

Annual Report

2020-2021



Upper East Tennessee
Human Development Agency





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About Us

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.

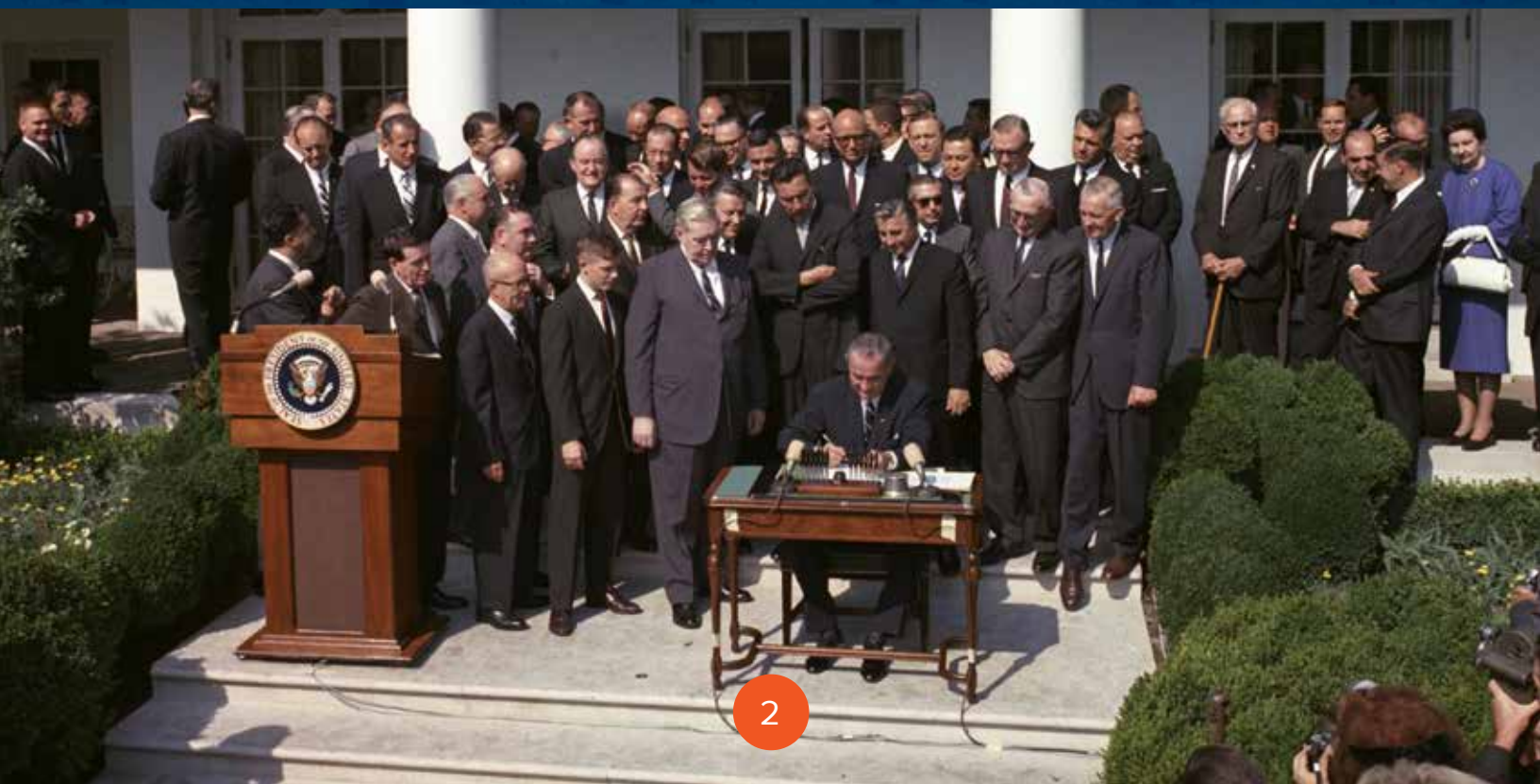
Photo courtesy of Job Corps

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.



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.

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 and 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

UETHDA is continuing the march by providing the services outlined in this year's annual report. This report reflects the impact of our agency on our region and the thousands of citizens whose lives we have touched. As we continue to face the worst pandemic our country has seen in modern time, which has impacted our community in so many ways, UETHDA has never been more needed in its 56-year history.

As a community action agency, we provide low-income citizens with the tools and potential for becoming self-sufficient. This is done through funding that provides flexibility, immediate action, and coordination, not a one size fits all program. We determine where there are needs in our eight-county region through our community needs assessment and respond accordingly.

As much as this past year was full of uncertainty, it was also full of hope. We saw hope in employees who every day showed up to help our neighbors and each other. By giving our neighbors a hand up, we can see them improve their situation with hopes for their future.

Our staff are heroes to the people they help and truly exemplify of our mission statement. They provide education, direction and support to individuals, families, and organizations. They continue to work to strengthen and stabilize our area through collaborative efforts of agency programs and cooperative partnerships.

As an agency, we do not do this work alone. We realize the best way to help our neighbors is by building bridges with our partners, and using our strengths to make the biggest impact. Together we work toward success for those facing adversity by knocking down the barriers they encounter.

