



# EDUCATION DIRECTION SUPPORT

UPPER EAST TENNESSEE HUMAN DEVELOPMENT AGENCY

# ANNUAL REPORT

## 2018-2019

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# ABOUT US

## *Building a better community in Northeast Tennessee*

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.

The average population a CAA serves is approximately 300,000 people. The average number of low-income people within each service area is 37,600.



# 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.**



**Upper East Tennessee  
Human Development Agency**

# BOARD CHAIR MESSAGE

Time sure does move on! I am completing my first year as chair of Upper East.

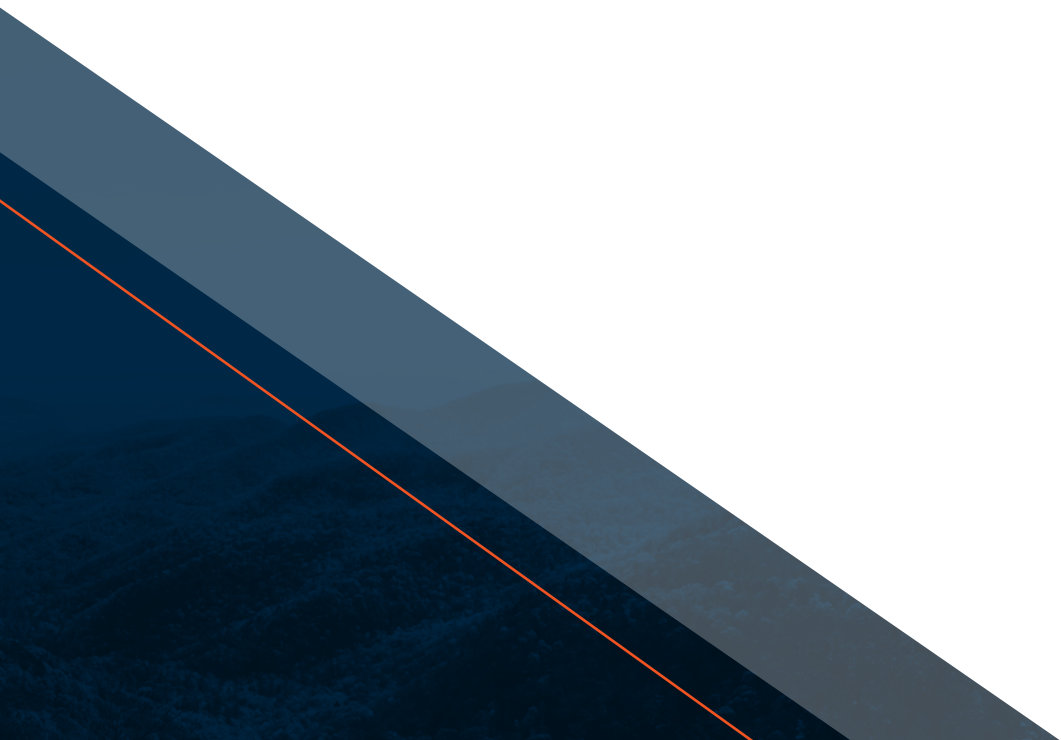
I feel honored to be able to serve on such a responsible board as we have. Our board certainly has the best interests of the folks we serve in the eight counties of Upper East Tennessee in mind. At each board meeting, we hear stories of how we have helped people who may not be as fortunate as we are. whether it is Head Start, winter programs to make homes warmer, or a multitude of other beneficial programs, I feel blessed we can be of some assistance when needed. I thank the board for allowing me to be a member and serve as chair.

Over the years, thousands of folks have been helped by our excellent staff. Like the board, the staff is mainly interested in doing whatever necessary to see that our needy folks get things they need for a better life. This is a year by year task that we must undertake. To see the faces of some of the children in Head Start makes it such a pleasure. I am sure 2020 will be no different.

Again, thanks to my fellow board members and all of our dedicated staff and administration for being a part of Upper East Tennessee Human Development Agency. Let's continue the march!

Respectfully,

***Pat Wolfe***  
***Chairman of the Board***



# BOARD OF DIRECTORS

## ***Public Sector***

Rusty Barnett  
Carter County Mayor  
COL. Pat W. Schull  
Kingsport City Mayor  
Morris Baker (R)  
Garland “Bubba” Evely  
Unicoi County Mayor  
Joe Grandy  
Washington County Mayor  
Pat Wolfe (R)  
Thomas Harrison  
Hancock County Mayor  
Alonzo Collins (R)  
Jim Lee  
Hawkins County Mayor  
Jon Lundberg  
TN Senator  
Kevin Morrison  
Greene County Mayor  
Jim Sells  
Rogersville City Mayor  
Carolyn Byrd (R)  
Mike Taylor  
Johnson County Mayor  
Richard Venable  
Sullivan County Mayor

## ***Target Sector***

Margaret Collins  
Phyllis Delph (A)  
Deidra Gaus  
Policy Council Rep  
Chandra Stout (A)  
Policy Council Rep  
Beverly McKinney  
Ruth Thomas (A)  
Sue Mallory  
Paul Monk  
Daris Morgan  
Carolyn Holt (A)  
Vanessa Nelson  
Pat Grindstaff (A)  
Susan Payne  
John White (A)  
Rick Shuffler  
Gary Brooks (A)  
Johnnie Mae Swagerty  
Van Dobbins (A)  
Kenneth Treadway  
Charles VonCannon  
Shirley Matheson (A)  
Barbara Love Watterson

