2019-2020 ANNUAL REPORT



Upper East Tennessee Human Development Agency



CHANGIN LIVES

WE FIGHT ROVERTY

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ABOUT US

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 October 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.

ECONOMIC OPPORTUNITIES ACT OF 1964

Enacted by President Lyndon B. Johnson in August of 1964, the **Economic Opportunity** Act was a fundamental law of Johnson's War on Poverty. Implemented by the Office of Economic Opportunity, the legislation included a variety of social programs to promote education, general welfare and health for the impoverished in America.

Photo courtesy of Job Corps



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 38.1 million people who live in poverty in the United States (2018 US Census). Of the 5.1 million families served by Community Action, 82% were in poverty, living below 125% of the Federal Poverty Guidelines. Of the 5.1 million families served by Community Action, nearly 33% 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 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.



our Vision

The vision of Upper East Tennessee Human Development Agency, 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

A Message from the CHAIRMAN OF THE BOARD



PAT WOLFE CHAIRMAN OF THE BOARD In my message last year, I ended by saying "Let's continue the march." Well, that is what's happening. This year has proven to me that there is nothing our board, and this agency, can't tackle. UETHDA has been more needed now than at any time in its history. Our staff, administration and board members are going beyond my expectations, and I've have never been prouder to be the chairman.

As our country faces the COVID-19 Pandemic, UETHDA has stepped up its game and came to our neighbors' aid, as more than ever face uncertain and challenging situations. Through this pandemic we are seeing an influx of closing workplaces, which have impacted our economy. Many of our neighbors have become unemployed and some had to quit their jobs to stay at home to care for their children. Some of our neighbors are no longer able to pay their bills, including rent or mortgage, or power bills, as they seek new employment, but we've been able to help. Even our Head Start teachers have been teaching remotely, but still making sure that our children are delivered meals each day.

Our agency is considered an essential employer, just ask those we've helped. Thanks to the vision of our Executive Director, during this time UETHDA's services have not slowed but risen to respond to the challenge. Over a year ago, staff went to laptops instead of desktops, and cell phones instead of landlines. This move made UETHDA more agile and allowed us to easily pivot and work remotely while responding to the crisis. Those who have had to come into the office practice social distancing, mask wearing and frequent hand washing. Simply put, the agency has not let COVID keep it from its mission.

As this unique year progresses, I give a gratitude of thanks to the staff, administration, and the board members. They are dedicated and they definitely "continue the march" in all eight counties that we serve. This pandemic will one day pass, but when we speak about it in the future, we can take pride in what we've done here, now.

BOARD OF DIRECTORS

BOARD OFFICERS

PAT WOLFE Chairman KENNETH TREADWAY Vice Chairman

PUBLIC SECTOR

RUSTY BARNETT Carter County Mayor

CAROLYN BYRD (R)

ALONZO COLLLINS (R)

GARLAND "BUBBA" EVELY Unicoi County Mayor

JOE GRANDY Washington County Mayor

THOMAS HARRISON Hancock County Mayor

JIM LEE Hawkins County Mayor

JON LUNDBERG Tennessee Senator

KEVIN MORRISON Greene County Mayor

COL. PAT W. SHULL Kingsport City Mayor

JIM SELLS Rogersville City Mayor

MIKE TAYLOR Johnson County Mayor

RICHARD VENABLE Sullivan County Mayor

PAT WOLFE (R)

(R) Designated Representative(A) Alternate

TARGET SECTOR

GARY BROOKS MARGARET COLLINS PHYLLIS DELPH (A) VAN DOBBINS (A) **ERNEST FREUDEMAN (A)** Policy Council Rep **DEIDRA GAUS** PAT GRINDSTAFF (A) CAROLYN HOLT (A) SUE MALLORY SHIRLEY MATHESON (A) **BEVERLY MCKINNEY** PAUL MONK DARIS MORGAN Secretary/Treasurer VANESSA NELSON SUSAN PAYNE **RICK SHUFFLER** JOHNNIE MAE SWAGERTY **RUTH THOMAS (A) KENNETH TREADWAY** Vice Chair **CHARLES VONCANNON** BARBARA LOVE WATTERSON JOHN WHITE (A)

DARIS MORGAN Secretary/Treasurer

PRIVATE SECTOR

CINDY ANDERSON First Tennessee Bank

TRUMAN CLARK

DICK GRAYSON

ANGELA MCCAMY Eastman

ANN MCCONNELL

SARA MIETZNER ETSU

POLLY PETERSON Legal Services of East Tennessee

JESSICA SMITH (A) Eastman

IN MEMORIAM

It is with our deepest sympathy we remember Truman Clark and Paul Monk who passed in 2019-2020. We appreciate their service to our board and extend our condolences to their families.

A Message from the EXECUTIVE DIRECTOR



TIM JAYNES EXECUTIVE DIRECTOR I am pleased to present this Annual Report showcasing the outcomes and stories of neighbors pursuing better lives. Who would have thought the last part of the year would have taken us down a road we have never traveled before.

UETHDA wants the best for our neighbors and each neighborhood. As we reflect on this past year, we are happy to report continued training, continued enhancement of our agency-wide approach to our neighbors and a movement to ensuring self-sufficiency for our neighbors. This year allowed an expansion of our 2Gen approach to neighbors and an expanded financial literacy program.

