



Upper East Tennessee Human Development Agency

ANNUAL REPORT

2017-2018



TABLE OF CONTENTS

About us	3
Community Action	4
Vision & Mission	5
Board of Directors	7
Directors	9
Service Area	10
Health Services	12
Education	14
Housing and Energy	21
Neighborhood Services	22
Success	27
Volunteers	31
Personnel	34
Finance	40
Activities	42

ABOUT US

**Providing the education, tools,
and support for a better life.**

It was the Economic Opportunities Act of 1964 that allowed for the establishment of two Community Action Agencies to serve the region, starting in 1965. In October 1973, the two became one. The Johnson, Carter and Unicoi County Human Development Corp. merged with the Upper East Tennessee Economic Opportunity Authority Inc. (serving Hancock, Hawkins, Greene, Sullivan and Washington counties), forming the Upper East Tennessee Human Development Agency, Inc. (UETHDA) on Oct. 1, 1973.

The respective County Commissions of each agency adopted resolutions officially recognizing the agency as the designated Community Action Agency.

UETHDA has encountered countless changes and experienced major transformations over the years. The agency has been successful because it has the flexibility to adapt to the changes. The basic philosophy of "Helping People, Changing Lives", and our mission of helping individuals and families to strengthen and develop, have remained unchanged.

From its humble beginnings consisting of Conduct and Administration, and a summer Head Start Program, UETHDA has grown to an annual budget of \$16 million. However, real community impact is not measured in dollars – it is measured in the positive changes that occur in people's lives because of what Community Action helps them accomplish.

COMMUNITY ACTION

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place in which to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.



The Upper East Tennessee Human Development Agency is proud to be part of the Community Action Partnership.

Community Action Agencies Across America

The service areas of Community Action Agencies (CAAs) cover 99% of the nation's counties. Our agencies are connected by a national network that includes the Community Action Partnership national association, regional associations, state associations, a national lobbying organization, and a national association of Community Service Block Grant administrators.

CAAs are a primary source of direct support for the more than 34.5 million people who live in poverty in the United States.

Of the 7 million families served by Community Action, 83.1% were in poverty, living below 125% of the Federal Poverty Guidelines. Of the 7 million families served by Community Action, nearly 33.8% were in severe poverty, living below 50% of the Federal Poverty Guidelines.

The Community Action network serves more than:

- 15.8 million individuals per year
- 7 million families per year

CAAs serve all regions and populations:

- 54% of CAAs serve rural areas.
- 36% of CAAs serve areas considered both urban and rural.
- 10% of CAAs serve urban areas.



OUR VISION

The vision of UETHDA, Inc. is to be the model agency for the community, state and nation by:

- **Valuing the intrinsic worth of each individual, family and organization**
- **Supporting the community through exemplary, essential and distinct services**
- **Empowering clients to reach their greatest potential**
- **Enhancing community partnerships through collaborative efforts**
- **Fostering a seamless continuum of care to clients**

OUR MISSION

The mission of Upper East Tennessee Human Development Agency, Inc. is to provide education, direction and support to individuals, families and organizations in order to strengthen and stabilize the community through collaborative efforts of agency programs and cooperative partnerships.

BOARD CHAIR MESSAGE

It is hard to believe another year has already passed. The annual reports seem to appear faster and faster.

It has been an extreme pleasure for me to serve as board chair for the past two years, the agency has been blessed to have great board members who hold the best interest of the people we strive to serve in their hearts. Thank you for the opportunity and the confidence you have placed in me.

Through the leadership of our board of directors, administration and hard working staff, we have been able to assist thousands of people throughout the eight county region. The battle is hard, however we must continue to fulfill needs and to meet our goals.

Thank you for your dedication and support to the Upper East Tennessee Human Development Agency. May God bless each of you.

Sincerely

A handwritten signature in black ink, appearing to read "Dick Grayson". The signature is fluid and cursive, with a large initial "D" and "G".

Dick Grayson
Chairman of the board

BOARD OF DIRECTORS

Public Sector

Leon Humphrey
Carter County Mayor
John Clark
Kingsport City Mayor
Morris Baker (R)
Greg Lynch
Unicoi County Mayor
Dan Eldridge
Washington County Mayor
Pat Wolfe (R)
Thomas Harrison
Hancock County Mayor
Alonzo Collins (R)
Melville Bailey
Hawkins County Mayor
Jon Lundberg
TN Senator
David Crum
Greene County Mayor
Jim Sells
Rogersville City Mayor
Carolyn Byrd (R)
Larry Potter
Johnson County Mayor
Richard Venable
Sullivan County Mayor

Target Sector

Carolyn Browning
Margaret Collins
Phyllis Delph
Darrell Gillespie
Policy Council Rep
Jamie Samantha Shelton-Sanchez (A)
Policy Council Rep
Beverly McKinney
Paul Monk
Daris Morgan
Susan Payne
John White (A)
Rick Shuffler
Gary Brooks (A)
Johnnie Mae Swagerty
Van Dobbins (A)
Kenneth Treadway
Becky Magill (A)
Charles VonCannon
Barbara Love Watterson

Private Sector

Mary Alexander
Debra Bridwell
Alma Brown
Truman Clark
Dick Grayson
Angela McCamy
Ann McConnell
Glodine Davis (A)
Sara Mietzner
Polly Peterson

Board Officers

Dick Grayson, Board Chairperson

Pat Wolfe, Vice-Chairperson

Carolyn Browning, Secretary/Treasurer

EXECUTIVE DIRECTOR MESSAGE

It is truly a pleasure to work beside some of the most caring and dedicated people I have ever known. Every day we see lives changed by the UETHDA staff and volunteers throughout the region. It is my pleasure to present this Annual Report which showcases the outcomes and stories of our pursuit of creating better lives for our clients by building them to be self-sufficient.

Each community in the region is unique, but one common thread binds us together. We want the best for individuals and families. We want to see people be successful and accomplish their goals in life. We also know that life has difficult times. This is where the community comes together lifting people up, helping them get back on track, and being there for each other.

I look forward to the future while reflecting upon the past. While we see great outcomes and success, we also know there are many individuals in need. Please join us as we reach out "Helping People, Changing Lives."

Thank you,

A handwritten signature in black ink, appearing to read "Tim Jaynes". The signature is fluid and cursive, with the first name "Tim" and last name "Jaynes" clearly distinguishable.

