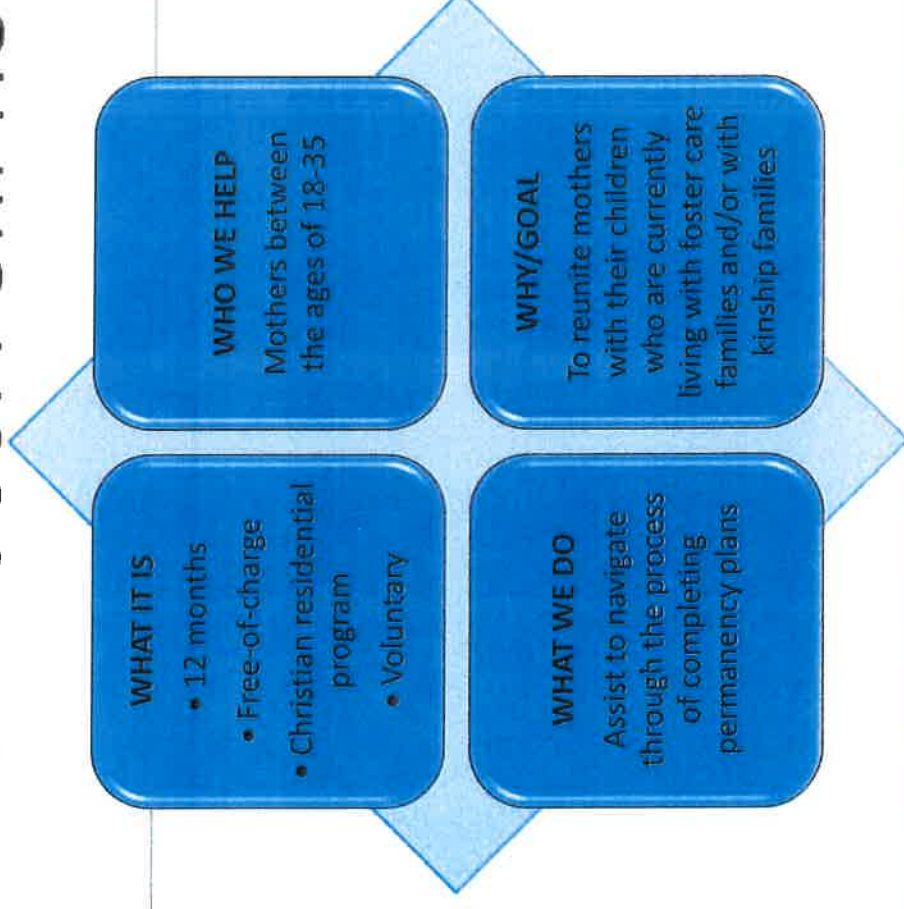
---



**RIO REVOLUTION**

RIO REVOLUTION CHURCH  
3419 E LAMAR ALEXANDER PKWY  
MARYVILLE, TN 37804

# WOMEN'S SUPPORT HOME



# HOME PROGRAM & STAFFING

## Hours of Operation:

Seven days per week  
24 hours per day

## Resident Capacity:

16 women

## Program Staff:

- Program Director
- Assistant Program Director
- Director of Counseling
- Medical Team Coordinator
- Nutrition and Fitness Coordinator
- Education Coordinator
- Weekend Staff Team
- Night Staff Team
- Household Manager
- Outreach Coordinator

# MODEL, PROGRAM & TRAINING

## COUNSELING MODEL

- Choices That Bring Change – Mercy Multiplied

## PROGRAM STUDY

- The Freedom Series/7 Keys to Freedom

## PROGRAM SKILLS TRAINING

- Life Skills Training
- Education Development
- Nutrition & Fitness Education
- Work Study Program
- Practical Life Application Activities



# DAILY SCHEDULE FOR RESIDENTS

Monday - Friday	
7:00	Breakfast
8:00	Household Duties
9:00	Bible Reading
9:35	Worship
10:30	Class or Group Counseling on Fridays
12:15	Lunch
1:30	Counseling/Fitness/School or Free Time (Shopping on Fridays)
5:00	Dinner
6:00	Household Duties
7:00	Class
8:15	Study/Quiet Time
9:00	Nightly routines
10:30	Lights Out

Saturday	
9:00	Breakfast
10:30	Free Time - Residents make phone calls, household duties, watch movies, etc.
3:00	Lunch
3:30	Free Time
6:30	Devotional Group
8:00	Dinner
10:30	Lights Out

Sunday	
8:00	Breakfast
10:00	Church
1:00	Sunday Dinner
3:00	Free Time - Residents make phone calls, household duties, watch movies, etc.
7:00	Movie Option
10:30	Lights Out