As Covid-19 moved into our lives, we had to change our strategy. We were prepared to operate virtually and remotely. We had been moving to paperless and incorporating the ability to operate remotely for several years. We also had to move to more emergency services as the demand was high with many of our neighbors being out of work. Our amazing team continued to look for opportunities to meet demand and were able to handle needs. Head Start closed in-class meetings, but continued to operate virtually and with packets for families. This allowed continued progress in preparing students in becoming lifelong learners as they enter Kindergarten. Again, the amazing team took the unknown and developed a plan to ensure success.

I look forward to the future even in an unknown time. 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."

HELPING PEOPLE CHANGING LIVES

DIRECTORS



CONNIE SHOCKLEY FINANCE DIRECTOR



NORMA TREMBLAY COMMUNITY SERVICES DIRECTOR



ELIOT HICKS HEAD START DIRECTOR



ANGELA STUART HUMAN RESOURCES DIRECTOR



SERVICE AREA

Serving 8 counties in Northeast Tennessee.

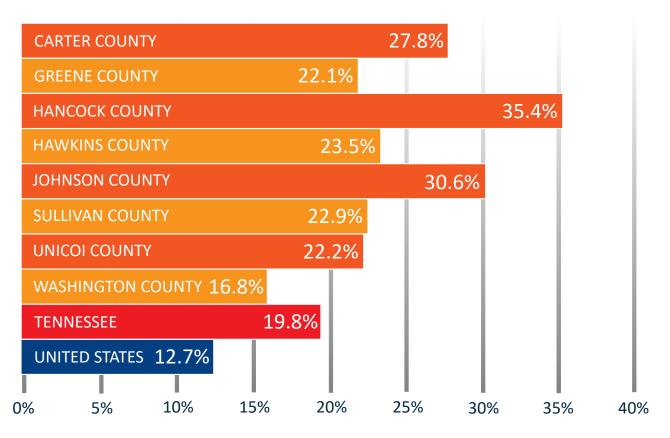
The Upper East Tennessee Human Development Agency is located in the northeast corner of Tennessee. Nestled along the Appalachian Mountains, it is in the heart of poverty-ridden America.

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.



PERCENT OF PERSONS IN POVERTY



09

WHAT WE DO

Meet Basic Needs

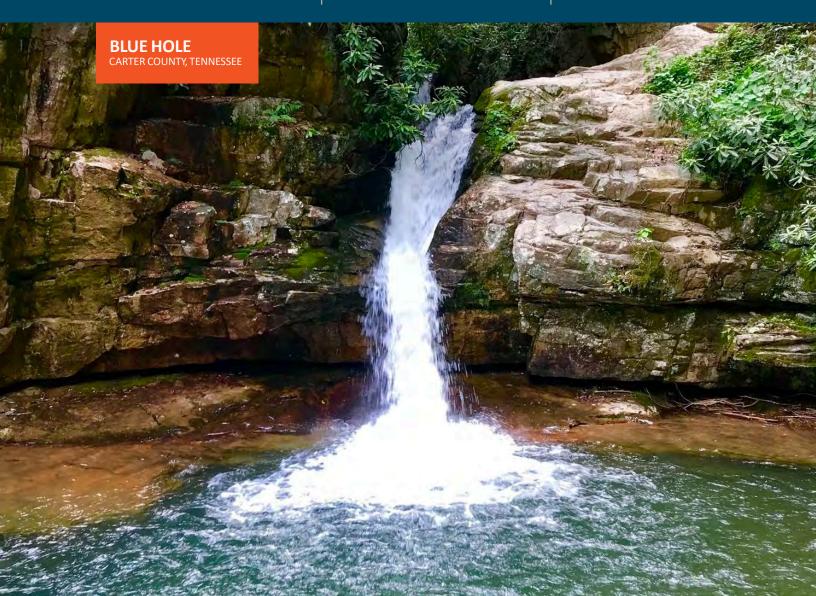
Securing basic needs such as food, shelter, clothing, utilities and other emergency needs. The Neighborhood Service Centers' staff and Family Engagement Specialists work daily with clients to relieve the hardships they face. Our service team offers specifically targeted services from our emergency assistance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



Head Start

Head Start is a federal program that promotes the school readiness of children from ages birth to five 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. Founded by President Lyndon B. Johnson, Head Start works with three and four 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 1975 Head Start Program Performance Standards defined 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. The Full Day/Full Year program is specifically designed for working parents. This enables parents to work toward selfsufficiency while relaxing in the knowledge

that their child is in a program that offers much more than just day care.

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, 15 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 36 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 76 parents of currently enrolled children, a member representing the Board of Directors of UETHDA, and 25 members of all the communities served. Average monthly attendance was 16 members. Policy Council members were instrumental in hiring new staff, approving enrollment criteria points for the 2020-2021 school year, the competitive grant and grants for additional health and safety funds, 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 operated 62 classrooms during the 2019-2020 school year. Our funded enrollment was for 1,010 children and during the course of the school year we served 1,131 children.

Based on the US Census Bureau 2018 ACS Estimate we have served 30.82% of children under five that are under the poverty line.

Our average monthly enrollment was 87% for the 2019-2020 school year.

1,096 (97%) children completed a professional dental examination and 99.6% of enrolled children completed a medical exam.

249 children were found to need dental treatment (24% of total enrollment). 202 (81%) of these children received dental treatment during the program year, the remaining 47 children had dental appointments canceled or unable to obtain an appointment due to COVID.



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 received the medical care they needed.