Tim Jaynes
Executive Director



DIRECTORS



Connie Shockley
Finance Director



Donna Pearce
RSVP Director



Norma Tremblay
Community Services Director



Eliot Hicks
Head Start Director



Sandra Monger
Human Resources Director



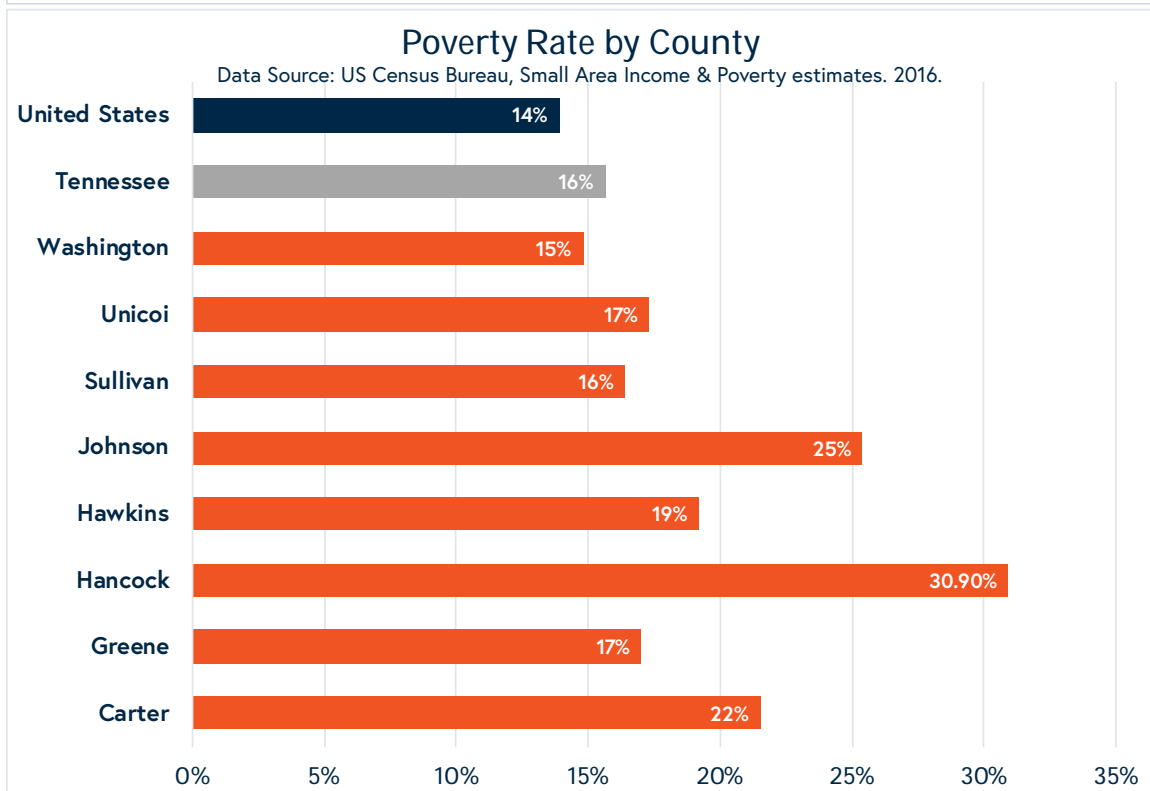
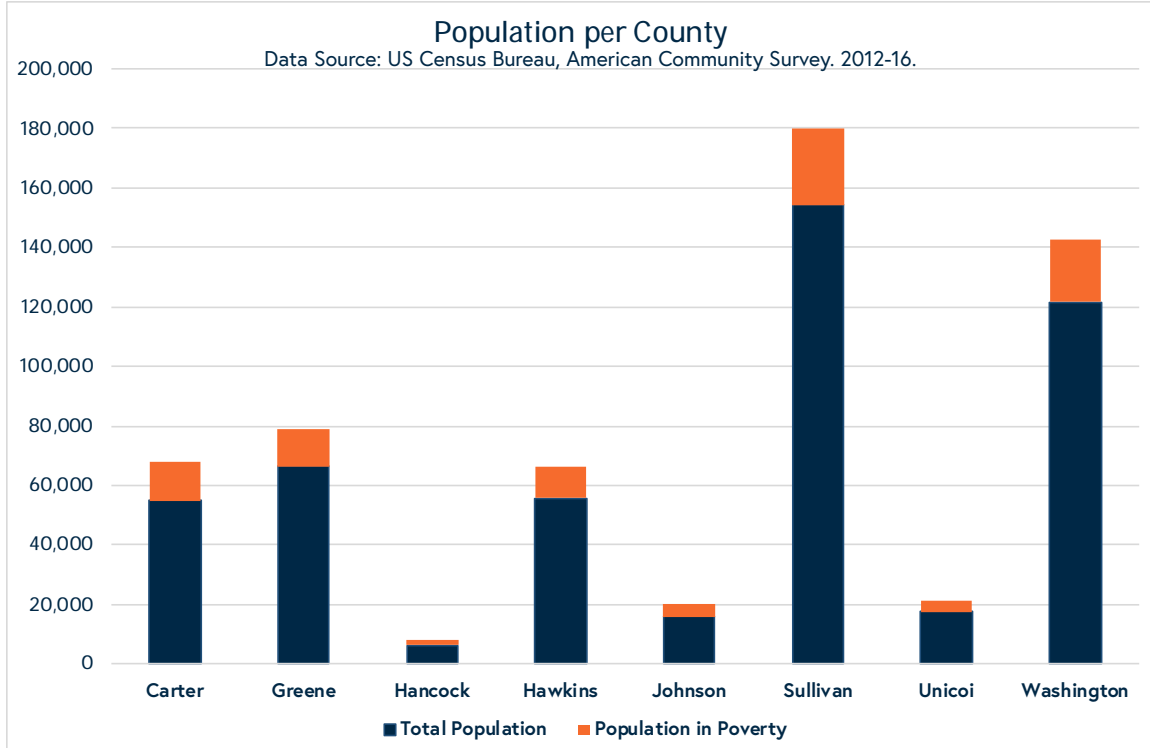
SERVICE AREA



Serving the eight counties of Northeast Tennessee

The Upper East Tennessee Human Development Agency is located in the northeast corner of Tennessee. Nestled along the Appalachian Mountains, it is in the heart of poverty-ridden America. The following counties are served by the Agency:

Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Unicoi and Washington.



WHAT WE DO

Meet Basic Needs

Securing basic needs such as food, shelter, clothing, utilities and other emergency needs. The Neighborhood Service Centers' staff and Family Resource Specialists work daily with clients to relieve the hardships they face. Our service team offers specifically targeted services from our emergency assistance to more long term paths for self sufficiency.



Empower Individuals and Families

Changing lives by supporting each individual through asset building with financial literacy, education, entrepreneurship, ensuring school readiness for our children, and helping home owners save energy by focusing on the strengths of each individual and family.



Promote Communities

Working together with partners and programs which develop and promote pathways to long term economic stability giving hope for the future.



Upper East Tennessee
Human Development Agency



Child and Adult Care Food Program

With our nation's focus on obesity, we are doing our part to help educate our families and children on healthy eating habits and healthier lifestyles. According to the Centers for Disease Control, the Body Mass Index (BMI) for 3-5 year old age growth charts:

85%

Children at a healthy weight

9%

Children that are overweight

4%

Children that are obese

2%

Children that are underweight

Head Start is committed to serving meals that meet or exceed the dietary guidelines established by the CACFP. This is accomplished by providing snacks and meals daily.

During the last school year, 214,089 meals and snacks were served.

Disabilities and Mental Health

157 children were identified as having a Disability by the Local Education Agency (13.5% of our funded enrollment).

121 disabilities were for speech or language development

32 were for developmental delays

4 was diagnosed with Autism

Head Start enters into contracts which enlist the following services:

1. Staff and/or parent consultations
2. In-service or parent training services
3. Evaluation team
4. Psychological evaluations and screenings at Head Start sites
5. Assistance in planning the Head Start Mental Health program
6. Advise and assist in developmental screenings and assessments

HEAD START

Health Services



14 Children received treatment for hearing difficulties



119 Children received treatment for vision difficulties



1,192 Children completed a professional dental exam



288 Children received preventative care



23 Children received treatment for Asthma



Head Start programs provide comprehensive services to enrolled children and their families

Including health, nutrition, social services and other services determined to be necessary by the family needs assessments, in addition to education and cognitive development services. Head Start services are designed to be responsive to each child and family's ethnic, cultural and linguistic heritage.

Of the 1,218 children in the program, 1,199 (98.44%) of our children had medical insurance at the completion of their enrollment. We began the year with 29 children that had no health insurance and ended the year with only 19 children still needing health insurance. However, all children had a source of ongoing accessible health care. 1,207 (99%) children ended the school year being up-to-date on all immunizations for their age. 11 children met the state's requirements for exemption from immunization

All of our children received health screenings before entering our program. Throughout the year, our staff worked with the families to ensure that children and families were receiving the medical care they needed.