While the pandemic has changed our perspective and the way we do business, our focus has remained true. We are vigilant in our quest to break the cycle of poverty and are dedicated to "helping people, changing lives."

Board of Directors

Board Officers

Pat Wolfe
Chairman

Kenneth Treadway
Vice Chairman

Daris Morgan
Secretary/Treasurer

Public Sector

Patty Woodby
Interim Mayor, Carter County

Col. Pat W. Shull
Mayor, City of Kingsport

Garland “Bubba” Evelyn
Unicoi County Mayor

Joe Grandy
Washington Co. 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
Mayor, City of Rogersville

Carolyn Byrd (R)

Mike Taylor
Johnson County Mayor

Richard Venable
Sullivan County Mayor

Target Sector

Margaret Collins

Phyllis Delph (A)

Bucky Carter

Mindy Milhorn (A)

Beverly McKinney

Ruth Thomas (A)

Sue Mallory

Daris Morgan
Secretary/Treasurer

Carolyn Holt (A)

Pat Grindstaff (A)

Susan Payne

Johnnie Mae Swagerty

Van Dobbins (A)

Kenneth Treadway

Charles VonCannon

Shirley Matheson (A)

(R) Designated Representative
(A) Alternate

Private Sector

Cindy Anderson
First Horizon Bank

Dick Grayson

Jessica Smith
Eastman

Ann McConnell

Sara Mietzner
ETSU

Polly Peterson
Legal Services of East Tennessee

Chris Craig
First Tennessee Development District

Col. Henry Reyes

In Memoriam

It is with our deepest sympathy we remember Rusty Barnette, Truman Clark and Barbara Watterson who passed in 2020-2021.

We appreciate their service to our board and extend our condolences to their families.

A MESSAGE FROM THE *Executive Director*



Tim Jaynes
Executive Director

Hoping for a normal year, it is hard to fathom the continuation of the COVID-19 virus throughout the year. I am pleased to present this Annual Report showcasing the outcomes and stories of neighbors pursuing better lives. The amazing staff at Upper East have faced many challenges all while continuing to perform and produce outcomes that changed lives.

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. We have continued to work with our neighbors facing emergencies. With demand remaining high, we saw many of our neighbors able to return to work and move toward being self-sufficient. Our amazing team continued to look for opportunities to meet demand and were able to handle needs. Head Start closed and opened classes as needed, 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.”

Diana Harshbarger, U.S. Representative for Tennessee's 1st Congressional District, visits UETHDA's offices in Kingsport.



Directors



Connie Shockley
Finance Director



Norma Tremblay
Community Services Director



Eliot Hicks
Head Start Director



Angela Stuart
Human Resources Director



Drew Deakins
Marketing & Development Director



UETHDA employees gather at Celebration Church for their annual training. This year's theme was "Be a Bucket Filler." This means doing nice things for people. Our staff fills the buckets of those we serve daily.



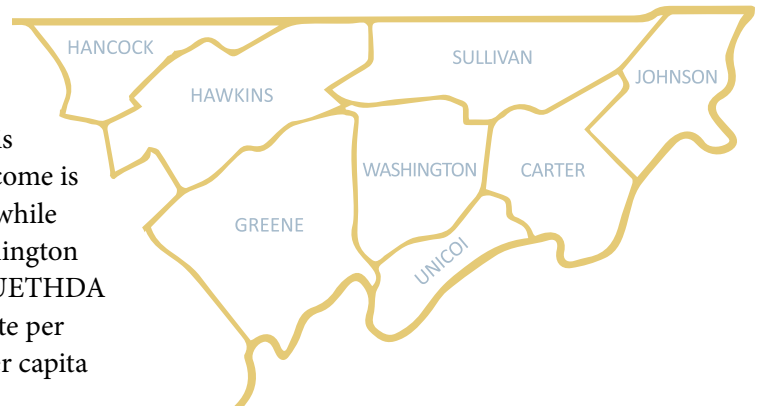
Service Area

Serving Eight Counties in Northeast Tennessee.