## ***Private Sector***

Cindy Anderson  
First TN Bank  
Debra Bridwell  
Eastman Credit Union  
Truman Clark  
Angela McCamy  
Eastman  
Jessica Smith (A)  
Eastman  
Dick Grayson  
Sara Mietzner  
ETSU  
Polly Peterson  
Legal Services of East TN  
Ann McConnell

## ***Board Officers***

***Pat Wolfe, Chairman***

***Kenneth Treadway, Vice-Chair***

***Daris Morgan, Secretary/Treasurer***



# EXECUTIVE DIRECTOR MESSAGE

Day in and day out, our staff are accomplishing amazing things for our neighbors in our communities and throughout our region. Lives are being changed by the UETHDA staff and volunteers. I am pleased to present this Annual Report showcasing the outcomes and stories of neighbors pursuing better lives.

UETHDA wants the best for our neighbors and each neighborhood. As we reflect on this past year, we are pleased that we trained and have moved more to a whole agency approach to our neighbors. This allows us to fully reach the needs and develop a plan to self-sufficiency for families. We want to see our neighbors become successful and accomplish their goals in life. We know life is difficult at times and with our renewed approach, we work together not only as an agency, but as a community partner. We know there are many great people and organizations doing amazing work. We are honored to work together in the fight to eradicate poverty with many, many organizations. I look forward to the future while reflecting upon the past. While we see great outcomes and success, we also know there are many of our neighbors in need.

Please join us as we reach out “Helping People, Changing Lives.”

Thank you



Tim Jaynes  
Executive Director



# EDUCATION DIRE



# DIRECTORS



**Connie Shockley**  
**Finance Director**



**Norma Tremblay**  
**Community Services Director**



**Eliot Hicks**  
**Head Start Director**



**Angela Stuart**  
**Human Resources Director**

# SECTION SUPPORT



# SERVICE AREA

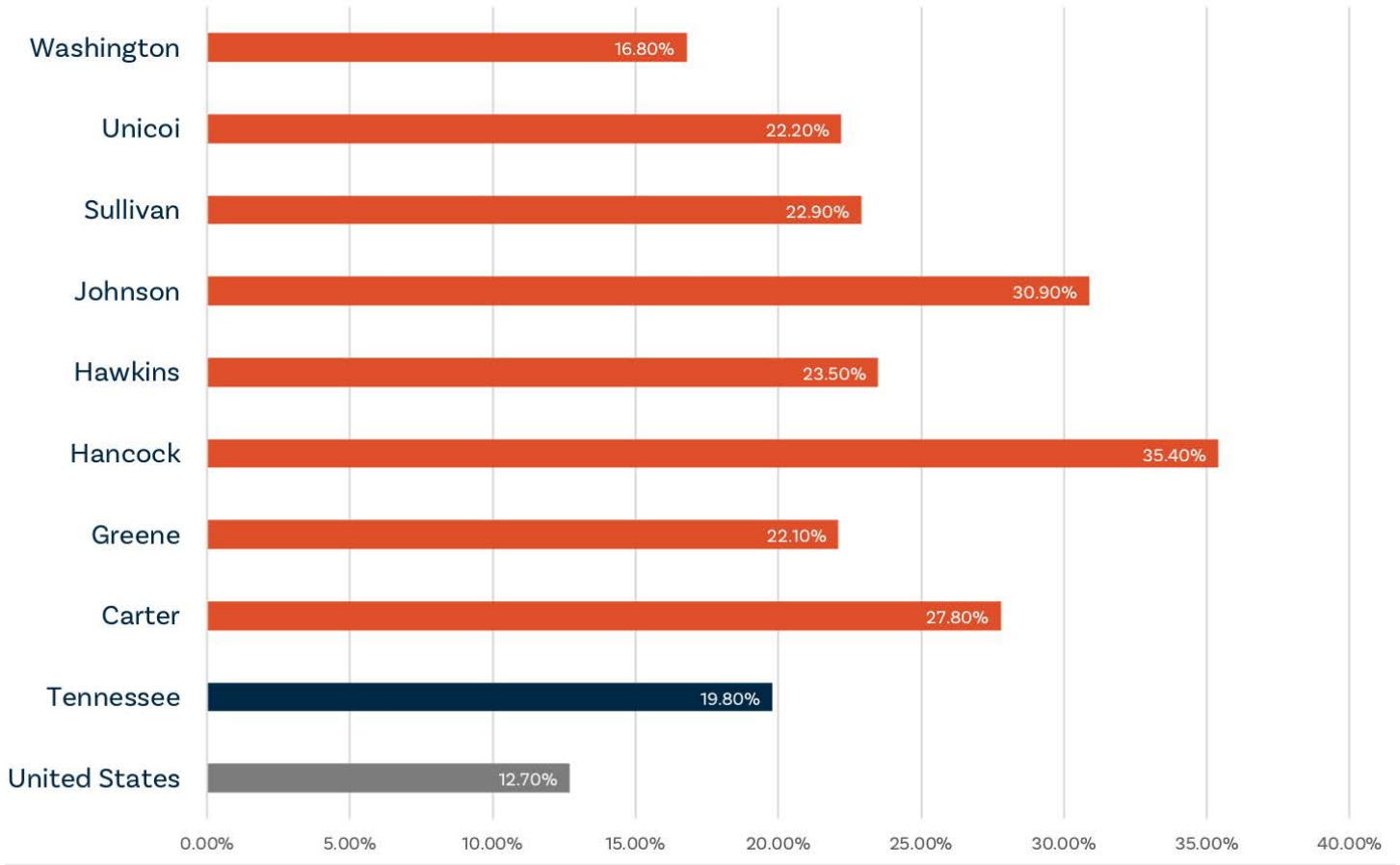
## Serving 8 counties in Northeast Tennessee.