EDUCATION

Education Support

The Education Support program is designed to provide financial aid for low-income individuals who desire to return to school or continue their education. This include Dual Enrollment of high school students at a college/university, vocation/technical school or trade/professional program.



UETHDA's Hancock County Dual Enrollment Program graduates 95% of students with either a Certificate, Associates or Bachelors degree.

According to a study in 2017 published by the Tennessean, Hancock County (Sneedville, TN) is the second poorest county in Tennessee, followed by Grundy County. With that, other studies from around the world have shown that there is a direct correlation between education and income. In the United States, 87% of people earn a high school diploma or higher and 30% earn a bachelors degree or higher. Education levels in most of the UETHDA service area counties are significantly lower.

In Hancock County, about 75% of residents obtain a high school diploma or higher and 11% obtain a bachelors degree or higher.

UETHDA's Hancock County Neighborhood Service Center is working to change that statistic by working with the county's high school to offer dual enrollment to students. Through this program, students can take college courses through their high school to get a head start on their college education, learn better study habits, see what areas of study interest them, and graduate high school with distinction.

Since its inception in 2012, the program has had 44 participants. Four are pictured:

- Brady Ramsey: recent high school graduate who will be pursuing a bachelors at the University of Tennessee
- Breanna Shults: rising senior in high school with plans to study Forensics at East Tennessee State University
- McKinley Johnson: rising senior in high school with plans to study English at East Tennessee State University
- Palmer Columer: Rising Sophomore at the University of Tennessee pursuing a degree in Veterinary Medicine

This program is facilitated by Machellette Petticord and Angela Mullins at UETHDA's Hancock County Neighborhood Service Center, also pictured with the students.

HEAD START

Head Start is a federal program that promotes the school readiness of children from ages birth to 5 from low-income families by enhancing their cognitive, social and emotional development.

1,155
Families Served



Head Start is built upon the understanding that the development of young children is deeply influenced by their family, by their community, by their physical and mental health, as well as by the educational experiences to which they are exposed.

The 1975 Head Start Program Performance Standards define high-quality services in early childhood education, parent involvement, social services and health. These standards have been the foundation of Head Start, and they have served as a model for state and local early childhood initiatives, including the state of Tennessee's Pre-K program.

Founded by President Lyndon B. Johnson, Head Start works with 3- and 4-year-old at-risk children to prepare them for entering kindergarten. The agency covers eight counties in Northeast Tennessee. Head Start and its delegate agencies serve more than 1,000 children and their families.

The Full Day/Full Year program is specifically designed for working parents. This enables parents to work toward self-sufficiency while relaxing in the knowledge that their child is in a program that offers much more than just day care.



HEAD START



Head Start emphasizes the role of parents as their child's first and most important teacher. Head Start programs also build relationships with families that support:

- Family well-being and positive parent-child relationships
- Families as learners and lifelong educators
- Family engagement in transitions
- Family connections to peers and community and as advocates and leaders.

Family Engagement

Parent and family engagement in Head Start is about building relationships with families that support family well-being and strong relationships between parents and their children.

Families are engaged and involved in every aspect of our program: they are invited to participate in classroom learning activities, given the opportunity to meet monthly for training and planning, and are encouraged to serve on Policy Council, where they have the opportunity to aid in decision-making for the entire program.

Each Grantee classroom sponsored one Male Engagement activity this school year. 469 adults attended these events.

Each Grantee classroom also sponsored one Female Engagement activity this school year. 514 adults attended these events.

Each Grantee classroom also had a Family Engagement Event this school year. 656 adults attended these events!

71

Parents were in job training

97

Parents were enrolled in educational courses

300

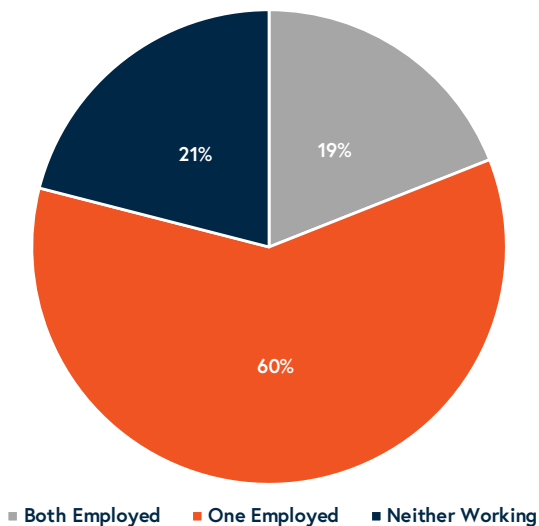
Single parent families were employed

1,050

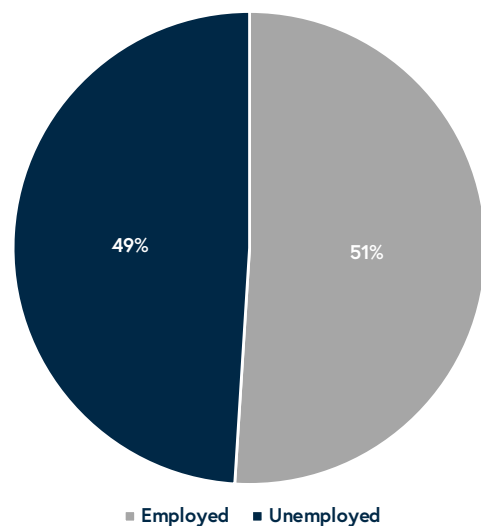
Funded enrollment served in the region

*Johnson and Carter counties are delegate
agencies under our grant funding.*

Employment of Two Parent Households



Employment of One Parent Households



Family Assistance

Families served	1,155
Two parent families	549
Single parent families	606
Families with emergency or crisis	475
Housing assistance	186
Mental health services for parents	88
Parenting education and health education	1,013
Adult Education	93
Homeless	22

168/15%

Parents with less than a High
School Education

773/67%

Parents with a High School
Diploma or GED

197/17%

Parents with an Associate
Degree, Vocational School, or
Some College

Parent Committee Meetings

Throughout the year, parents, family members, and friends of enrolled children learn about what their Head Start child is learning and doing in the classroom, learn about educational opportunities, and learn about what is going on in their communities. There was an average of 201 parents in attendance program wide each month.