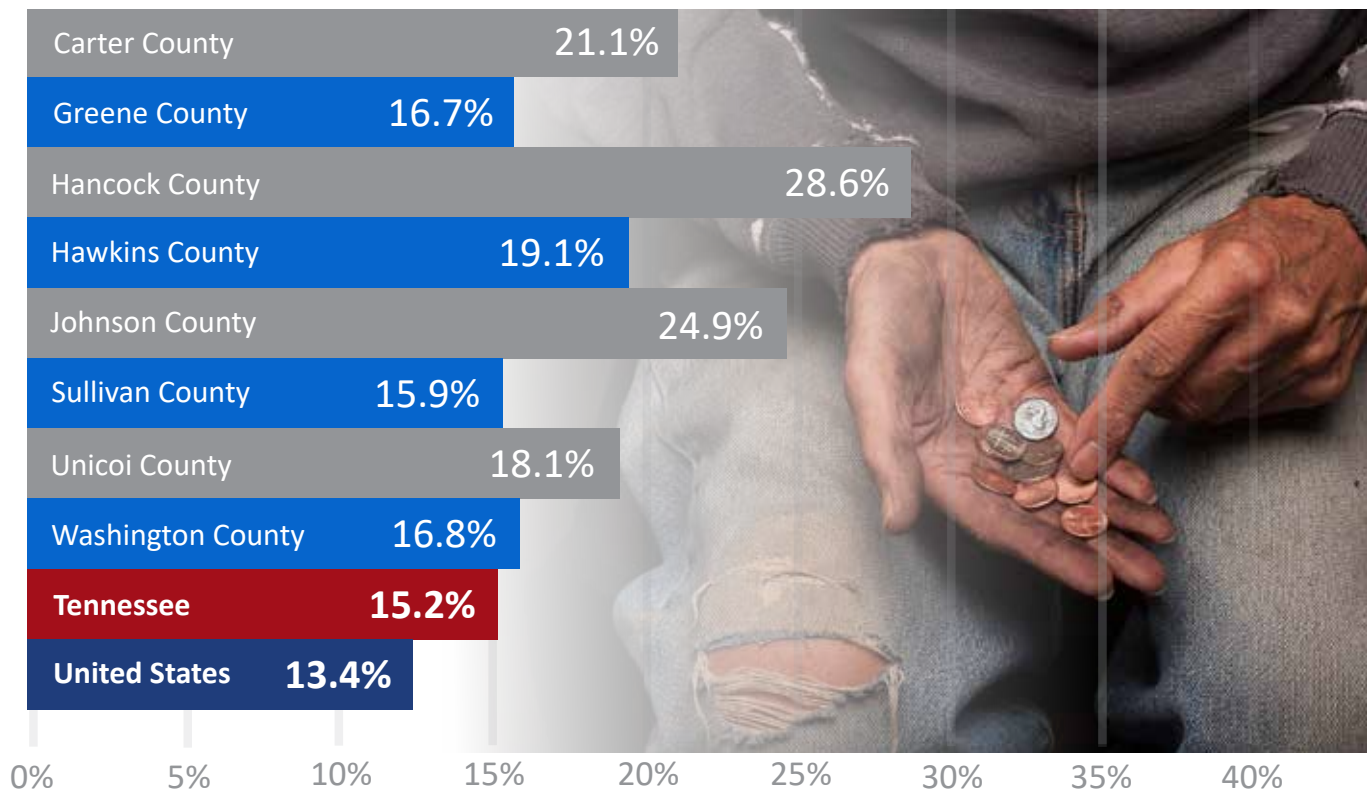
The Upper East Tennessee Human Development Agency is located in the northeast corner of Tennessee. Nestled along the Appalachian Mountains, it is in the heart of poverty-ridden America.

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





What We Do

DOWNTOWN JONESBOROUGH

WASHINGTON COUNTY, TENNESSEE

Meet Basic Needs

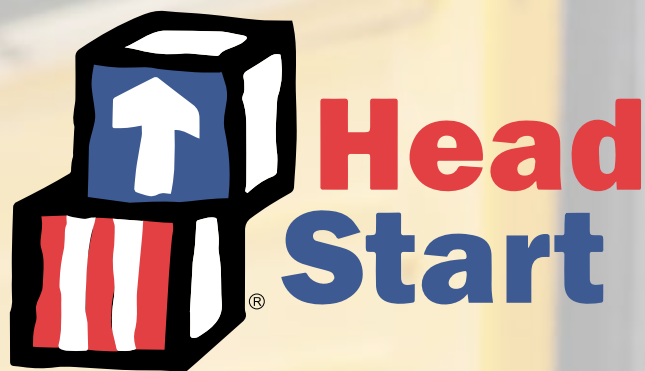
Securing basic needs such as food, shelter, clothing, utilities and other emergency needs. The Neighborhood Service Centers' staff and Family Engagement Specialists work daily with clients to relieve the hardships they face. Our service team offers specifically targeted services from our emergency assistance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

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 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.

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 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.

..... **1,050 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 Parent Curriculum was taught by education staff. The curriculum was broken into 3 sessions and on average 13 adults attended each curriculum training. 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 technology resources to be able to track their child's progress and contact teachers.

In the nearly six decades, since its inception, Head Start and Early Head Start have improved the lives of more than 37 million children and their families.

HEAD START

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, learning about educational opportunities for themselves, and learning about what is going on in their communities!

Due to safety concerns related to the pandemic, the program provided the Parent Committee Meetings virtually. 99 adult family members participated throughout the year.

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 6 members of all the communities served. Average monthly attendance was 14 members. Policy Council members were instrumental in hiring new staff, approving enrollment criteria points for the 2021-2022 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!

In years past, when not responding to the pandemic, classrooms execute 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. Due to safety concerns related to the pandemic, the program limited events and had to be creative with doing activities outside.





Impact

During the 2020-2021 school year, Head Start operated 62 classrooms and served 1,061 children. Our funded enrollment is for 1,010 children, however, due to safety precautions surrounding the COVID pandemic we operated many of our classrooms at a reduced capacity.

Based on the US Census Bureau 2018 ACS Estimate we have served 30.82% of children under 5 that are under the poverty line.

Our average monthly enrollment was 695 for the 2020-2021 school year.

680 (64%) children completed a professional dental examination and 922 (87%) of enrolled children completed a medical exam.

241 children were found to need dental treatment (23% of total enrollment). 210 (87%) 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.