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.

In Tennessee, the median household income is \$46,574, while the national median household income is \$55,322. The state's per capita income is \$26,019, while the per capita income in the U.S. is \$29,829. Washington County has the highest per capita income in the UETHDA service area, \$26,662, which is higher than the state per capita income. Hancock County has the lowest per capita income, \$16,351.

% of Persons in Poverty



# WHAT WE DO

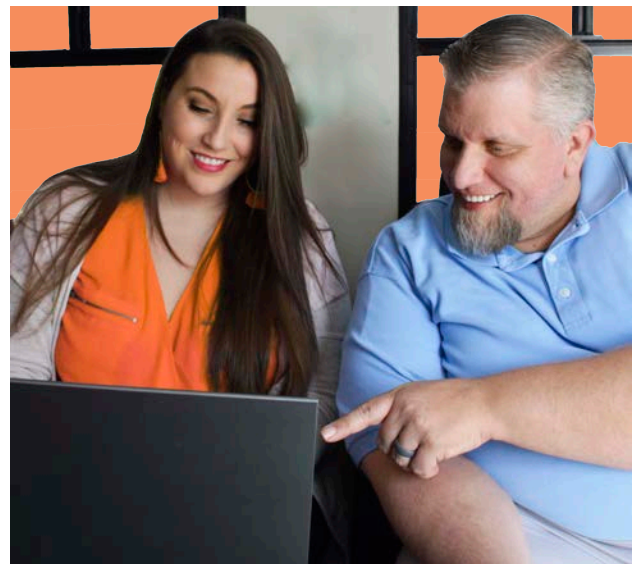


## Meet Basic Needs

Securing basic needs such as food, shelter, clothing, utilities and other emergency needs. The Neighborhood Service Centers' staff and Family Engagement 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 & 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 Entire 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**



# 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.*

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.

**1,125**  
*Families Served*







# FAMILY ENGAGEMENT

Parent and Family Engagement in Head Start is about building relationships with families that support family well-being, strong relationships between parents and their children, and ongoing learning and development for both parents and children. Families are engaged and involved in every aspect of our program. They are invited to participate in classroom learning activities, are given the opportunity to meet monthly for training and planning, and parents are encouraged to serve on Policy Council and Parent Committees where they have the opportunity to aid in decision making for the program.

The program also utilized Active Parenting: The first five years parenting curriculum. This curriculum was taught by education and family engagement staff. Childcare and meals for families were provided during trainings.

On average, 37 adults attended each curriculum training.

The school year is a year-long process preparing both the child and their family for kindergarten. As a part of this, parent transition meetings were held where a kindergarten teacher or representative from the area school system met with the parents to explain what was expected in kindergarten, shared information about kindergarten registration and provided a packet of things to work on with their children over the summer. In some areas, parents were also trained on how to utilize the school system's technology resource to be able to track their child's progress and contact teachers.

## ***Parent Committee Meetings***

Throughout the year, parents, family members, and friends of enrolled children come together to learn about what their Head Start child is learning and doing in the classroom, learn about educational opportunities for themselves, and to learn about what is going on in their communities!

There was an average of 189 adult family members 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 52 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 31 members. Policy Council members were instrumental in hiring new staff, approving enrollment criteria points for the 2019-2020 school year, the competitive grant and grants for additional health and safety funds and a cost of living increase for staff, updating policies, serving on various committees, and so much more!

Classrooms executed various family engagement events during the school year. Examples of these events include field day, holiday parties, box car derby, a trip to the movies and visits to local community parks.

# HEAD START IMPACT

Head Start operated 63 classrooms during the 2018-2019 School year. Our funded enrollment was for 1,050 children and during the course of the school year we served 1,186 children.

**Based on the US Census Bureau 2017 ACS Estimate we have served 24.32% of children under 5 that are under the poverty line.**

Our average monthly enrollment was 99.96% for the 2018-2019 school year.

**1,166 (98%) children completed a professional dental examination and 100% of enrolled children completed a medical exam.**

270 children were found to need dental treatment (23% of total enrollment). 256 (95%) of these children received dental treatment during the program year, the remaining 14 children had dental appointments scheduled after the program year ended.

**98%** of children completed the school year with health insurance

**120** children had a diagnosed disability for speech or language development

**155** children diagnosed with vision problems





# 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.

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.

We served 1,125 families; 506 (45%) were two-parent families and 619 (55%) were one-parent families.