Policy Council

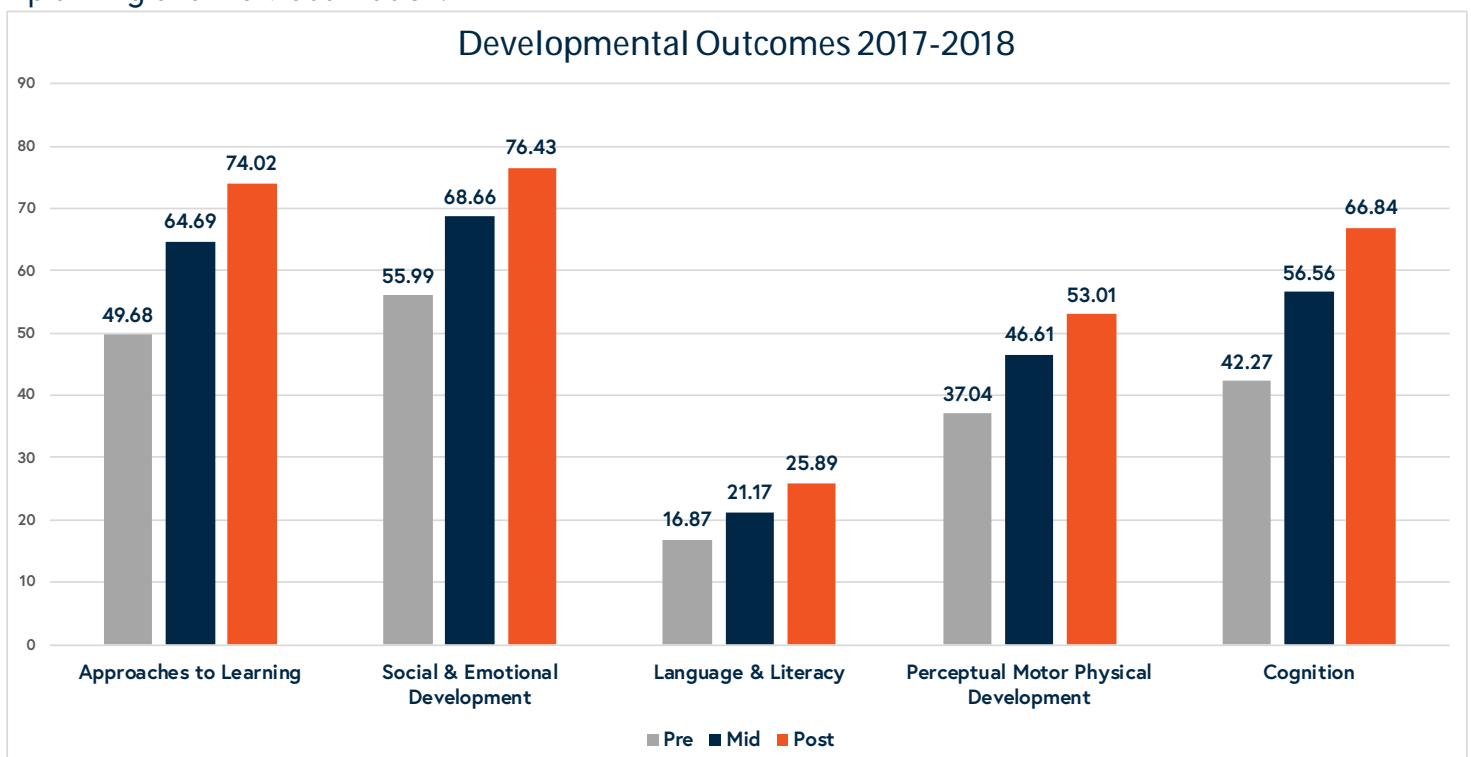
Policy Council is a group of decision makers for our Head Start program. Policy council was comprised of 49 parents of currently enrolled children, a member representing the Board of Directors of UETHDA, and 16 members of all the communities served. Average monthly attendance was 29 members. These Policy Council members were instrumental in hiring new staff, approving enrollment criteria points for the 2018-2019 school year, updating several policies, serving on various committees, and so much more. We had 4 members with perfect attendance.

Parent Involvement is one of the main driving forces for Head Start success.

Education

Our program uses The Creative Curriculum, 6th edition, which is a comprehensive, research-based curriculum that features exploration and discovery as a way of learning. Comprising of The Foundation, six knowledge-building volumes that help teachers set up a high-quality learning environment and build a thorough understanding of best practices, so they are ready to support every child, every day, and the Daily Resources, which offer step-by-step guidance in the form of Teaching Guides and additional daily teaching tools that help teachers plan and manage their days so they're always supporting children's learning and development and promoting positive outcomes. The Creative Curriculum for Preschool is fully aligned with the Head Start Child Development and Early Learning Framework and state of Tennessee early learning standards.

We utilized Learning Accomplishment Profile – Diagnostic (LAP-D), to assess children's developmental milestones. The online LAP-D program provides reports for staff and parents for on-going program planning and individualization.



HEAD START

Success



Former Head Start student rises to graduate Valedictorian from Volunteer High School

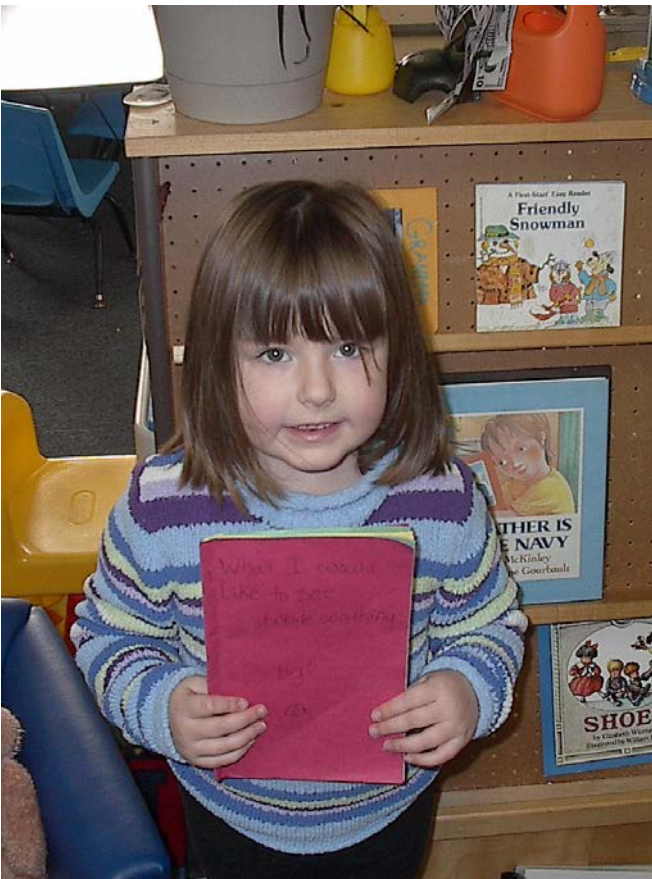
Katie Luckadoo is a recent high school graduate of Volunteer High School where she was Valedictorian, an honor in which she is very proud to have achieved and says has always been a personal goal. The title of Valedictorian is presented to the student who holds the number one rank in their class based on GPA. Education has always been a priority to Katie, and she credits this partly to the beginning of her education with the Head Start program at the Upper East Tennessee Human Development Agency.

Katie has been accepted to the University of Alabama and plans on pursuing a degree in Anthropology this fall, a field that she is passionate about because it combines the study of people, science and history. She says that her time in Head Start inspired her to break out of her shell and become more involved with different cultures and people from a very young age.

"I don't think without Head Start I would have been able to overcome that shyness and reach my potential. . .You aren't afraid to do anything in Head Start."

She believes this early experience with kids from all different backgrounds helped shape her career goals in Anthropology.

Katie also credits her success to her parents and other teachers throughout her schooling. Katie's mother was inspired by her daughter's experience in Head Start and is now a teacher for the program. Katie believes that her mom is helping foster the potential of future generations of students, such as Katie's teachers did for her.



POLICY COUNCIL

Parent Representatives & Alternates

CARTER COUNTY

Kristy Fenner /PR
Tasha Dykes /PR

GREENE COUNTY

Sonya Beach - Baileyton
Amanda Carden - Camp Creek
Alysia Landers - Chuckey
Brittany Oaks – East View
Amanda Hypes - George Clem
Charles Peters – GTC
Hana Allen - Hal Henard
Cecilia Wentworth - Highland
Charity Smith - McDonald
Brooke Bowman - Mosheim A
Sondra Smith - Mosheim B
Jennifer Shelton-Rancich - Nolachuckey
Heather Ramsey - Ottway

HANCOCK COUNTY

Amber Gibson - Sneedville

HAWKINS COUNTY

Lisa Angel – Fugate Hill A
Dawn Sizemore - Fugate Hill B
Amanda Curde - Surgoinsville A
Chelsey Matthews - Surgoinsville B
Katrina Hensley – McPheeters Bend
Megan Mugno – Carters Valley

JOHNSON COUNTY

Stasha Martin / PR
Tiffany Espinoza/PA

SULLIVAN COUNTY

Tia Artrip - Bluff City
Tenisha Hutcherson - Dobbins A
Rachel Hicks - Dobbins B
Jennifer Dennison - Dobbins C
Victoria Boglarsky - Dobbins D
Sarah White - Dobbins E