Reasons why children did not receive treatment:

6 / 2.5%

Did not keep appointment (missed appointment)

8 / 3.3%

Child dropped from program before appt date

14 / 6%

Appointment schedule for future date (after program year closed)

3 / 1.2%

Parents did not follow up with treatment due to COVID concerns.

HEAD START

Comprehensive Services

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

Services include health, nutrition, social services and others 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 746 families served; 347 (46%) were two-parent families and 399 (53%) were one-parent families.

Nutritionally Balanced Meals

32,666 Children Breakfast
37,762 Children Lunch
11,140 Children Snack

Served 10 children with history of seizures

Served 10 children with life threatening allergies

Assisted 92 families by connecting them to a dental home

Assisted 14 families with getting their child's immunizations current and up-to-date

818 children received a Blood Lead Level test (94% of children enrolled)



HEAD START*Policy Council***Parent Representatives and Alternates****CHAIRPERSON**

Marshall "Bucky" Carter

VICE CHAIRPERSON

Mindy Milhorn

SECRETARY

Kristen Williams

CARTER COUNTY

Kristen Williams

GREENE COUNTY

Adriana Thornton - Baileyton A
 Victoria Collins - Baileyton B
 Amber Huntsinger - Camp Creek
 Mindy Milhorn - Chuckey
 Debra Rucker - McDonald
 Dana Jones - Mosheim A
 Becky Long - Mosheim B
 Amy Previtera - George Clem
 Marsha Salyers - GTC
 Kim Cave - East View
 Ellen Pittman - Hal Henard
 Denise Garber - Highland

HANCOCK COUNTY

Veronica Helton – Sneedville

HAWKINS COUNTY

Ashley Moore - Surgoinsville A
 Peggy Lee - Surgoinsville B
 Amanda Cooter - Carters Valley

JOHNSON COUNTY

None at this time

SULLIVAN COUNTY

Lindsey Dembowczyk - Dobbins E
 Reva Marsh - Florida Avenue
 Angela Stone - Indian Springs

UNICOI COUNTY

Karalyn Alphin - Temple Hill

WASHINGTON COUNTY

Kristan Brady - Boones Creek
 Ignacia Carillio - Grandview
 Victoria Boglarsky - Lake Terrace B

**COMMUNITY REPRESENTATIVES
& ALTERNATES**

Lisa Greer / CR
 Ashley Justus / CR
 Sam Edwards / CR
 Kristie Robinett / CR
 Lisa Bunch / CR
 Marshall "Bucky" Carter / CR (FP)
 Johnnie Mae Swaggerty / CR - UETHDA BOD

Success Stories

81 – Going On 21

If anyone has had the opportunity to meet Ms. Juanita Miller, then they have had an opportunity of a lifetime. Seriously, this spry 81-year-old lady is just full of spunk and joy! Ms. Miller is one of the best advocates for our programs as she has not only been a participant in our programs, but also as a volunteer. Ms. Miller has utilized our energy and fuel assistance program and our commodities for years but did not know about our other programs until recently.

Destruction fell on Ms. Miller's home in May, 2021 when storm-packing, straight-line winds hit her home with downed trees and power lines. She had to be assisted from her home by the fire department. They took Ms. Miller to a local hotel, where she is still residing until her home is repaired.

Ms. Miller's only vehicle was totaled by downed trees from the storm. Ms. Miller reached out to Crystal Dugger at the Neighborhood Service Center in Elizabethton. That is when the wheels starting rolling. Crystal introduced her to our vehicle purchase program. Needless to say, she had no transportation to be able to go to doctor's appointments, grocery store, etc. Through the Community Services Vehicle



Thanks to everyone at the agency and for all of the help and God bless each and every one.

Ms. Miller

Purchase Program, our agency was able to pay \$3,000 toward the purchase of a car and Ms. Miller's insurance paid the remainder.

Ms. Miller stated, "I went to the car lot to pick up the car and they had the windows down and I didn't know how to put them up!" "I definitely got an upgrade from my old Buick to a newer model." She said, "thanks to everyone at the agency and for all of the help and God bless each and every one." She also said she will continue to volunteer because she is a witness to what Upper East Tennessee Human Development Agency has done for her and it is her way to give back. With Ms. Miller's energy level, she really is 81, but going on 21!



Ms. Miller being assisted from her home by Hampton VFD.

Head Start to the Rescue

The reoccurring contact Family Engagement Specialists have with families is often revealing. We'd received a new application for a child in the Mosheim area. During my second home visit, I discovered the family's truck had been repossessed and they were experiencing a serious transportation emergency. Due to the lack of a transportation the child's parents lost their jobs, and things weren't looking good.

Working with the classroom staff and bus driver, I was able to arrange for our bus to pick-up and drop-off the child at Head Start. Then, I hooked up the mom with Martha Dixon, Community Services Manager, to see how we could fix their transportation problem. Four days later, they had their truck back. The dad is now working and mom is trying to figure something out for the summer, since her child will be home with her. This family was beyond thankful for the way Head Start and Community Services worked with them.