*children diagnosed with asthma* **34**

*children diagnosed with  
hearing difficulties* **18**

*children diagnosed with  
disability Autism* **4**

# POLICY COUNCIL

## *Parent Representatives and Alternates*

### CARTER COUNTY

Tasha Dykes /PR

### GREENE COUNTY

Lorna Mathes - Baileyton

Michelle Smith - Camp Creek

Amie Rice - Chuckey

Christina McCray - East View

Antonio Barfield - George Clem

Maria Sierra - GTC

Robyn Hall - Hal Henard

Whitney Legg - Highland

Jessica Arnett - McDonald

Ashley Jones - Mosheim A

Tara Hall - Mosheim B

Jennifer Shelton-Rancich - Nolichucky

Erin Turner - Ottway

Cody Bowens - Tusculum View

### HANCOCK COUNTY

Lynsey Mullins - Sneedville

### HAWKINS COUNTY

Jessica Fender - Fugate Hill A

Natosha Reed - Fugate Hill B

Ree' Case - Surgoinsville A

Heather Nichols - Surgoinsville B

Chandra Stout - McPheeters Bend

Leighanna Barker - Carters Valley

### JOHNSON COUNTY

### SULLIVAN COUNTY

Lindsay Osborne - Bluff City

Erika Heaton - Dobbins C

Amanda Noe - Dobbins D

Destiny Miller - Dobbins E

Samantha Bowen - Dobbins F

Amanda Knutson - Miller Perry

Monica Hawkins - Florida Avenue

Kenzie Lightbody - Girls Inc.

Julie Lindhe - Mary Hughes

### UNICOI COUNTY

Patricia Lewis - Unicoi A

Marlena Williams - Unicoi B

### WASHINGTON COUNTY

Keia Keeling - Boones Creek

Monika Warren - Carver

Jacob Williams - Children First A

Christine McKee - Children First B

Rebecca Mahar - ETSU

Jennifer Eastep - Grandview A

Kristin Miller - Grandview B

Heather Josjor - Harmony

Jennifer Garmany - Pinecrest

## *Community Representatives & Alternates*

Carma Williams / CR

Lisa Greer / CR

Sara Mietzner / CR

Heatherly Sifford / CR

Deidra Gaus / CR (FP)

Elizabeth Malone / CR (FP)

Lonnie Keith / CR (FP)

Heather Ramsey / CR - (FP)

Erica Beach / CA - UETHDA

Kenneth Treadway / CR - UETHDA BOD





# BRIDGING THE GAP

## ***Head Start Parent to Head Start Employee to Community Services Team Leader: Martha Dixon leads by example to help neighbors reach their full potential***

Martha Dixon is one of those people who has a contagious energy and positive attitude. No matter what, she is always excited and ready to make the most out of her day.

Martha recently has moved into a new position in CSBG/Neighborhood Services as a Community Services Team Leader. However, her story begins with Head Start before she even became an employee of UETHDA.

Martha had a four-year-old daughter enrolled in UETHDA's Head Start program. During this time, her family was struggling to find safe and stable housing due to a domestic violence related situation. Martha says that Head Start staff worked with her and her daughter to get through this situation and helped secure housing as well as furniture for her family. The staff also set up an interview for Martha with the agency, and she was hired as a Health Assistant and then became a Family Advocate.

"I absolutely loved it...I got to give back to these families. I had this unique perspective, that I had been where they were and was still a Head Start parent."

Because of UETHDA and Head Start, Martha was given an opportunity to go to college, something that she never thought she was capable of. Through the agency's guidance, she discovered that she was far more than capable. Martha thrived in college and graduated Summa Cum Laude. Her supervisors recognized a great potential in Martha and helped foster a dream that she was unable to dream for herself.

"Everyone has a potential that they sometimes cannot see in themselves, and I can lead by example and encouragement to them. I know the influence that other people's encouragement can have on a life."

In her new role, Martha is working with individuals and families to assess their needs as well as providing assistance and resources to staff. She views this role as an opportunity for growth and unity between multiple programs. She plans to utilize all of her experience working with families and staff in Head Start and apply it to her new role.

"I am still serving the same population and I love it...I want to be a catalyst that will unite these programs. I am thrilled to be standing on that bridge with a hand reaching out both ways."

# 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 eliminating 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 over 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.

**22,562**  
**Families Served**

The Neighborhood Service Centers' staff work daily with neighbors 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 22,562 families served, the impact is enormous for our region. Our ultimate goal is to help people pave a way out of poverty for good.

## ***Information and Referrals***

The Neighborhood Service Centers provided information and referrals to 44,781 individuals/families during the 2018 - 2019 fiscal year.

## ***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: \$17,133.56

## ***Interns***

Our agency provides apprenticeships with both East Tennessee State University and Tusculum University. We had 5 Social Work interns from ETSU and 2 Bonner Students from Tusculum University during this time period.



**2,481**  
*Families*

**CARTER**

**2,267**  
*Families*

**GREENE**

**2,078**  
*Families*

**HANCOCK**

**3,760**  
*Families*

**HAWKINS**

**2,061**  
*Families*

**JOHNSON**

**5,321**  
*Families*

**SULLIVAN**

**1,101**  
*Families*

**UNICOI**

**3,379**  
*Families*

**WASHINGTON**

# NEIGHBORHOOD SERVICES

## Self-Sufficiency

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

## 12 | Personal Development

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 neighbors 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 neighbor by assisting as needed to encourage and connect the client to resources, either through our agency or partner agencies.