Jennifer McBryant - Dobbins F
Sadio "Ru" Dujon – Rock Springs
Courtney Dingus – Miller Perry
Julia Keller - Florida Avenue
Linda Parks - Girls Inc.
Kimberly Shipley - Sullivan
Logan Luttrell - Mary Hughes

UNICOI COUNTY

Lonnie Keith - Unicoi A
Ginger Matson - Unicoi B

WASHINGTON COUNTY

Keia Keeling- Boones Creek
Christopher Backlund - Carver
Luisa Mathes - Children First A
Kacei Pierce- Children First B
Shalena Goss - ETSU
Brooke Garrett – Grandview A
Andrea Baker - Grandview B
Katrina Hummer - Harmony
Brandy Hensley – Lake Terrace A
Katie Carnahan – Lake Terrace B
Natalie Baggett - Pinecrest
Sue Kelly - Southside

Community Representatives & Alternates

Carma Williams / CR - UETHDA
Lisa Greer / CR – UETHDA
Sara Mietzner / CR – UETHDA
Scott Rupe / CR – UETHDA
Deidra Gaus / CR – UETHDA (FP)
Elizabeth Malone / CR – UETHDA (FP)

Karen Baker / CA – UETHDA
Erica Beach / CA – UETHDA
Heatherly Sifford / CA – UETHDA
Melissa Byler / CA – UETHDA (FP)
Leighanna Barker / CA – UETHDA (FP)
Sarah Perkins / CR - Johnson
Kenneth Treadway / CR – UETHDA BOD

HOUSING & ENERGY

LIHEAP - Low Income Home Energy Assistance Program

The program is designed for households in need of assistance with the expense that occurs with their energy costs.

These include:

- Electric
- Wood
- Coal
- Oil
- Gas/LP Gas
- Kerosene

8,346

Households served

\$3,355,510

Dollar value distributed



Project Help

This program is a collaborative effort for the citizens served by Holston Electric Cooperative. This pays \$100.00 to assist with electrical service.

Dollar Energy

This program is a collaborative effort for the citizens served by Appalachian Electric Power.

Share The Warmth

This program is a collaborative effort for the citizens served by Atmos Energy.

112

Clients served for a total of \$11,200

96

Clients served for a total of \$18,756

57

Clients served for a total of \$17,255.89

NEIGHBORHOOD SERVICES

The Neighborhood Service Centers are the link to each community for individuals and families. The Community Services Block Grant (CSBG) Program is the primary funding source allowing us to be creative in our approaches to booting out poverty. We are able to focus on local needs, local situations, and issues that are pertinent in our own communities that prevent people from achieving economic freedom. With nine centers in the eight counties staffed by people with heartfelt commitments of service to those less fortunate, we continue to be a strong force in Northeast Tennessee as we have been for fifty years. We are expanding our horizons so that we are not only able to reach out to those suffering the most during a crisis, but also to those who are stuck and looking for options, *symbols of hope, and a better life for themselves and their loved ones.*

22,448

Families served

The Neighborhood Service Centers' staff work daily with clients to relieve the hardships they face. Our service centers offer specifically targeted services from emergency assistance to more long term paths for self-sufficiency. With the above 22,448 families served, the impact is enormous for our region. Our ultimate goal is to help people pave a way out of poverty for good.

Local Fund Partners

Piney Flats Community Chest
Highlands Fellowship
Eastman Engineering Department
First Presbyterian Church
St. Henry's Catholic Church
Hawkins County United Way
Mt. Carmel Community Chest
Carter County United Way

Total spent from partners \$25,597

2,362
Families

CARTER

2,521
Families

GREENE

1,942
Families

HANCOCK

3,137
Families

HAWKINS

2,003
Families

JOHNSON

5,551
Families

SULLIVAN

1,524
Families

UNICOI

3,408
Families

WASHINGTON

NEIGHBORHOOD SERVICES

Emergency Food Assistance Program

TEFAP, also known as Commodities, is a Federal program that helps supplement the diets of low income Americans, including elderly people, by providing them with emergency food and nutrition assistance at no cost. The food boxes are distributed quarterly by volunteers and Neighborhood Service Center staff.

12,688

Households
served

232,575

Units distributed

\$186,992

Dollar value distributed

\$14.73

Average value
per box
distributed

Breakdown by NSC:

Bristol – 1,325	Kingsport – 1,990
Carter – 1,016	Johnson – 1,247
Unicoi – 1,000	Hawkins – 1,570
Greene – 1,380	Hancock – 1,000
Washington – 2,160	

Community Organizations that Donated food for Lunch for Staff Professional Development or for Volunteers for Commodity Distributions:

- Subway
- Chick-Fil-A
- Bojangles
- Fatz
- Krispy Kreme
- Hardee's
- McDonald's
- Olive Garden

Emergency Assistance Program

The purpose of UETHDA Emergency Assistance Services is to provide short term assistance to low-income households that have immediate needs with an essential item (shelter, water, clothing, food, etc.) The Emergency Assistance Services is not designed to provide on-going support, only to fill a specific gap created beyond the control of the client.

Services Include:

- Deposits
- First Months Rent
- Past Due Rent
- Mortgage
- Meter Water Assistance
- Clothing
- Household Goods- for homeless
- Food
- Heating Repair/Equipment
- Well Spring Pumps

Employment Assistance Program

The purpose of this program is to assist individuals struggling to gain employment due to a barrier, or to assist an individual that is employed and is experiencing a situation that may result in termination if the situation is not resolved.

Services Include:

- Clothing-Uniforms, safety boots, etc.
- Equipment and Tools
- Payment assistance for training and certification, such as CPR, endorsement on driver's license, state licensure, etc.
- Gas Stipends-to assist during the first month of employment
- Employment/Pre-Employment Physical- if being paid by the client
- Dental/Vision-if client is employed and treatment is necessary to maintain employment

Health Assistance Program

Our Health Program helps provide new prescription drug assistance to elderly (age 55 or over) or disabled individuals who would otherwise not be able to afford the prescribed medication.

Services Include:

- Prescription Drug Assistance Program
- Medical Items (not including prescription drugs)
- Over-the-counter items: Ensure, Boost, Depends, etc.
- Dental Work: dentures and/or the repairs of dentures

Childcare Assistance Program

Child Care Assistance helps families who are employed reduce the cost of child care expenses through the provision of a weekly child care allowance for those who do not qualify under any other child care assistance programs. Qualifying Conditions: Before application can be started, client must provide:

- Open referrals from any agency or individual and meet the program requirements
- Fall within 125% of the federal poverty income guidelines
- Provide documentation of the household income, enrollment in school or job training program, or provide verification of employment.

I 2 I Personal Development Program

The Eye to Eye program is an initiative which enables pathways to long term economic stability, security, and hope for the future. It is designed to work more closely with clients as they improve their lives by reaching for self-sufficiency. This is a comprehensive approach similar to the Head Start Process currently in place.

- Each client has an assessment to develop their own path and goals. The client leads the process because it is their life and their goals.
- The only required workshop is the financial literacy workshop.
- The other workshops are to be determined by the client's assessment and goals.

Staff work closely with the client by assisting as needed to encourage and connect the client to resources, either through our agency or partner agencies.

Self-Sufficiency Program

The Self-Sufficiency Program assists families and individuals in developing and implementing goals, resulting in greater self-sufficiency and eliminating some of the causes of their poverty-level conditions.

This service is designed to promote the development and implementation of personal goals related to the realization of self-empowerment. Incremental goals will be developed based upon the comprehensive assessment which will assist the household in overcoming barriers. The areas that will be addressed in the assessment are:

- Education
- Substance Abuse
- Employment
- Transportation
- Parenting/Social Skills
- Child Care
- Mental Health
- Housing
- Nutrition
- Community Integration
- Budgeting Skills/Money Management

NEIGHBORHOOD SERVICES

Success

Our successes are only as great as the number of people we are able to help become stable in their environment.