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



Served 11 children with history of seizures and 1 child with juvenile diabetes

Assisted 31 families with obtaining a medical insurance

Assisted 63 families by connecting them to a medical home

Assisted 112 families by connecting them to a dental home

Assisted 54 families with getting their child's immunizations current and up-to-date

1069 children received a Blood Lead Level test (95% or children enrolled)

NUTRITIONALLY BALANCED MEALS

45,944 Children Breakfast 20,875 Children Lunch 25,479 Children Snack

POLICY COUNCIL *Parent Representatives and Alternates*

DEIDRA GAUS CHAIRPERSON MARSHALL "BUCKY" CARTER VICE CHAIRPERSON

OFFICERS

KIMBERLY JONES SECRETARY

CARTER COUNTY

LORA FLOCK / PR NANCY PRESLEY / PR KRISTEN WILLIAMS / PA BRITTANY BERRY / PA

GREENE COUNTY

VALERIE HOCKENBERRY - Baileyton ELIZABETH HODGE - Camp Creek JORDY HALL - Chuckey LISA FRENCH - George Clem SARA RAPP - GTC HOLLY DANIEL - Hal Henard AMY PREVITERA - Highland ELIZABETH MALONE - McDonald TRACIE HUTSON - Mosheim A BROOKE HAUN - Mosheim B KAYLA WATTS - Nolichuckey SARA MAXIMOFF - Ottway HANAH ALLEN - Tusculum View

HANCOCK COUNTY

PAIGE SEAL- Sneedville

HAWKINS COUNTY

SHARON ELY - Fugate Hill A JESSICA FENDER - Fugate Hill B SHELLY EASTERLING - Surgoinsville A ASHLEY GOSNELL - Surgoinsville B LEIGHANNA BARKER - Carters Valley

JOHNSON COUNTY None at this time

SULLIVAN COUNTY

BRITTANY FREAR - Bluff City ERNEST FREUDEMAN - Dobbins A STEPHEN MAYRONNE - Dobbins C CHRISTINA MAIN - Dobbins D GREGORY BALL - Dobbins E MARSHALL "BUCKY" CARTER - Dobbins F SHANE PRITCHETT - Indian Springs AMANDA KNUTSON - Miller Perry REVA MARSH - Florida Avenue DEBBIE SELLS - Sullivan

UNICOI COUNTY

LAMESHA ODOM - Unicoi B PATRICIA LEWIS - Temple Hill

WASHINGTON COUNTY

KRISTAN BRADY - Boones Creek MONIKA WARREN - Carver JOY LOVIN' - Children First A AUTUMN DEWBERRY - Children First B KRISTIN MILLER - Grandview KIMBERLY JONES - Westview REBECCA SHERFEY - Harmony CRYSTAL GILMER - Lake Terrace A JENNIFER GARMANY - Pinecrest JESSICA DYE - Southside

Community Representatives & Alternates

SARA MIETZNER / CR CARMA WILLAMS/CR LISA GREER / CR SAM EDWARDS / CR DEIDRA GAUS/ CR HEATHER RAMSEY / CR (FP) REBECCA LONG / CA - UETHDA LONNIE KEITH / CR (FP)

SUCCESS STORIES

Wesley & Ashley

It was a night similar to many others for Wesley and Ashley, as they tried to make themselves comfortable in their car to sleep for the night. It was a common routine, finding a safe place to park, or a cheap hotel room to rent, and sometimes just a camp site. This night, however, was different, because it was when they decided, no more.

"We argued all night that night," said Ashley. They were unsure what they were going to do, but they both agreed, they never wanted to do this again. "We sat in the car for half hour, not speaking," she said. That's when UETHDA called. Ashley discovered the Rogersville (Hawkins County) Neighborhood Service Center online and reached out for help. She'd taken the first step.

"The next day we had a place to stay, with the rent and power bill paid," Ashley remembered. "I want people to know you can come from a whole lot of bull to being normal again," she said. "It doesn't matter where you come from, everybody hits rock bottom."

"Her dad helped us to survive until now," said Wesley. Once they had a place to stay Wesley landed a job. "I can now be what she needs me to be, and now we can get both our lives on track. She had a rough time. I had a tough time. We'd given up," he said.

Ashley said she looks forward to Wesley coming home after work and telling her about his day. "We have a place to call home now, something we never had," she said. "We have our <u>first home.</u>"

"We're getting there. Little bit by little bit," said Ashley. "Our foundation has been this agency. She won't stop smiling," said Wesley. "I can smile now," she replied.

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 program for our homeless neighbors.

SUCCESS STORIES

The Uplifting Effect of Outreach

At Food City in Kingsport we had a lady board our bus seeking help from the LIHEAP program. She worked in the cafeteria for Kingsport City Schools and simply just needed a hand up.

As we began speaking to her, she told us that she was a single mom with five children in the home. Shortly into our conversation, we discovered she had received a power disconnect notice and needed crisis help. Her shutoff was for August 7th. They hadn't shut her off yet, but were about to. After a team effort with Courtney and Traci, our community services specialists, we were able to help this neighbor with her power bill.

The most rewarding part was when the neighbor was handed the forms to sign. Courtney explained to her that we were able to assist her as a crisis situation and would pay \$825 to Appalachian Power to cover her bill. The lady just sat there and cried. She said she had no idea she could even get help, and definitely not to that extent. As she left the bus we told her to have a great day and her response was, "I just did. God Bless you all."

That kind of response is what makes it all worth it.



An Eviction Story



Help Spanning a Gap

The Kingsport Neighborhood Service Center received a call from Ms. Hall who was in a desperate situation. Her ex-husband lost his job when the company he was working for closed due to COVID, which meant he could no longer pay child support. Fortunately, he was able to obtain a new job, but it would be a couple weeks before he got paid.