## Employment Assistance

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 neighbor

- Dental/Vision-if client is employed and treatment is necessary to maintain employment

## Health Assistance

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

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.

## Emergency Assistance

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 neighbor.

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

## Emergency Food Assistance

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.

### Breakdown by NSC:

Bristol (1,325 last year) 1,134 households, 1,746 individuals  
Carter (1,016) 853 households, 1,447 individuals  
Unicoi (1,000) 840 households, 1,492 individuals  
Greene (1,380) 1,184 households, 2,148 individuals  
Washington (2,160) 1,800 households, 2,692 individuals  
Kingsport (1,990) 1,612 households, 2,796 individuals  
Johnson (1,247) 892 households, 1,552 individuals  
Hawkins (1,570) 1,133 households, 1,920 individuals  
Hancock (1,000) 912 households, 1,600 individuals

### Fresh Produce Distribution

Number of Households Served: 2,578

Breakdown by County

Bristol 280  
Carter 213  
Greene 288  
Hancock 228  
Hawkins 283  
Johnson 223  
Kingsport 403  
Unicoi 210  
Washington 450

**35,394** Households  
Served

**\$316,612.18** Dollar Value  
Distributed

**370,460** Units  
Distributed

**\$14.73** Average Value  
per box

# ENERGY ASSISTANCE

## **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

### **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.

**34 Served**

for a total of \$3,400

### **Dollar Energy**

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

**53 Served**

for a total of \$19,089.70

### **Share The Warmth**

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

**17 Served**

for a total of \$3,496.00

**10,664 Served**  
**LIHEAP & LIHEAP Crisis**

**\$4,804,877**  
**dollar value distributed**

# EDUCATION DIRE

## **Washington County**

1,132 LIHEAP applications were approved for a total of \$499,711.00

293 LIHEAP Crisis applications were approved for a total of \$138,229.00

## **Carter County**

1,214 LIHEAP applications were approved for a total of \$533,181.00

165 LIHEAP Crisis applications were approved for a total of \$76,050.00

## **Greene County**

1,058 LIHEAP applications were approved for a total of \$475,638.00

452 LIHEAP Crisis applications were approved for a total of \$203,962.00

## **Hancock County**

613 LIHEAP applications were approved for a total of \$282,480.00

166 LIHEAP Crisis applications were approved for a total of \$79,234.00

## **Hawkins County**

806 LIHEAP applications were approved for a total of \$363,071.00

592 LIHEAP Crisis applications were approved for a total of \$276,442.00

## **Johnson County**

921 LIHEAP applications were approved for a total of \$414,054.00

86 LIHEAP Crisis applications were approved for a total of \$40,101.00

## **Sullivan County**

1,777 LIHEAP applications were approved for a total of \$787,559.00

856 LIHEAP Crisis applications were approved for a total of \$397,607.00

## **Unicoi County**

433 LIHEAP applications were approved for a total of \$190,258.00

100 LIHEAP Crisis applications were approved for a total of \$47,300.00

## **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 neighbor owns or rents.

**30 units were completed for a total of \$306,923.19**

Breakdown by county

Carter – 4 \$46,227.48

Greene – 6 \$60,188.00

Hawkins – 5 \$45,660.00

Johnson – 3 \$29,272.00

Sullivan – 7 \$65,393.21

Unicoi – 1 \$11,790.00

Washington – 4 \$48,392.50

# SECTION SUPPORT

# IMPACT

## Neighborhood Services

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 50+ 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 neighbors.

***223 Neighbors avoided eviction***

***68 Neighbors obtained safe and affordable housing***

***489 Neighbors avoided disruption to electric service***

***77 Neighbors avoided disruption to water service***

***1 Neighbor received emergency heating repair***

***2 Neighbors avoided foreclosure***

***9 Neighbors obtained employment assistance***

***25 Neighbors received health assistance***

***6 received education assistance***

***21 participated in case management***





# SPECIAL PROJECTS

## *The Heating Project*

396 heaters were distributed to those in need this winter through our Heating Project.

## *Creative Cuisine*

Creative Cuisine is a culinary arts education program offered by the Upper East Tennessee Human Development Agency. Our mission is to provide a world-class culinary education as well as career development, financial management, confidence and hope for a better future to income vulnerable neighbors in Northeast Tennessee.

Our belief is that the whole community thrives when every neighbor is given the opportunity to succeed.

In this 14 week program, students will learn culinary skills, financial management, and career development all from passionate and highly qualified staff.

3 Students have graduated from the program since its inception in May 2019



# SUCCESS



## ***Geneva, Johnson County***

Geneva is 78 and lives alone on a fixed income. She originally came to the Neighborhood Service Center for energy assistance.

The dedicated staff (pictured on either side of Geneva) in Mountain City were able to do that and so much more: Geneva received LIHEAP, food from Commodity Food Distributions and she received dentures through our Medical Assistance Program.

She says the agency has been really great to her and the ladies at the center go above and beyond to make sure she is cared for.

## ***Ms. Johnson, Carter County***

Ms. Johnson is currently enrolled in the Self-Sufficiency Program. She is attending TCAT in the Administrative Office Technology class, she will complete the program in December 2019.