This is the number who have a safe place to rest their head, food to eat, clothes to wear, and the peace of mind that they will still have those things tomorrow. Our ultimate goal is to help people pave a way out of poverty for good. Through fifty years of extensive anti-poverty efforts, we know that one life event can send someone on a downward spiral. If our team members are able to intervene before the person spirals out of control, people have a chance to pull out of the crisis.

We have seen this through our foreclosure prevention program, through our employment assistance efforts, through our health program, and through our multi-services for homeless customers.

29 clients received health assistance

13 clients obtained educational outcomes

24 clients obtained employment outcomes

185 clients were stabilized to remain in their home

SUCCESS

With personal dedication and help from UETHDA, Tori beats the odds to reach her career dreams.



Tori and her mother relocated to Washington County, Tennessee in 2015 to pursue higher education opportunities. However, when they arrived things did not go as planned. The family suffered several setbacks upon arrival.

The family applied for low income housing. They were notified that an apartment had become available but were not given enough time to pay the required first month's rent along with the deposits. The family searched for organizations that could help them. Another community agency agreed to help with their deposits but later informed Tori and her mother that they no longer had the funds to assist. During this time of struggle, the family was living in a local hotel and running out of options.

A local church became aware of the family's situation and referred them to UETHDA's Washington County Neighborhood Service Center. Staff at the center were able to assist the family with housing. They also informed Tori and her mother about the Self Sufficiency Program.

Tori was attending Northeast State Community College. Due to her family's financial circumstances, she was unable to afford gas for her car to be able to make it to her courses. Staff at the NSC were able to enroll Tori in the Self Sufficiency Program, which provides weekly stipends. This program removed financial barriers, so Tori could continue her higher education.

In May of 2018, Tori graduated Cum Laude from Northeast State Community College with an Associates Degree in Science University Parallel-General Education.

Tori is now enrolled at East Tennessee State University pursuing a Bachelors Degree. She dreams of one day working in a museum as a document and textile conservationist.

“Attitude is a little thing that makes a big difference” -Sir Winston Churchill

A positive attitude can make anyone see the light at the end of the tunnel. This is the thought process that Tierra Collie seemed to adopt when she came to the Washington County Neighborhood Service Center for help with a matter she was facing.

Ms. Collie came to the Washington County NSC to request assistance with a vehicle repair. She was told by several mechanics that she needed to replace her engine. Tierra knew this would be an expensive task to take on by herself, even working full time. Therefore, she contacted the Washington County Neighborhood Service Center to see what assistance could be offered. Rather than replacing her engine with a brand new one, Tierra was informed of the option of getting her engine rebuilt. Ms. Collie is a full-time working mother with 3 children. Initially speaking with Ms. Collie about the vehicle, it became apparent that she had multiple needs to be addressed and goals she wanted to accomplish. Tierra was offered information about the I2I program.

The I2I program is a case management program that assists clients with potential barriers that, in some cases, may prevent them from achieving their goals of self-sufficiency.

The target audience for this program is someone who has multiple needs, a repeat customer, or someone who has already completed the self-sufficiency program but may need additional assistance.

An initial intake of the client's household was completed. Ms. Collie's most prominent goal was to get her vehicle repaired so that she could increase her work hours and alleviate the barrier of borrowing her mother's vehicle. Grindstaff Kia of Johnson City, TN graciously donated some of the parts and labor to help match Ms. Collie's portion of the cost to get her vehicle repaired through their "Kia Goodwill" program in addition to the funds the Neighborhood Service Center awarded her. Ms. Collie received her vehicle in time to celebrate her 37th birthday. Because of the services provided, Ms. Collie can now focus on her next goals as discussed in her initial meeting such as furthering her education through a local Licensed Practical Nursing program.



WEATHERIZATION

WAP assists low-income households in reducing their high fuel costs while contributing to national energy savings. Weatherization measures provided will reduce heat loss and conserve energy costs by improving the warmth and cooling of a dwelling. It does not matter if the client owns or rents.

22

Units distributed

\$227,921.90

Dollar Value Distributed

The Cooling Project

The Cooling Project is a collaboration between UETHDA and ETF (East Tennessee Foundation). The foundation gifted us with \$10,000 to provide window air conditioners to the elderly and/or in the community.

We were able to provide 89 clients with units for a total of \$9,790

"Dear UETHDA,

Thank you to all who gave their time and finances to donate this thoughtful and generous gift. I am now disabled, on a fixed income, and a home owner. The day I received my air conditioner, I was told I needed a new heat pump. So, this was a much needed relief from the heat. Without this blessing and programs like this, I would have had a lot of health issues this summer. Thanks again for spreading sunshine (without the heat!)"

Cooling Project Recipient



Upper East Tennessee Human Development Agency hosts one of the largest volunteer organizations in the region.

Volunteers have the opportunity to "give back" to their communities. Volunteers serve by helping in classrooms, working with agency partners, distributing food and many other areas of service.

The impact volunteers have on a community is remarkable. Our volunteers time equates to 53 full time employees, saving the community approximately \$2,259,939.64 annually including benefits.

53
**employee
equivalent**

1,753
total Volunteers

102,818
total hours served

Volunteer Breakdown

113 CSBG Volunteers
943 Head Start Volunteers
of those 650 were parents or former Head Start Parents
697 RSVP Volunteers



Retired Senior Volunteer Program

This program receives funding from the Corporation for National and Community Service.

RSVP is one of the largest volunteer networks in the nation for people 55 and over.

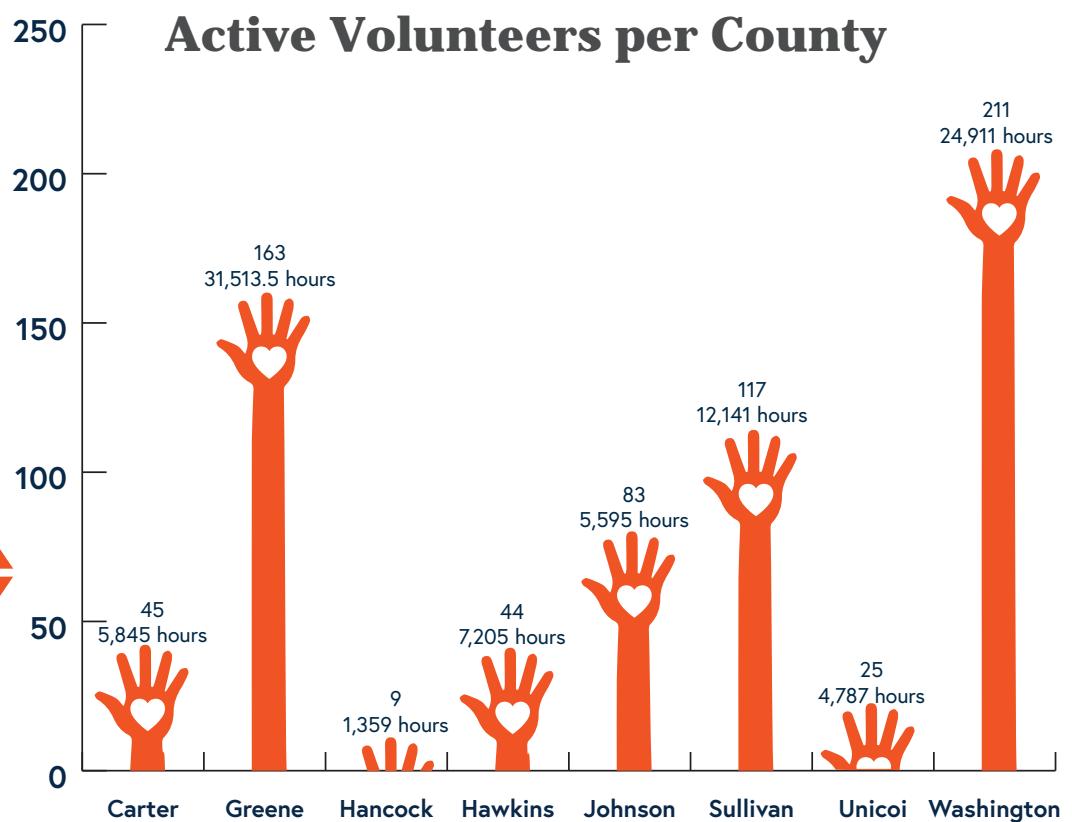
These seniors use the skills and talents they have learned over the years, or they develop new ones, while serving in a variety of volunteer activities within their community.