This situation left Ms. Hall unable to buy things she and her children much needed. Things you can't purchase with food stamps, such as personal hygiene products, cleaning supplies, and diapers for her baby.

Thanks to the East Tennessee Project Neighbor to Neighbor we were able to get her hygiene products and cleaning supplies. We contacted our local Walmart and they donated a box of diapers for her. All this helped Ms. Hall get through a difficult time and removed much worry for her.

Through this COVID-19 pandemic, we've had more people reaching out to our agency than ever before. On July 14th, Ms. Wright, a single mother with a four year old child, reached out to us for help with past due rent.

Ms. Wright was let go from her previous employer because of COVID-19, and her new employer only offered her part-time hours because of a decrease in business, also COVID-19 related. Finding herself three months behind on rent, an eviction moratorium put into place during the pandemic saved her from eviction until now. She realized when the Tennessee Supreme Court lifted the moratorium eviction was imminent.

We are currently working with her to pay rent using our four month rent assistance program, but if this landlord is not willing to work with us, we are making arrangements if she is evicted and becomes homeless.

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

Applications approved for LIHEAP for a total of 8,146 | \$3,361,603.28 -0-

Applications approved for LIHEAP Crisis for a total of 2,545 | \$1,223,230.49

BREAKDOWN OF COUNTIES:

CARTER COUNTY APPLICATIONS 1,117 | \$508,440.56

CRISIS APPLICATIONS 185 | \$87,728.68

GREENE COUNTY APPLICATIONS 1,004 | \$419,222.78

CRISIS APPLICATIONS 412 | \$191,680.67

HANCOCK COUNTY **APPLICATIONS** 513 | \$223,008.41

CRISIS APPLICATIONS 138 | \$69,440.25

HAWKINS COUNTY **APPLICATIONS** 933 | \$398,962.80

CRISIS APPLICATIONS 514 | \$245,986.30

JOHNSON COUNTY APPLICATIONS 869 | \$344,078.03

SULLIVAN COUNTY

2,055 | \$835,491.97

UNICOI COUNTY

423 | \$171,111.87

APPLICATIONS

APPLICATIONS

69 | \$30,550.00

CRISIS APPLICATIONS

CRISIS APPLICATIONS 792 | \$392,892.28

CRISIS APPLICATIONS 141 | \$66,478.90

WASHINGTON COUNTY **APPLICATIONS** 1,232 | \$461,286.86

CRISIS APPLICATIONS 294 | \$138,473.41

(423) 246-6180

NEIGHBORHOOD 22 SERVICE CENTERS Famil



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 that allows 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.

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 22,206 families served, the impact is enormous for our region. Our ultimate goal is to help people pave a way out of poverty for good.

PHONE CALLS AND WALK-INS

	Phone Calls	Walk-Ins
Bristol	3,625	1,745
Carter	3,815	2,506
Greene	3,814	2,837
Hancock	2,972	1,977
Hawkins	4,824	1,798
Johnson	4,214	2,410
Kingsport	5,973	2,993
Unicoi	2,241	1,029
Washington	4,184	1,733
TOTAL:	35,662	19,028

Local Fund Partners

Piney Flats Community Chest Served 3 households, 5 individuals \$551.64 Highlands Fellowship Served 2 households, 3 individuals \$97.49 First Presbyterian Church Served 43 households, 106 individuals \$8,684.05 Hawkins County United Way Served 67 households, 167 individuals \$17,310.48 Hawkins County Local (includes Mt. Carmel Community Chest, St. Henry's Catholic Church and Rogersville Presbyterian Church) Served 14 households, 56 individuals \$1,577.94 Carter County United Way Local Served 40 households, 93 individuals \$14,162.55

Totals: Served 169 households, 430 individuals \$42,384.15

COVID-19 Fund Partners

Bristol United Way Regional Served 18 households, 50 individuals \$7,325.52 Johnson County Mountain Electric/TVA Served 3 households, 12 individuals \$300.00 **Greene County United Way Regional** Served 8 households, 22 individuals \$3,934.69 Hawkins County Holston Electric/TVA Served 43 households, 139 individuals \$9,571.60 **Hawkins County United Way Regional** Served 33 households, 113 individuals \$7,809.56 **Hawkins County United Way Local** Served 65 households, 213 individuals \$7,125.00 Unicoi County Erwin Utilities/TVA Served 26 households, 71 individuals \$5,089.90 Roan Mountain - Mountain Electric/TVA Served 2 households, 3 individuals \$300.00 **Carter County Elizabethton Electric/TVA** Served 20 households, 49 individuals \$3,710.66 **Carter County United Way Regional** Served 20 households, 46 individuals \$5,315.11 **Kingsport United Way Regional** Served 8 households, 18 individuals \$7,078.36 **East Tennessee Foundation** Served 50 households, 139 individuals \$5,000.00 Washington County United Way Regional Served 8 households 23 individuals \$4,825.48

Totals:

Served 304 households, 898 individuals \$67,385.88

FAMILIES SERVED IN THE REGION

Clients who received tangible services:

Bristol – 50 Carter – 139 Greene – 67 Hancock – 32 Hawkins – 396 Johnson – 23 Kingsport – 201 Unicoi – 78 Washington – 75

Total number of families served through NSC's (all services)

Sullivan – 5,872 Washington – 3,252 Carter – 2,351 Greene – 2,772 Hancock – 1,560 Hawkins – 3,157 Johnson – 1,924 Unicoi – 1,318

22,206 Total family service units

Information and Referrals

The Neighborhood Service Centers provided information and referrals to 41,765 individuals/families during the 2019 – 2020 fiscal year.