The Self-Sufficiency Program provides a stipend to assist individuals in educational pursuits. Ms. Johnson drives a long distance to school. This program helps her purchase gas to be able to attend class without worry.



## ***Mrs. Burris, Washington County***

Mrs. Burris was pursuing certification in medical assisting while her husband was working full-time, but not earning a living wage. She feared she would have to quit the program due to lack of income in the household.

The Neighborhood Service Center enrolled Mrs. Burris in the Self-Sufficiency Program. As a result of the assistance provided, Mrs. Burris achieved her goal of graduating with her medical assistance certification September 11, 2018 which allowed her to secure full-time employment November 2018.



# EDUCATION DIRE





## Wilma, Sullivan County

Wilma Ray is our cover model. She is a former nurse and is fluent in sign language. Wilma has devoted her whole life to helping others. She now lives on a fixed income.

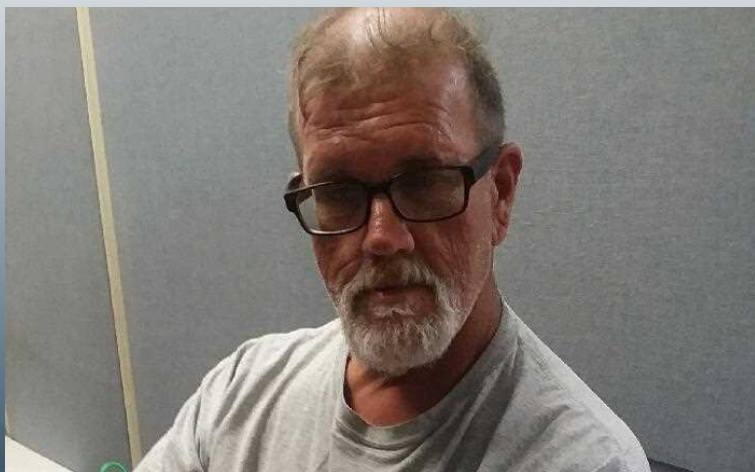
The agency has been able to help Ms. Ray once a year with her electric bill. Wilma is very appreciative of the neighborhood service center staff. She tells others about our agency.

To show her gratitude and continue to help others, she volunteers at our Commodity Food Distributions giving food to her neighbors.

## Patricia, Washington County

The Atmos Share the Warmth Program allows individuals and families to receive financial assistance from members of the community who graciously donate supplementary monies in addition to paying their monthly bill. These funds are used to assist households in need who otherwise would go without heat or appliances that are powered by natural gas. Patricia Martin found herself in need of assistance through this program due to limited income in the household.

In conversation with Mrs. Martin during her initial intake, it became evident that not only did the family have a disconnect notice with Atmos for their natural gas, but also had a notice of disconnection for their electricity. Thankfully, the LIHEAP Program was able to step in and assist with this bill as well; again, eliminating the disconnect amount as well providing an additional credit for future bills



## Mr. Rhea, Hancock County

Mr. Rhea came to the NSC office needing glasses. His current glasses were broken, and he could not see without them. He is on a fixed income therefore could not afford to purchase his glasses. Mr. Rhea obtained a new pair of glasses through our Health Program. Now Mr. Rhea can maintain an independent living situation by services provided by the Hancock County Neighborhood Service Center.

# LECTION SUPPORT



# VOLUNTEER

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 class rooms, 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.

## **1,784 Head Start Volunteers**

1,181 of these individuals were parents or former parents

## **619 RSVP**

## **139 Community Services Volunteers**

**2,542**  
**Total Volunteers**

**96,007**  
**Total Hours Served**

**One community member volunteered 339 hours  
in our Head Start Classrooms this year!**

**VOLUNTEERS ARE THE**  
**28 HEART OF OUR AGENCY**



# RETIRED SENIOR VOLUNTEER PROGRAM

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

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 57 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.

**619 Volunteers**  
**57 Stations**  
**86,511 hours**

Breakdown by County:

Carter County – 44 volunteers, 6 stations, 4,577 hours  
Greene County – 163 volunteers, 17 stations, 33,892 hours  
Hawkins County – 68 volunteers, 7 stations, 9,505 hours  
Sullivan County – 108 volunteers, 9 stations, 11,890 hours  
Washington County – 199 volunteers, 13 stations, 21,377 hours  
Unicoi County – 22 volunteers, 3 stations, 4,044 hours  
Hancock County – 15 volunteers, 2 stations, 1,226 hours







# PERSONNEL

TIMOTHY JAYNES  
 CONNIE SHOCKLEY  
 PAMELA HONEYCUTT  
 TRAVIS CULLER  
 JOELLEN BROPHY  
 CAROL ROBINETTE  
 RHONDA GREENE  
 BARBARA HARDIN  
 SHERRY TRENT  
 ANNA-MARIE CORDER

ANGELA STUART  
 VICTORIA CAUDILL  
 PHYLLIS EVANS-HARRIS  
 MARK TRIBBLE  
 TIFFANY CRAWFORD

GERALD EGGER

HALEYWHITE

Executive Director  
 Finance Director  
 Accounting Generalist  
 Accounts Payable Specialist  
 Assistant Finance Director  
 Part Time Receptionist  
 Payment Specialist  
 Payment Specialist  
 Payroll and Benefits Specialist  
 Receptionist