HELPING PEOPLE

Meet Troy Odom

The Unicoi Neighborhood Service Center (NSC) was contacted by a local homeless shelter on behalf of Troy Odom. He had been in the shelter since June 2nd after being evicted from his home due to having lost his job and unable to pay his rent. He stayed in

the shelter about 10 days. While in the shelter he had found a new job, located a place to live in Unicoi County, and was only looking for assistance with his electric deposit when he visited the NSC.



When Mr. Odom came to the office, he was surprised to learn that not only were we able to help with the deposit, but he was eligible for our rent assistance program too. He was going to have to borrow money from friends and family to pay his rent until he received his first paycheck. When he was leaving to go

CHANGING LIVES

to the electric company to get documentation for his deposit, NSC staff learned he did not have a vehicle and had been walking everywhere he needed to go.

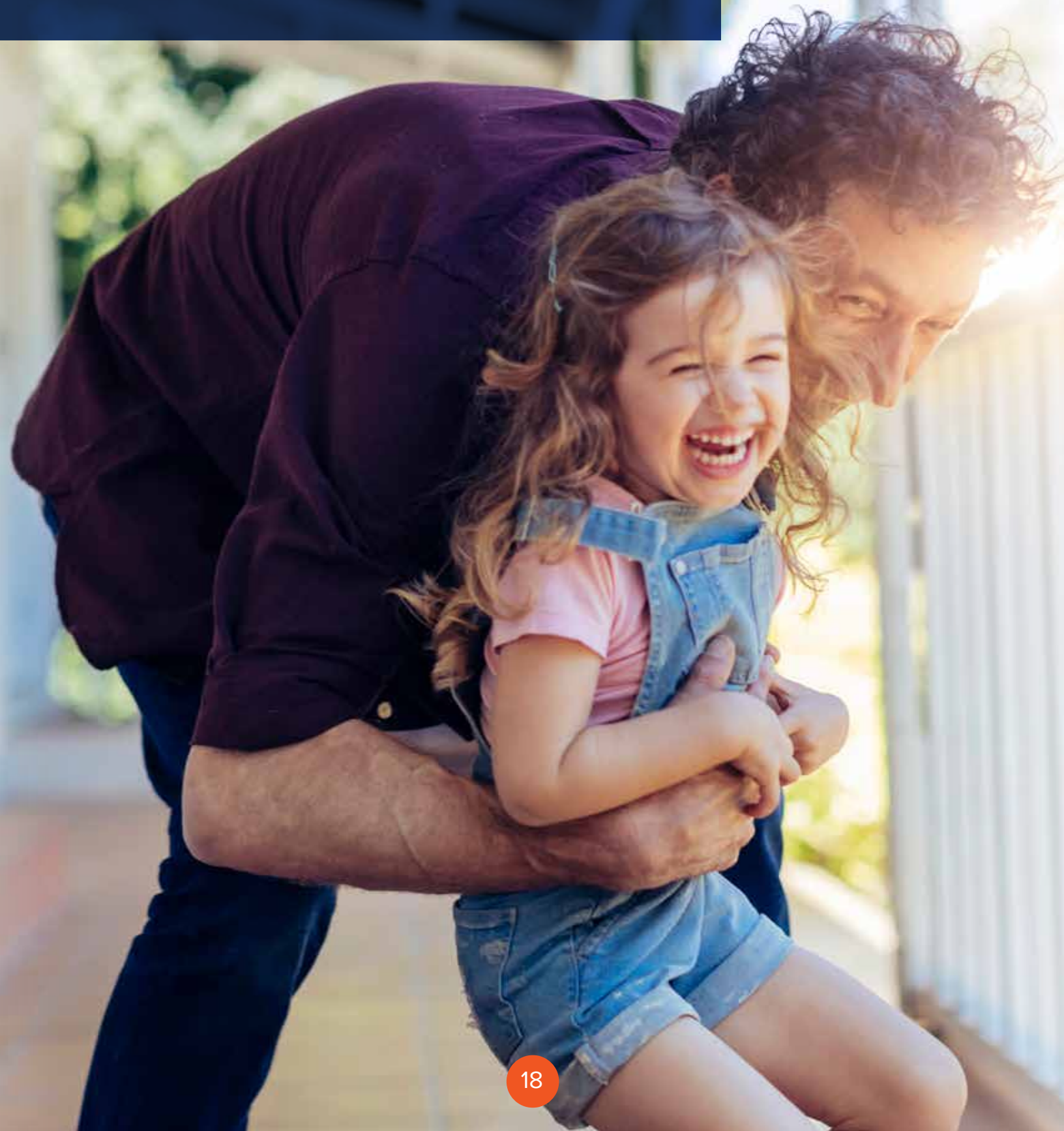
He walked nearly 5 miles in 90-degree heat to get the papers he needed for the deposit! NSC case managers offered to help him purchase a vehicle through our employment program and Mr. Odom gratefully accepted. Troy is very thankful for all the assistance he has received through us and is excited to be getting his life together.

He is in the second month of our rent program, enrolled in a financial education course, and we were able to help purchase a car for him to get to work without walking to relying on others for rides. He has gone from living in a shelter to being on the road to self sufficiency in just a month.



Samantha Conley, a recent college graduate and mother of 3 young children, received assistance with her utility bills at our LIHEAP community outreach in Johnson City. She is currently looking for work in her field.