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.

Households Served: (35,394 last year) 22,110 Units Distributed: (370,460 last year) 557,321 Dollar Value Distributed: \$316,612.18 last year - \$581,228.23 this year Average Value Per Box Distributed: \$26.29

Breakdown by NSC:

Center	Individuals	Households
Carter	1,964	1,658
Bristol	2,485	2,474
Hawkins	2,704	2,756
Greene	2,666	2,355
Washington	4,020	3,206
Unicoi	2,027	1,915
Kingsport	3,514	3,339
Johnson	2,101	2,197
Hancock	1,996	2,210
TOTAL	23,477	22,110

Fresh Produce Distribution: Number of Households Served: 22,110			
Center Total G	Center Total GW or lbs.		
Carter	40,677		
Bristol	48,078		
Hawkins	55,169		
Greene	53,647		
Washington	64,599		
Unicoi	43,768		
Kingsport	66,538		
Johnson	47,736		
Hancock	42,418		
TOTAL	462,630		

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.

21 units were completed for a total of \$246,775.21



BREAKDOWN BY COUNTY:

Carter	2 units	\$27,545.60	Sullivan	5 units	\$51,560.56
Greene	5 units	\$46,921.95	Unicoi	1 unit	\$13,020.00
Hawkins	1 unit	\$21,672.00	Washington	6 units	\$67,095.10
Johnson	1 unit	\$18,960.00			

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 neighbor.

SERVICES INCLUDE:

- Deposits
- First Months Rent
- Past Due Rent
 - Mortgage

•

- Meter Water Assistance
- Clothing
- Household Goods for Homeless
- Food
- Heating Repair/Equipment

SERVICES DELIVERED:

769	Households obtained/maintained safe and affordable housing
85	Households maintained safe and affordable housing for 90 days
51	Households maintained safe and affordable housing for 180 days
190	Households avoided eviction
16	Households avoided foreclosure
6	Households obtained safe temporary shelter.
390	Neighbors received rent assistance
136	Neighbors received deposit assistance
8	Neighbors received mortgage assistance
806	Neighbors received utility payments
64	Neighbors received utility deposits
433	Neighbors received permanent housing placements
7	Neighbors received home repairs

Education Assistance Program

The purpose of this program is to provide financial aid to neighbors who want to attend school or continue their education. This includes the dual enrollment of High School students.

SERVICES INCLUDE:

- Testing (ACT, SAT, GED, ABE)
- Scholarship help with tuition, books, lab fees, uniforms, etc.
- Transportation vehicle repairs or payments
- Exams any exam required by an institution to fulfill degree requirements or state/degree requirements for licensure
- Childcare weekly allowance towards child care costs

SERVICES DELIVERED:

- 4 Dual-enrollment students (9th 12th grade) achieved at basic grade level
- **1** Neighbor improved their home environment through this program
- **156** Neighbors demonstrated improved basic education
- 4 Neighbors obtained a high school diploma and/or obtained an equivalency certificate or diploma
- **32** Neighbors obtained a credential, certificate or degree regarding educational or vocational skills
- 2 Neighbors earned an Associate's degree
- **5** Neighbors received school supplies
- **6** Neighbors participated in adult literacy classes
- **5** Neighbors participated in post-secondary education preparation
- **6** Neighbors received post-secondary education support

Emergency Food & Shelter

The Emergency Food and Shelter Program funds are used to supplement food, shelter, rent/mortgage and utility assistance. You can check out their website for more info: *https://www.efsp.unitedway.org/efsp/website/index.cfm*

Carter County:21 households, 49 individuals were served, \$5,000.00Hawkins County:60 households, 176 individuals were served, \$11,395.00Johnson County:11 households, 20 individuals were served, \$3,683.00Unicoi County:25 households, 68 individuals were served, \$8,139.00Hancock County:18 households, 39 individuals were served, \$2,800.00

Total: 135 households, 352 individuals \$31,017.00

EDUCATION DIRECTION SUPPORT

Employment Assistance Program

The pupose 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

SERVICES DELIVERED:

1	Neighbor obtained employment up to a living wage
2	Neighbors who were previously unemployed obtained and maintained employment for at least 90 days (up to a living wage rate)
1	Neighbor was previously unemployed and obtained and maintained employment for at least 180 days (up to a living wage rate)
16	Neighbors were unemployed and obtained employment (above a living wage or higher)
4	Neighbors obtained and maintained employment for at least 90 days (above a living wage or higher)
5	Neighbors obtained and maintained employment for at least 180 days (above a living wage or higher)
1	Neighbor participated in vocation training
1	Neighbor participated in job readiness training
5 1 1	wage or higher) Neighbor participated in vocation training

- **44** Neighbors received employment supplies
- **21** Neighbors participated in a career-advancement program and entered or transitioned into a position that provided increased income and/or benefits
- 2 Neighbors increased income through an increase in hours worked
- **1** Neighbor increased benefits related to 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

SERVICES DELIVERED:

- **50** Neighbors received personal hygiene kits
- **1** Neighbor received prescription payments
- **201** Neighbors received food bags which resulted in demonstrated improved physical health and well being
- 7 Neighbors received hygiene/cleaning kits which resulted in improved mental and behavioral health and well-being
- 23 Seniors (65+) maintained an independent living situation
- 82 Neighbors with disabilities maintained an independent living situation

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

SERVICES DELIVERED:

- **311** Neighbors participated in case management
- **117** Neighbors received financial coaching/counseling
- **1** Neighbor increased their savings
- **53** Neighbors received transportation services
- **33** Neighbors reported improved financial well-being
- 7 Neighbors received emergency clothing assistance

-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 learn culinary skills, financial management, and career development from passionate and highly qualified staff.