Human Resource Director  
 Human Resource Specialist  
 Human Resource Specialist  
 IT Specialist  
 IT Technician

Chef Instructor

Communication Manager



NORMA TREMBLAY	Community Services Director
SHOUNDA STEVENSON	Assistant Community Services Director
MARTHA DIXON	Community Services Manager / CSBG
SAMANTHA MEADE	Community Services Manager / LIHEAP
LORI BEAM	Community Services Clerk
PATRICIA HOLBROOK	Community Services Clerk
CHRISTY RAKESTRAW	Community Services Clerk
RHONDA CALTON	Community Services Data Specialist
SUSAN DAWES	Community Services Data Specialist
CHARLES ILEY	Community Services Data Specialist
BRITTANY JONES	Community Services Data Specialist
NAOMI LUCKETT	Community Services Data Specialist
TRACI NEWLAND	Community Services Data Specialist
REBECCA WATTS	Community Services Data Specialist
DESTINY ANDERSON	Community Services Specialist
JILL BAUCOM	Community Services Specialist
JUDITH BLEVINS	Community Services Specialist
KAREN CANTER	Community Services Specialist
CRYSTAL DUGGER	Community Services Specialist
TERESA FOX	Community Services Specialist
VICKI GARLAND	Community Services Specialist
CARI KILBY	Community Services Specialist
AMANDA MILLER	Community Services Specialist
ALISHA MONTGOMERY	Community Services Specialist
KIMBERL MOORE	Community Services Specialist
ANGELA MULLINS	Community Services Specialist
MARILYN PETTIECORD	Community Services Specialist
INDYA SCALF	Community Services Specialist
LOGAN STOUT	Community Services Specialist
JOYCE WALSH	Community Services Specialist
COURTNEY WOODS	Community Services Specialist
HEATHER E SMITH	RSVP Coordinator
BETTY COOK	RSVP Field Coordinator - Greene Co
KATHY BROOKS	Weatherization Construction Coordinator
ELIOT HICKS	Head Start Director
LEAH KING	Assistant Head Start Director
ELIJAH ELLIS	Head Start Data Manager
PAUL COLLINS	Head Start Data Specialist
JOSHUA RUFF	Head Start Facilities Coordinator
ALEXANDER MONROE	Facilities Specialist
MATTHEW UNDERWOOD	Head Start Operations Manager
JAMIE CYPHERS	Program Development & Technology Manager
KATHERINE MADISON	Education Manager
SUSAN RINES	CLASS Team Leader
MICHELLE TESTER	CLASS Team Leader
ANNE COX	Team Leader
KENZIE HAMBLIN	Team Leader
TEMAKIA HILL	Team Leader
SHARON MALONE	Team Leader
JENNIFER MILLER	Team Leader

MEGAN MILLER	Family Engagement Manager
HANNAH MARSHALL	Family Engagement Coordinator
KELLY MARTIN	Family Engagement Coordinator
FELICIA ALLEN	Family Engagement Specialist
CONSTANCE ASHCROFT	Family Engagement Specialist
CHELSEA BAILEY	Family Engagement Specialist
LAUREN BOOHER	Family Engagement Specialist
KRISTEN DAVIS	Family Engagement Specialist
HAYLEY DIEHL	Family Engagement Specialist
BRANDY LEWIS	Family Engagement Specialist
MARLIN MCGUIRE	Family Engagement Specialist
EMILY MOWELL	Family Engagement Specialist
KELCEE PARKER	Family Engagement Specialist
CAITLAN PRESLEY	Family Engagement Specialist
VICKI PRICE	Family Engagement Specialist
HOLLIE QUALLS	Family Engagement Specialist
MELISSA ROARK	Family Engagement Specialist
JORDAN ROSENBAUM	Family Engagement Specialist
PATSY SNAPP	Family Engagement Specialist
STEPHANIE SPARKS	Family Engagement Specialist
BRITTANY SPELLAR	Family Engagement Specialist
TRINIDAD VICENTE RAMIREZ	Family Engagement Specialist
VIRGINIA WADDELL	Family Engagement Specialist
KRISTIN WADE	Family Engagement Specialist
LAURA WRIGHT	Family Engagement Specialist

BRIAN MARTIN	Transportation Coordinator
VERNA ADAMS	Bus Driver
STEVEN ASHE	Bus Driver
EARL BAILEY	Bus Driver
MARGARET BLAKLEY	Bus Driver
JOYCE BLEDSOE	Bus Driver
KIP CONNER	Bus Driver
MISTY DAVIS	Bus Driver
SCOTT GOAD	Bus Driver
DONALD HAMILTON	Bus Driver
BEATRICE HATFIELD	Bus Driver
JERRY HENSLEY	Bus Driver
HUGH HODGE	Bus Driver
KATHERINE HOUSTON	Bus Driver
SHERRY JENNINGS	Bus Driver
KAREN JUSTICE	Bus Driver
KASSANDRA KINSER	Bus Driver
JOHN KIRBY	Bus Driver
SHELBY LAWSON	Bus Driver
EDDIE MABRY	Bus Driver
JOHN MORGAN	Bus Driver
REBECCA PARKS	Bus Driver
FRANCES PORTER	Bus Driver
CHARLOTTE RICE	Bus Driver
JUDY SMITH	Bus Driver
KAREN WATERS	Bus Driver
JANICE WELLS	Bus Driver
PHILLIP CARR	Substitute Bus Driver
ROY HARRISON	Substitute Bus Driver