RSVP volunteers serve in 64 work sites in the eight counties of Northeast Tennessee. A few of the services they provide are:

- They help distribute food and/or clothing and other necessary items to families in need at Neighborhood Service Centers, Appalachian Helping Hands Ministry, food pantries, Second Harvest Food Bank, Salvation Army feeding programs (as well as helping with their Christmas Fund), and various other community ministry centers;
- They serve at nutrition sites delivering meals to homebound individuals;
- They volunteer at the VA at Mountain Home doing whatever is needed;
- They help build homes for low income families through Habitat for Humanity;
- They also provide much needed assistance at all the senior centers in the eight counties, assist seniors in enrolling in Medicare, serve in many capacities at local hospitals, etc.

697
Total number of
active Volunteers

93,356
Total number of
Volunteer hours



Loretta Tibbs volunteers for UETHDA Food Distributions as a way to help others the same way this service helped her.

Certain experiences in life seem to come full circle. That is certainly true for UETHDA client Loretta Ann Tibbs in Bristol, Tennessee.

Loretta has been a client of the Bristol Neighborhood Service Center for many years. She is a widow and lives on a fixed income of social security. During the winter months, she receives assistance with her electric bills through the agency's Low Income Home Assistance Program. She also regularly attends Commodity Food Distributions, where community members receive food and fresh produce without proof of income. Loretta constantly praises the agency for all the help that these two programs have given her. LIHEAP provides her with extra funds in the winter that she would normally have to spend on high electric bills. She uses these extra funds to purchase food and receives food from Commodities Distribution events during hard times.

Recently, Loretta started volunteering at these Commodity Distribution events. She is a great help to the Bristol Neighborhood Service Center staff by helping pack up food to distribute to people in need.

Loretta is elderly and lives alone in Bristol. Volunteering gives her a sense of purpose and a chance to get out in the community. She is grateful to the agency and the dedicated staff at the Bristol Neighborhood Service Center who are always happy to help.



"It makes me feel important to be able to give back to the agency by helping with food distributions."

PERSONNEL

Administration

TIFFANY ANDERSON	Purchasing/Property Specialist
VICTORIA CAUDILL	Executive Assistant
ANNA-MARIE CORDER	Receptionist
MARISSA GREENE	Accounts Payable Specialist
RHONDA GREENE	Payment Specialist
BARBARA HARDIN	Payment Specialist
PAMELA HONEYCUTT	Accounting Specialist
TIMOTHY JAYNES	Executive Director
SANDRA MONGER	Human Resources Director
CAROL ROBINETTE	Part Time Receptionist
CONNIE SHOCKLEY	Finance Director
SHERRY TRENT	Payroll and Benefits Specialist
HALEY WHITE	Communications Manager

IT Department

TIFFANY CRAWFORD
JACOB GILLENWATER
KINGSLEY RUTTERS
MARK TRIBBLE

RSVP

DONNA PEARCE	RSVP Director
BETTY COOK	Greene Co RSVP Field Coordinator

LIHEAP

RHONDA CALTON	LIHEAP Program Coordinator
SUSAN DAWES	LIHEAP Program Assistant
KIM MASHBURN	LIHEAP Program Coordinator
TRACI NEWLAND	LIHEAP Program Assistant

WAP Program Coordinator

KIM THRASHER

Community Services

NORMA TREMBLAY	Director of Community Services
SHOUNDA STEVENSON	Assistant Director of Community Services

Community Services Specialist

JILL BAUCOM
JAMES BELLAMY
JUDITH BLEVINS
KAREN CANTER
CRYSTAL DUGGER
KATHY FILLERS
TERESA FOX
VICKI GARLAND
CARI KILBY
AMANDA MILLER
ALISHA MONTGOMERY
KIMBERLY MOORE
MARISA MORELL
ANGELA MULLINS
MARILYN PETTIECORD
INDYA SCALF
JOYCE WALSH
STACY WATTERSON
COURTNEY WOODS

CSBG Program Clerks

LORI BEAM
PATRICIA HOLBROOK
CHRISTY RAKESTRAW

Head Start Administrative Staff

LISA BRYAN	Health Manager
REBECCA DANIEL	Data Entry
MARTHA DIXON	Health Assistant
PHYLLIS EVANS-HARRIS	Administrative Assistant
ELIOT HICKS	Head Start Director
JEREMIAH HURD	Facilities Manager
LEAH KING	Assistant Head Start Director
KELLY MARTIN	Family & Community Engagement Manager
BRIAN MARTIN	Transportation Manager
EDIE MCGLOTHLIN	Data Entry
JILL PRICE	Education Manager
MISTY REILLY	Disabilities/Mental Health Manager
SUSAN RINES	Career Development Manager
HEATHER E SMITH	Inventory Specialist
DAWN SMITH	Nutrition Manager
CYNTHIA SPEARS	Family Services Manager

Head Start Family Resource Specialists

FELICIA ALLEN
CONSTANCE ASHCROFT
CHELSEA BAILEY
HAYLEY DIEHL
KATELYN JONES
JACKIE KING
MARLIN MCGUIRE
SHENAY MEULLION
MEGAN MILLER
KELCEE PARKER
JILL PARSONS
MARY PATRICK
VICKI PRICE
HOLLIE QUALLS
MELISSA ROARK
BROOKE ROBINSON
JORDAN ROSENBAUM
HANNAH SIMERLY
PATSY SNAPP
BRITTANY SPELLAR
KELSEY THURMAN
TRINIDAD VINCENTE RAMIREZ
VIRGINIA WADDELL
LAURA WRIGHT

Head Start Bus Drivers

VERNA ADAMS
STEVEN ASHE
EARL BAILEY
MARGARET BLAKLEY
JOYCE BLEDSOE
SHEILA BRADSHAW
PHILLIP CARR
KIP CONNER
MISTY DAVIS
DONALD HAMILTON
BEATRICE HATFIELD
HUGH HODGE
KATHERINE HOUSTON
SHERRY JENNINGS
KAREN JUSTICE
KASSANDRA KINSER
JOHN KIRBY
SHERRY LAWS
SHELBY LAWSON
EDDIE MABRY
JOHN MORGAN
FRANCES PORTER
CHARLOTTE RICE
JUDY SMITH
KAREN WATERS
JANICE WELLS