4 Students completed the 14 week Culinary Arts Training Program.

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.

County	Unduplicated Volunteers	Stations	Volunteer Hours	
Sullivan County	158	9	10,303.69	
Washington Coun	ty 260	12	15,681.56	
Carter County	56	7	4,675.83	
Hawkins County	80	7	5,802.50	
Hancock County	19	2	1,212.00	
Unicoi County	9	2	73	
Johnson County	20	1	478	
Greene County	227	17	32,112.85	
Total:	829	57	70,693.76	

Staff Training

In addition to regularly scheduled monthly training, Community Services Staff members received the following training:

- QPR (Question, Persuade and Refer) Suicide Prevention Training
- Motivational Interviewing Training
- CPR/First Aid
- Your Money Your Goals Train the Trainer All NCS Community
- Services Specialists became certified Trainers
- Leadership Training for staff in leadership roles



Norma Tremblay became one of 5 Certified Community Action Professionals in the State of Tennessee.

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.

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: Households Served: **73** Dollar Value: **\$7,300**

Households Served: 7 Dollar Value: **\$841**

Households Served: 21 Dollar Value: \$8,675

- 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.

*We did not provide this assistance during the last year.

Interns

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

ADMINISTRATION

TIMOTHY JAYNES, Executive Director

ANNA-MARIE CORDER, Receptionist REBECCA ACITO, Administrative Specialist CAROL ROBINETTE, PT Administrative Support TABATHA RUST, Admin, Fingerprinting

ACCOUNTING

CONNIE SHOCKLEY, Finance Director PAMELA HONEYCUTT, Assistant Finance Director

TRAVIS CULLER, Purchasing and Property Coordinator VICKI FORRESTER, Payment Monitoring Specialist KAY GREENE, General Accounting Coordinator BARBARA HARDIN, Payments Specialist JAMES TODD, Accounts Payable Specialist SHERRY TRENT, Payroll and Benefits Coordinator

HUMAN RESOURCES

ANGELA STUART, HR Director

VICTORIA CAUDILL, HR Specialist GAIL EVANS-HARRIS, HR Specialist

IT

ANTHONY FEATHERS, IT Coordinator

TIFFANY CRAWFORD, IT Support Technician MARK TRIBBLE, IT Specialist

MARKETING

DREW DEAKINS, Marketing & Dev. Manager JEDIDIAH GARVEY HALEY WHITE

SUPPORT STAFF

JANICE MALLOY, FT Custodian DUSTIN COLLINS, PT Custodian

HEAD START

ELIOT HICKS, HS Director LEAH KING, Assistant HS Director

KATINA ROSE, Program Dev. & Technology Manager

ELIJAH ELLIS, Data Manager

LISA BRYAN, Health and Nutrition Manager

KIMBERLY JONES, Health Coordinator CRYSTAL ALLISON, Behavioral Health Coordinator TIFFANY JAYNE, Behavioral Health Specialist TIFFANY PIERCE, Behavioral Health Specialist LESLEY RODRIGUEZ, Behavioral Health Specialist MISTY REILLY, Mental Health Specialist

MEGAN MILLER, Family Services Manager HANNAH MARSHALL, Family Engagement Coordinator KELLY MARTIN, Family Engagement Coordinator BRITNEY FRANCE, Family Health Specialist

MATTHEW UNDERWOOD, Operations Manager JOSHUA RUFF, Facilities Coordinator ALEXANDER MONROE, Facilities Specialist

KATHERINE MADISON, HS Education Manager

SUSAN RINES, CLASS Team Leader MICHELLE TESTER, CLASS Team Leader

ANNE COX, Team Leader KENZIE HAMBLEN, Team Leader TEMAKIA HILL, Team Leader SHARON MALONE, Team Leader JENNIFER MILLER, Team Leader

HS TEACHERS

JENNIFER BENNETT TAMMY BEWLEY DIANA BISHOP BETHANY BOWERS DONITA BYRD REBECCA CAMPBELL ANGELA CROSS ANGELA CROUSE ANGELA DEARSTONE BRENDA DEFRIECE LINDSEY FORD MELISSA GOEMBEL DIANA GRAY

MELISSA HAMPTON **HEATHER HODAN ELAINE HOILMAN** EMILIE JACKSON CHASTY KING **DEBRA LANDORE REBECCA LATHAM** ANITRA LITTLE CARRIE MADISON **KAREN MAY** AMANDA MCCRACKEN AMBER MCKEE WENDI MOORE SHERRYE ORR ALICIA PAINTER **KIMBERLY PRICE** SARAH ROGERS ANGELA SENFF TINA SINGLETON **CRYSTAL SMITH** DAWN M SMITH SHARON THOMAS TARA TILSON

HS TEACHING ASSISTANTS

ASHLEY ADAMS AMANDA ANDERSON RACHEAL ANDREWS MICHELLE ARNETT **BETTY ARNOLD** JESSICA BERSCH MELISSA BLAKE DANIELLE BOWLING JESSICA BRIDWELL CHRISTINE BRIGHT ASHLEI BUNCHE **BRENDA CHURCH** CHELSEA COOTER DEANNA COX AMY CRAWFORD SHERRY CUTLER AMY DARNELL ALICE DAVIS DEBORAH DAVIS JENNIFER DENNISON CHRISTA DOWELL **KATHARINA DUFF** AMANDA DUVENECK AUTUMN FERGUSON PAMELA FLETCHER