Community SERVICES



Energy Assistance

LIHEAP

LIHEAP, which stands for Low Income Home Energy Assistance 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.

Applications approved for LIHEAP for a total of

9,096 | \$3,891,298.05

Applications approved for LIHEAP Crisis for a total of

1,755 | \$895,476.47

Breakdown of Counties:

Carter County Applications

1,168 | \$505,536.14 Crisis 185 | \$87,728.68

Greene County Applications

1,098 | \$419,222.78 Crisis 205 | \$101,215.95

Hancock County Applications

537 | \$231,175.39 Crisis 67 | \$35,450.00

Hawkins County Applications

1,049 | \$429,858.42 Crisis 419 | \$214,980.39

Johnson County Applications

979 | \$415,369.72 Crisis 25 | \$11,600.00

Sullivan County Applications

2,334 | \$1,004,794.79 Crisis 535 | \$281,533.10

Unicoi County Applications

440 | \$176,620.27 Crisis 119 | \$63,450.00

Washington County Applications

1,515 | \$674,310.81 Crisis 270 | \$137,621.06



Our LIHEAP Outreach Vehicle can be seen throughout our service area 5 days a week.



LIHEAP Outreach Community Partners:

Project Access
 Hope Helps
 Good Samaritan JC & Piney Flats
 Bright Ridge
 Women of MC
 Food City – Rogersville, Johnson City, Kingsport, Asheville Hwy., Gray, Blountville, and Church Hill, Kingsport, Bristol Hwy., Moreland Dr., Elizabethton, Snapps Ferry Greeneville, Jonesborough, Volunteer Pkwy., Eastman Rd., Erwin, and Clinchfield.
 Priceless Foods
 Second Harvest Food Bank
 Holston Electric Rogersville
 Mountain Electric Roan Mountain
 Mountain Electric Mt. City
 Hawkins County Gas Rogersville
 Holston Electric Church Hill
 Hawkins County Gas Mt. Carmel
 Elizabethton Electric
 Holston Electric Russellville
 BTES
 Elizabethton Electric
 Erwin Utilities
 Greeneville Light & Power
 Powell Valley Electric
 Salvation Army

Outreach Facilities:

Sullivan County Health Department
 Carter County Health Department
 Department of Human Resources
 Hawkins County Health Department
 Johnson County Health Department
 Unicoi County Health Department
 Washington County School Board
 Sullivan County Public Library
 Kingsport Public Library
 Carter County School System
 Hawkins County Schools
 Carter County Schools
 Unicoi County Schools
 Hancock County Schools
 Greeneville City Schools
 Johnson City Schools
 Elizabethton City Schools
 Bristol City Schools

Total number of neighbors on the bus: 1,119

Total of new households served: 124

Total number of applications given out: 8,798

COMMUNITY SERVICES

Neighborhood Service Centers

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 clients to relieve the hardships they face. Our service centers offer specifically targeted services from emergency assistance to more long term paths for self-sufficiency. Their impact is enormous for our region. Our ultimate goal is to help people pave a way out of poverty for good.

Families Served 36,392



Our new Neighborhood Service Center location in Carter County, Tennessee.

Clients who received tangible services:

Bristol	702 households (1,920 individuals)	\$256,099.32
Carter	605 households (1,526 individuals)	\$219,988.84
Greene	885 individuals (1,608 individuals)	\$320,323.74
Hancock	368 households (912 individuals)	\$108,674.52
Hawkins	1,298 households (3,591 individuals)	\$571,615.24
Johnson	923 households (1,776 individuals)	\$91,981.54
Kingsport	1,041 households (2,742 individuals)	\$491,226.38
Unicoi	501 households (1,334 individuals)	\$214,205.95
Washington	602 households (1,492 individuals)	\$319,060.83

Total Number of Families Served through NSC's (all services):

Sullivan	9115	Hancock	2707
Washington	5358	Hawkins	5065
Carter	4363	Johnson	3542
Greene	4247	Unicoi	2059

36,456 total family service units

PHONE CALLS AND WALK-INS

The Neighborhood Service Center staff received 16,403.

INFORMATION AND REFERRALS

The Neighborhood Service Centers provided information and referrals to 925 households 1,901 individuals/families during the 2020 – 2021 fiscal year.

COMMUNITY SERVICES

Families Served In The Region

Local Fund Partners

Piney Flats Community Chest served 4 households, 8 individuals	\$832.26
Kingsport Local United Way served 21 households, 52 individuals	\$11,980.20
First Presbyterian Church served 64 households, 144 individuals	\$13,125.56
Hawkins County United Way served 69 households, 196 individuals	\$17,554.10
Hawkins County Local (includes Mt. Carmel Community Chest, St. Henry's Catholic Church and Rogersville Presbyterian Church) served 14 households, 30 individuals	\$1,079.37
Carter County United Way Local served 82 households, 221 individuals	\$16,016.66
Totals: Served 254 households, 651 individuals	\$60,588.15