Head Start Substitute Bus Driver

ROY HARRISON

Head Start Cooks

RACHEL BAUCOM
TINA LAWSON
MARIE PODSCHWIT
ANGELA RAY

Head Start Cook Managers

WILMA JENKINS
CAROL SIMS
ELOUISE TAYLOR
DEBORAH TIPTON

Head Start Substitute Cooks

JOYCE COLLINS
CARLA FORNEY

Head Start Facilities

ALEXANDER MONROE

Head Start Teachers

SHEILA BARBERIA
JENNIFER BENNETT
TAMMY BEWLEY
DIANA BISHOP
BETHANY BOWERS
DONITA BYRD
ANGELA CROUSE
LINDSEY CUMMINGS
ANGELA DEARSTONE
BRENDA DEFRIECE
DIANA GRAY
MELISSA HAMPTON
HEATHER HODAN
ELAINE HOILMAN
EMILIE JACKSON
CHASTY KING
REBECCA LATHAM
CARRIE MADISON
KAREN MAY
AMANDA McCracken
AMBER McKee
SAMANTHA MEADE
WENDI MOORE
ALICIA PAINTER
KIMBERLY PRICE
SARAH ROGERS
ANGELA SENFF
TINA SINGLETON
CRYSTAL SMITH
SHARON THOMAS
TARA TILSON

Head Start CLASS Team Leaders

JENNIFER SUTHERLAND
MICHELLE TESTER

Head Start Team Leaders

ANNE COX
KENZIE HAMBLIN
TEMAKIA HILL
SHARON MALONE
JENNIFER MILLER

Head Start Substitute Teacher Assistants

SARAH BRIGHT
PATRICIA CHURCH
CHELSEA COOTER
JUDY DEXTER
LAURA ESTEPP
CASSANDRA FRAZIER
VICKIE FRESHOUR
PENNY GARLAND
DESTINY GARRETT
NICHOLE GATEWOOD
DONNA GILREATH
KAYLA HELTON
ASHLEY HITE
AUDRA HITE
KYLIE KELLOG
JANICE KNUTSON
JANET KRAYNAK
SARAH LABREAU
BRENDA MULLINS
ANNE MARIE PALERMO
EDITH PALMER
JANAH PARKS
REBECCA REYNOLDS
CHERYL TATE

Head Start Teacher

Assistants

ASHLEY ADAMS
AMANDA ANDERSON
DESTINY ANDERSON
RACHEAL ANDREWS
KATHY BELT
SHEILA BLEDSOE
LAUREN BOOHER
BROOKE BOWMAN
COURTNAY BRADBURN
SHANNON BROWN
REBECCA CAMPBELL
EVELYNE CAMPOS
DEANNA COX
AMY CRAWFORD
SHERRY CUTLER
AMY DARNELL
ALICE DAVIS
DEBORAH DAVIS
CHRISTA DOWELL
KATHARINA DUFF
KATHY FISHER-MADDEN
PAMELA FLETCHER
LINDSEY FORD
TIFFANY FRY
GLENN GALLIHER
CHRISTEL GARST
MELISSA GOEMBEL
BRENDA GOINS
JOHNISA GOLASH
RACHEL GRAGG
ELIZABETH GRAY
LAURIE GRAY
DANIELLE GRIFFIN
TAMMY HALL
IVELISSE HARRIS
VERONICA HAWK
KRISTY HOLZEMAN
BETTY HUSKINS
SHERRY JOHNSON
AMBER KEYS
MELISSA KIKER
KRYSTAL KINSEY
DEBRA LANDORE
KELSEY LEONARD
WANDA LONG
DANIELLE LUCKADOO
JADEN MAYNARD

DAWN MEIER
NICOLE MORRIS
CHRISTINA MOWERY
AMANDA OSBORNE
BRIDGET PATTERSON
JANE PICKEL
CAITLAN PRESLEY
BELINDA RAMSEY
SERGIA SALGADO DE CHAVEZ
PATRICIA SHELTON
SARAH SHELTON
HEATHER M SMITH
MISTY STIDHAM
JOY TARNOWSKY
KERRI TOMLINSON
DEBRA TRITT
MARY ANN TURNER
MERCEDES WARD
LACEY WHALEY
JANA WHITE
SHELBY WILLIAMS
SARAH WOLFE
ELIZABETH WOOLRIDGE
JENNIFER WORLEY

SERVICE ANNIVERSARY AWARD

Full Time Service for Fiscal year 2017-2018

5 Years of Dedicated Service:

Amanda Anderson Head Start Teacher Assistant
Rebecca Campbell Head Start Teacher Assistant
Eliot Hicks Head Start Director
Cari Kilby Community Services Specialist
Sherry Johnson Head Start Teacher Assistant
Frances Porter Head Start Bus Driver

10 Years of Dedicated Service:

Racheal Andrews Head Start Teacher Assistant
Angela Crouse Head Start Teacher
Kathy Fillers Community Service Specialist
Tammy Hall Head Start Teacher Assistant

15 Years of Dedicated Service:

Sheila Barberia Head Start Teacher
Don Hamilton Head Start Bus Driver
Temakia Hill Head Start Team Leader
Sandra Monger Human Resources Director
Angela Ray Head Start Cook
Tara Tilson Head Start Teacher

25 years of dedicated service:

Patsy Snapp Head Start Family Resource Specialist

30 Years of Dedicated Service:

Laura Wright Head Start Family Resource Specialist
Brenda Goins Head Start Teacher Assistant

FINANCIAL

Statement of activity for the year ending June 30, 2018

Revenue

Federal	9,600,643
Federal Flow thru State	5,697,073
Emergency Food and Shelter	44,765
State Government	25,050
Local County Government	7,510
Local Community	77,928
Program Income/Other	28,834
In-kind Contributions - UETHDA	1,913,004
In-kind Contributions - Delegate Agencies	394,334
Commodities Distributed	186,992
TOTAL REVENUE	17,976,133

Expenditures

Salaries and Wages	4,993,901
Fringe Benefits	1,780,251
Professional Fees - Audit	52,393
Professional Fees - Other	47,992
Supplies	826,213
Telephone	147,119
Postage, Printing, Publications	19,450
Occupancy	593,403
Equipment Rental and Maintenance	112,286
Travel, Conferences, Meetings	322,163
Insurance	91,974
Assistance to Individuals	3,726,653
Transportation	109,746
Contracted Services	215,011
Child and Adult Food	452,247
Miscellaneous - Advertisements, Dues, etc.	38,069
Reimbursable Capital Expenditures	487,367
Head Start - Delegate Agencies	1,637,221
In-Kind Expenditures - UETHDA	1,913,004
In-Kind Expenditures - Delegate Agencies	394,334
TOTAL EXPENDITURES	17,960,797
FUND BALANCE	15,336
TOTAL EXPENDITURES / FUND BALANCE	17,976,133

Footnote 1:

The indirect administrative expenses totally \$804,657, are included in the expense categories listed above.

Footnote 2:

The above figures have been compiled prior to the year end financial statements being verified by an independent CPA firm. Final audited financial statements will be available at UETHDA's corporate office by December 31, 2018.



HEAD START BUDGET

2017

The Head Start Program grant year (fiscal year) is from January 1 through December 31. Effective January 1, 2014, Head Start began a five year grant cycle. The Head Start budget is due by September 30 of each year. The budget must be approved by Policy Council and UETHDA's Board of Directors.

There are two delegate agencies which fall under the UETHDA, Inc. Head Start Program. They are Carter County & Johnson County Board of Education. UETHDA as the grantee is required to perform program and financial monitoring of the delegates.

<i>Line Item Description</i>	<i>Federal Budget Amount</i>
Personnel	3,593,000.00
Fringe Benefits	1,452,398.00
Travel (Out of Area)	7,500.00
Equipment	60,000.00
Supplies	73,500.00
Contractual	34,000.00
Other	950,344.00
Grantee Training Budget	67,007.00
Carter County Delegate Budget	991,725.00
Johnson County Delegate Budget	550,958.00
<i>Total Federal Budget</i>	<i>8,048,383.00</i>

ACTIVITIES







**Upper East Tennessee
Human Development Agency**



**301 Louis Street
Kingsport, TN 37662
(423)246-6180
www.UETHDA.org**



Helping People. Changing Lives.