MORGAN ABRAHAM  
DAWN SMITH  
TINA LAWSON  
MARIE PODSCHWIT  
ANGELA RAY  
SANDRA STEPHENS  
RACHEL BAUCOM  
WILMA JENKINS  
CAROL SIMS

Health/Nutrition Manager  
Nutrition Coordinator  
Cook  
Cook  
Cook  
Cook  
Cook Manager  
Cook Manager  
Cook Manager

ELOUISE TAYLOR  
DEBORAH TIPTON  
CARLA FORNEY

LISA BRYAN  
BRITNEY FRANCE

**MISTY REILLY** Disabilities/Mental Health Coordinator

Cook Manager  
Cook Manager  
Substitute Cook

Family Health Coordinator  
Family Health Specialist

# SERVICE ANNIVERSARY

## *Full Time Service for Fiscal year 2018-2019*

### **5 Years of Dedicated Service:**

LORI BEAM	Community Services Program Clerk
DIANA BISHOP	Teacher
JUDITH BLEVINS	Community Services Specialist
TIMOTHY JAYNES	Executive Director
AMANDA McCracken	Teacher
CHRISTY RAKESTRAW	Community Services Program Clerk
CHELSEA BAILEY	Family Engagement Specialist

### **10 Years of Dedicated Service:**

TAMMY BEWLEY	Teacher
JOHNISA GOLASH	Teaching Assistant
MARLIN MCGUIRE	Family Engagement Specialist
LISA BRYAN	Family Health Coordinator
RHONDA CALTON	Community Services Data Specialist
VERONICA HAWK	Teaching Assistant
PAMELA HONEYCUTT	Accounting Generalist
VICKI PRICE	Family Engagement Specialist
MISTY REILLY	Disabilities/Mental Health Specialist

### **15 Years of Dedicated Service:**

CHASTY KING	Teacher
JENNIFER MILLER	Managerial Team Leader/Coordinator
JANE PICKEL	Teaching Assistant
JOYCE WALSH	Community Services Specialist

### **25 years of dedicated service:**

DEBORAH DAVIS	Teaching Assistant
CHARLOTTE RICE	Bus Driver

### **30 Years of Dedicated Service:**

SHARON MALON	Managerial Team Leader/Coordinator
DEBORAH TIPTON	Cook Manager

# SECTION SUPPORT

# FINANCIAL

## Statement of activity for the year ending June 30, 2019

### REVENUE

Federal	9,191,766
Federal Flow thru State	8,461,013
Emergency Food and Shelter	38,282
State Government	25,050
Local County Government	6,055
Local Community	82,249
Program Income/Other	33,244
In-kind Contributions - UETHDA	2,030,885
In-kind Contributions - Delegate Agencies	397,471
Commodities Distributed	316,617
<b>TOTAL REVENUE</b>	<b>20,582,632</b>

### EXPENDITURES

Salaries and Wages	5,478,238
Fringe Benefits	1,926,749
Professional Fees - Audit	53,185
Professional Fees - Other	81,719
Supplies	851,867
Telephone	151,232
Postage, Printing, Publications	18,604
Occupancy	576,165
Equipment Rental and Maintenance	105,912
Travel, Conferences, Meetings	373,338
Insurance	88,691
Assistance to Individuals	5,778,684
Transportation	97,051
Contracted Services	141,837
Child and Adult Food	454,914
Miscellaneous - Advertisements, Dues, etc.	48,871
Reimbursable Capital Expenditures	129,826
Head Start - Delegate Agencies	1,786,149
In-Kind Expenditures - UETHDA	2,030,885
In-Kind Expenditures - Delegate Agencies	397,471
<b>TOTAL EXPENDITURES</b>	<b>20,571,388</b>

FUND BALANCE 11,244

TOTAL EXPENDITURES / FUND BALANCE 20,582,632

#### Footnote 1:

The indirect administrative expenses totally \$945,107, 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, 2019.



# HEAD START BUDGET

The Head Start budget is 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.

Below is the total Head Start Funds for fiscal year 2018. All funds were expended by program year-end.

ITEM/DESCRIPTION	2018 Total Program Operations	2018 Training Technical Assistance
Personnel	3,967,120	0
Fringe benefits	1,558,149	0
Travel (Out of Town)	7,500	0
Equipment	120,000	0
Supplies	115,500	0
Contractual	1,778,870	86,472
Construction	0	0
Other:	1,096,400	0
<b>TOTAL DIRECT CHARGES</b>	<b>8,643,539</b>	<b>86,472</b>
Indirect charges	397,123	0
<b>TOTAL</b>	<b>9,040,662</b>	<b>\$86,472</b>

Our most recent financial audit was completed on December 13, 2018 and there were no findings or questioned costs.



# ACTIVITIES











# Upper East Tennessee Human Development Agency



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(423)246-6180  
[www.UETHDA.org](http://www.UETHDA.org)