COVID-19 Fund Partners

Bristol United Way Regional served 41 households, 118 individuals	\$13,728.48
Carter Co. Elizabethton Electric/TVA served 105 households, 286 individuals	\$16,289.34
Carter Co. United Way Regional served 2 households, 11 individuals	\$182.05
East Tennessee Foundation served 70 households, 173 individuals	\$5000.00
Greene Co. United Way Regional served 31 households, 81 individuals	\$12,019.31
Hawkins County Holston Electric/TVA served 87 households, 234 individuals	\$21,428.40
Hawkins County United Way Local served 69 households, 196 individuals	\$17,554.10
Hawkins County United Way Regional served 29 households, 83 individuals	\$8,144.44
Johnson Co. Mountain Electric/TVA served 13 households, 40 individuals	\$3,175.00
Kingsport United Way Regional served 19 households, 53 individuals	\$8,875.64
Roan Mountain - Mountain Electric/TVA served 26 households, 55 individuals	\$4,410.00
Unicoi Co. Erwin Utilities/TVA served 65 households, 164 individuals	\$11,910.10
Washington County United Way Regional served 17 households 42 individuals	\$11,132.52
Totals: Served 574 households, 1536 individuals	\$207,149.40

Total Family Service Units 22,206

COMMUNITY SERVICES

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 (NSC) staff.

Households Served: 12,516

Units Distributed: 12,516

Dollar Value Distributed: \$451,058.65

Average Value Per Box Distributed: \$35.20

Breakdown by NSC

Center	Individuals	Households
Carter	1465	1,020
Bristol	2117	1644
Hawkins	2167	1482
Greene	1939	1397
Washington	2386	1955
Unicoi	1480	1,040
Kingsport	2207	1790
Johnson	1683	1121
Hancock	1711	1067
TOTAL	17,155	12,516

Staff work to distribute food boxes at a commodities distribution event in Erwin, Tennessee.



COMMUNITY SERVICES

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.



Our weatherization team.

Breakdown by County

Carter	4 units	\$27,545.60	Sullivan	3 units	\$35,142.66
Greene	2 units	\$13,121.71	Unicoi	4 units	\$35,991.67
Hancock	1 unit	\$8,674.39	Washington	4 units	\$47,083.03
Hawkins	1 unit	\$15,900.38			

19 units were completed for a total of \$210,464.60

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

3,048 households obtained/maintained safe and affordable housing
558 households maintained safe and affordable housing for 90 days
276 households maintained safe and affordable housing for 180 days
1,880 households avoided eviction
31 households avoided foreclosure

COMMUNITY SERVICES

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
- 3 Neighbors improved their home environment through this program
- 148 Neighbors demonstrated improved basic education
- 5 Neighbors obtained a high school diploma and/or obtained an equivalency certificate or diploma
- 6 Neighbors obtained a credential, certificate or degree regarding educational or vocational skills
- 1 Neighbors earned an Associate’s degree
- 8 Neighbors earned a Bachelor’s degree
- 148 Neighbors received school supplies
- 7 Neighbors participated in adult literacy classes
- 5 Neighbors participated in post-secondary education preparation
- 5 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>

12 households, 33 individuals were served in Carter County	\$5,000.00
78 households, 235 individuals were served in Hawkins County	\$17,123.40
57 households, 120 individuals were served in Johnson County	\$14,073.30
26 households, 56 individuals were served in Unicoi County	\$9,110.03
62 households, 142 individuals were served in Hancock County	\$11,297.82

Total: 235 households, 586 individuals \$56,604.55



Martha Dixon, Community Services Manager, presents a certificate to recent graduate Melissa Hammock who is a Self-Sufficiency Program success story.

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.

Services Delivered

- 26 Neighbors participated in case management
- 26 Neighbors received financial coaching/counseling
- 0 Neighbors increased their savings
- 19 Neighbors received transportation services
- 1 Neighbor reported improved financial well-being
- 0 Neighbors received emergency clothing assistance

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

COMMUNITY SERVICES

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

- 10 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)
- 4 Neighbor was previously unemployed and obtained and maintained employment for at least 180 days (up to a living wage rate)
- 27 Neighbors were unemployed and obtained employment (above a living wage or higher)
- 19 Neighbors obtained and maintained employment for at least 90 days (above a living wage or higher)
- 11 Neighbors obtained and maintained employment for at least 180 days (above a living wage or higher)
- 72 Neighbors received employment supplies
- 9 Neighbors participated in a career-advancement program and entered or transitioned into a position that provided increased income and/or benefits
- 7 Neighbors increased income through an increase in hours worked
- 36 Neighbors 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

- 93 Neighbors received personal hygiene kits
- 6 Neighbor received prescription payments
- 428 Neighbors received food bags which resulted in demonstrated improved physical health and well being
- 93 Neighbors received hygiene/cleaning kits which resulted in improved mental and behavioral health and well-being
- 60 Seniors (65+) maintained an independent living situation
- 85 Neighbors with disabilities maintained an independent living situation

COMMUNITY SERVICES

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
Carter	27	4	3,349.25
Greene	140	13	18,730.33
Hawkins	56	6	4,788.5
Johnson	73	1	4,205.50
Sullivan	96	8	7,926.82
Washington	116	6	4,417.33
Unicoi	4	1	10
Hancock	9	2	244
TOTALS	521	41	43,671.73

A retired senior volunteer receives her appreciation gift from UETHDA at the Greene County RSVP Appreciation Event.