TIFFANY FRY LENA FUGATE VERONICA GARDNER CHRISTEL GARST **BRENDA GOINS** JOHNISA GOLASH RACHEL GRAGG **ELIZABETH GRAY** LAURIE GRAY MAGGIE GREGG **DANIELLE GRIFFIN** FAITH GUNTHER TAMMY HALL DONNA HAMILTON **KYLIE HAMMONS** ANGELA HARRIS **IVELISSE HARRIS VERONICA HAWK ASHLEY HITE KRISTY HOLZERMAN ANNA HOOPER BETTY HUSKINS** SUMMER HYDEN AMY KEELER MELISSA KIKER ALLISON LEDFORD **KELSEY LEONARD KATHY FISHER MADDEN** JANICE MALLOY JADEN MAYNARD CHASITY MCCAIN CHRISTINA MOWERY **KENDRA ONEAL KEHINDE ORIMAYE** CASSIE OSBORNE ALEXIS POTTER **BELINDA RAMSEY REBECCA REYNOLDS** LETHAO ROBERTS **BRIDGET SHELTON** PATRICIA SHELTON SARAH SHELTON CHRISTIE SMITH **HEATHER M SMITH** BRITTNEY STALLSWORTH ANGELA STANBROUGH HONEY STANLEY SARAH STREET JOY TARNOWSKY VICTORIA TIPTON

HS TEACHING ASSISTANTS

CHATTY TRENT MARY TURNER HAYLEY WADE RICKI WALLACE LACEY WHALEY JANA WHITE SHELBY WILLIAMS ELIZABETH WOOLRIDGE

HS SUBSTITUTE TEACHING ASSISTANTS

JANAH PARKS SHEILA BLEDSOE MADISON BYRD PATRICIA CHURCH LAYCIE CUNNINGHAM MICHELLE CURTIS JUDITH DEXTER VICKIE FRESHOUR PENNY GARLAND NICHOLE GATEWOOD DONNA GILREATH KAYLA HELTON JANICE KNUTSON SARAH LABREAU BRENDA MULLINS ANNE PALERMO CHERYL TATE

HS BUS DRIVERS

BRIAN MARTIN, Transportation Coordinator

VERNA ADAMS **STEVEN ASHE** MARGARET BLAKLEY **KIP CONNER** MISTY DAVIS SCOTT GOAD DONALD HAMILTON BEATRICE HATFIELD JERRY HENSLEY HUGH HODGE KATHERINE HOUSTON SHERRY JENNINGS KAREN RICHARDS JUSTICE **KASSANDRA KINSER** JOHN KIRBY SHELBY LAWSON

EDDIE MABRY JOHN MORGAN REBECCA PARKS FRANCES PORTER CHARLOTTE RICE JUDY SMITH JANICE WELLS

ROY HARRISON, Substitute Bus Driver

NUTRITION STAFF

DAWN SMITH, Coordinator

RACHEL BAUCOM, Cook Manager WILMA JENKINS, Cook Manager CAROL SIMS, Cook Manager DEBORAH TIPTON, Cook Manager CARLA FORNEY, Cook TINA LAWSON, Cook MARIE PODSCHWIT, Cook ANGELA RAY, Cook SANDRA STEPHENS, Cook ELOUISETAYLOR, Cook

HS FAMILY ENGAGEMENT SPECIALISTS

FELICIA ALLEN CONSTANCE ASHCROFT CHELSEA BAILEY LAUREN BOOHER KRISTEN DAVIS HAYLEY DIEHL NATALIE GEREN LAUREN HOBBS EMILY KEMP BRANDY LEWIS MARLIN MCGUIRE BROOKE MORRIS

There are 272,900 Head Start and Early Head Start jobs in the U.S.

EMILY MOWELL KELCEE PARKER CAITLAN PRESLEY VICKI PRICE HOLLIE QUALLS JORDAN ROSENBAUM SHANEEA SAYERS PATSY SNAPP STEPHANIE SPARKS **BRITTANY SPELLAR** TRINIDAD VICENTE RAMIREZ VIRGINIA WADDELL **KRISTIN WADE** MERCEDES WARD JENNIFER WORLEY LAURA WRIGHT

COMMUNITY SERVICES

NORMA TREMBLAY, Director SHOUNDA STEVENSON, Assistant Director

MARTHA DIXON, CSBG Manager SAMANTHA MEADE, LIHEAP/WAP Manager PAUL COLLINS, Quality Assurance Coordinator (CSBG)

COMMUNITY SERVICES CLERKS

PATRICIA HOLBROOK CHRISTY RAKESTRAW

CREATIVE CUISINE

GERALD EGGER, Chef Instructor DANIELLE LUCKADOO, Front of House Hostess

COMMUNITY SERVICES DATA SPECIALISTS

CORY BOLDEN RHONDA CALTON TABITHA COON SUSAN DAWES NAOMI K EBERLE COURTNEY GRIMES CHARLES "CHIP" ILEY BRITTANY JONES NAOMI LUCKETT SANDRA MARTIN BROOKE N MCCORKLE CHRISTOPHER "CHASE" RACHELS KIMBERLY SMITH REBECCA WATTS JUANITA WOCKENFUSS

COMMUNITY SERVICES SPECIALISTS

BRITTANY ALIFF DESTINY ANDERSON JILL BAUCOM LORI BEAM JAMES BELLAMY **KAREN CANTER** JENNIFER COX **CRYSTAL DUGGER TERESA FOX** VICKI GARLAND LOGAN JACKSON LARRY LAMB II SHANE MCBRIDE **KATIE MCCRACKEN** AMANDA MILLER ALISHA MONTGOMERY **KIMBERLY MOORE** ANGELA MULLINS MIKAELA PEETS MARILYN PETTIECORD **INDYA SCALF** JOYCE WALSH CHRISTINA WILLIAMS **COURTNEY WOODS**

LIHEAP OUTREACH STAFF

SHAWN STAFFORD, Outreach Coordinator TRACI NEWLAND, Outreach Data Specialist

RSVP

BETTY COOK, RSVP Clerk STEVE REYNOLDS, RSVP Clerk HEATHER E SMITH, RSVP Specialist

WAP

KATHY BROOKS, Construction Coordinator ANDREW DUTY, Electrical KEITH BRANNON, HVAC FLAVIO GONZALEZ, Crew

SERVICE ANNIVERSARY

Full Time Service for Fiscal Year 2019-2020

5 **YEARS OF SERVICE:**

KATHERIN HOUSTON HEATHER HODAN AMBER MCKEE SHARON THOMAS LAURIE GRAY **KAYLA HELTON** JOHN KIRBY JENNIFER BENNETT **KIP CONNER** JUDITH DEXTER **BRENDA MULLINS PENNY GARLAND KATHY FISHER MADDEN TRACI NEWLAND**



YEARS OF SERVIC

KENZIE HAMBLEN BETHANY BOWERS WILMA JENKINS **HUGH HODGE KELLY MARTIN** SHERRY CUTLER **EDDIE MABRY** HEATHER SMITH

15

YEARS OF SERVICE: JOHN MORGAN ANNE COX

20

YEARS OF SERVICE:

TINA LAWSON CHRISTINA MOWERY

25

YEARS OF SERVICE:

CARRIE MADISON ALICE DAVIS

30

YEARS OF SERVICE:

KATHARINA DUFF KAREN MAY

35 **YEARS OF SERVICE: JILL BAUCOM**

DEPARTMENT SPOTLIGHT



There are very few professions today that doesn't require a computer today, they are an essential part of our lives. Even athletes run to the sideline to review plays, or game footage, on tablets when off the field. That's why when your laptop breaks, or the internet is down, it sometimes feels the world has gone dark. You know there are emails piling up behind the black screen. You know there are files



Mark Tribble, Tiffany Crawford and Tony Feathers

needing your attention, if only you could access them. So, who do you call? IT.

To say our IT department only deals with computers would be like measuring an iceberg by the part you see above the water, when there's so much more. Our agency depends on technology to meet our mission, and that, is the responsibility of IT. With a team of three, they work diligently on a never ended, and always changing, list of to-dos, yet stay flexible enough to respond when someone submits a service ticket. They're problem solvers of epic proportion.

Without IT, our agency would not have been to respond to the COVID-19 Pandemic the way it has.

Above the ceiling tiles in the hallway is countless cables, connecting us all together, ran by IT. The big monitors on the walls in the conference rooms, the video and audio systems, and the programs running it all, that's IT. The cell phones we use, IT. The printer we print from, IT. The tablets Head Start children are using to attend school remotely, IT. Not to mention the means to allow the teachers to broadcast to them. The agency has over 230 laptops/tablets and over 180 phones assigned to employees plus over 350 devices for student use.

The truth is, without IT, our agency would not have been able to respond to the COVID-19 Pandemic the way it has. UETHDA's work style has become more flexible thanks to them. No longer are we tied to desks. With laptops and cell phones, email and Teams, we can work from almost anywhere, and still respond to our neighbors' needs. This we have proven. This model of flexibility has now been adopted by companies nationwide, and for many, is becoming the new norm.

A big thanks to our IT department for keeping us going through this unprecedented time. You really have IT going on.

FINANCIAL REPORT STATEMENT OF ACTIVITY FOR THE YEAR ENDING JUNE 30, 2020

REVENUE Federal \$9,364,344 Federal Flow thru State \$8,345,449 **Emergency Food and Shelter** \$31,013 State Government \$25,050 Local County Government \$7,500 Local Community \$234,656 Program Income/Other \$53,437 In-Kind Contributions - UETHDA \$1,951,213 In-Kind Contributions - Delegate Agencies \$476,763 **Commodities Distributed** \$567,306 **TOTAL REVENUE** \$21,056,731 **EXPENDITURES** \$6,071,312 Salaries \$2,034,920 Fringe Benefits \$117,835 **Professional Fees Office Supplies** \$121,258 **Program Supplies** \$986,325 Communications \$180,694 Utilities \$67,640 **Rental Buildings** \$198,528 Equipment Rental and Maintenance \$377,892 Travel/Conferences and Meetings \$507,872 Insurance \$86,445 Assistance to Individuals \$4,839,745 Commodity Distributed \$567,306 **Contracted Services** \$137,356 Advertising \$86,114 Other \$49,484 Equipment (sensitive minor) \$437,604 **Equipment and Capital Improvements** \$131,413 In-Kind - UETHDA \$1,951,213 **Delegate Agencies** \$1,518,154 In-Kind - Delegate Agencies \$476,763 **TOTAL EXPENDITURES** \$20,945,873 **FUND BALANCE** \$110,858 **TOTAL EXPENDITURES / FUND BALANCE** \$21,056,731

Footnote 1:

The indirect administrative expenses totally \$1,022,876, 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, 2020.

BUILDING A BETTER COMMUNITY TOGETHER



Upper East Tennessee Human Development Agency





301 Louis Street, Kingsport, TN 37660 (423) 246-6180 uethda.org