COMMUNITY SERVICES

Staff Training

In addition to regularly scheduled staff training, Community Services Staff members received Case Management Certification Training, Results Oriented Management and Accountability (ROMA) training, and Stress Management Training.

Project Help

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

Households Served: 18
Dollar Value: \$1,800

Dollar Energy

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

Households Served: 43
Dollar Value: \$8,190

Share The Warmth

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

Households Served: 7
Dollar Value: \$691.04

Interns

Our agency provides apprenticeships with both East Tennessee State University and Tusculum University. We had 3 Social Work interns from ETSU during this time period.

Personnel

Administration

Timothy Jaynes, *Executive Director*

Rebecca Acito, *Administrative Specialist/Marketing Asst*

Carol Robinette, *PT Administrative Support*

Tabatha Rust, *Fingerprinting*

Accounting

Connie Shockley, *Finance Director*

Pamela Honeycutt, *Assistant Finance Director*

Travis Culler, *Purchasing & Property Coordinator*

Braxton Feathers, *Accounts Payable Specialist*

Vicki Forrester, *Payment Monitoring Specialist*

Kay Greene, *General Accounting Coordinator*

Barbara Hardin, *Payments Specialist*

Craig Moody, *Accounts Payable Specialist*

James Todd, *Accounts Payable Specialist*

Sherry Trent, *Payroll & Benefits Coordinator*

Human Resources

Angela Stuart, *HR Director*

Victoria Caudill, *HR Coordinator*

Gail Evans-Harris, *HR Specialist*

IT

Anthony Feathers, *IT Coordinator*

Tiffany Crawford, *IT Support Technician*

Mark Tribble, *IT Specialist*

Logan Wilson, *IT Intern*

Marketing

Drew Deakins, *Marketing & Dev. Director*

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*

Crystal Webb, *Quality Assurance Manager*

Elijah Ellis, *Data Manager*

Ryan Dawes, *Program Support Specialist*

Lisa Bryan, *Health And Nutrition Manager*

Dawn S Smith, *Nutrition Coordinator*

Deborah Beckman, *Health And Nutrition Specialist*

Britney France, *Family Health Specialist*

Kimberly Jones, *Health Coordinator*

Crystal Allison, *Behavioral Health Coordinator*

Shyann Bowman, *Behavioral Health Specialist*

Tiffany Jayne, *Behavioral Health Specialist*

Tiffany Pierce, *Behavioral Health Specialist*

Megan Miller, *Family Services Manager*

Deidra Gaus, *Family Engagement Coordinator*

Hannah Marshall, *Family Engagement Coordinator*

Kelly Martin, *Family Engagement Coordinator*

Joshua Ruff, *Operations Manager*

Matthew Underwood, *Operations Manager*

Brian Martin, *Transportation Coordinator*

Joshua King, *Facilities Coordinator*

Alexander Monroe, *Facilities Specialist*

Katherine Madison, *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*

Crystal Smith, *Team Leader*

PERSONNEL

HS Teachers

Jennifer Bennett
 Tammy Bewley
 Bethany Bowers
 Lisa Brock
 Donita Byrd
 Rebecca Campbell
 Angela Cross
 Angela Crouse
 Angela Dearstone
 Brenda Defriece
 Lindsey Ford

Melissa Goembel
 Brenda Goins
 Diana Gray
 Heather Hodan
 Elaine Hoilman
 D. Michelle Kincaid
 Debra Landore
 Rebecca Latham
 Anitra Little
 Carrie Madison
 Karen May
 Amanda McCracken

Wendi Moore
 Sherrye Orr
 Alicia Painter
 Kimberly Price
 Sarah Rogers
 Angela Senff
 Tina Singleton
 Dawn M Smith
 Sharon Thomas
 Tara Tilson
 Chasty King
 Reece Tarver

HS Teaching Assistants

Ashley Adams
 Amanda Anderson
 Racheal Andrews
 Michelle Arnett
 Betty Arnold
 Jessica Bersch
 Melissa Blake
 Danielle Bowling
 Hailey Bradshaw
 Jessica Bridwell
 Ashlei Bunche
 Macala Caraway
 Brenda Church
 Chelsea Cooter
 Lacy Couch
 Deanna Cox
 Amy Crawford
 Morgan Cross
 Sherry Cutler
 Whitney Cutshall
 Letha Damron
 Amy Darnell
 Alice Davis
 Deborah Davis
 Jennifer Dennison
 Christa Dowell
 Katharina Duff
 Amanda Duveneck
 Tanya Edwards
 Autumn Jane Ferguson
 Anna Fleming
 Gloria Fritchman

Tiffany Fry
 Lena Fugate
 Veronica Gardner
 Johnisa Golash
 Rachel Gragg
 Elizabeth Gray
 Laurie Gray
 Maggie Gregg
 Danielle Griffin
 Faith Gunther
 Tammy Hall
 Donna Hamilton
 Angela Harris
 Ivelisse Harris
 Veronica Hawk
 Kaitlyn M Hinson
 Ashley Hite
 Kayla Hodan
 Kristy Holzman
 Betty Huskins
 Summer Hyden
 Amy Keeler
 Amber Keys
 Melissa Kiker
 Allison Ledford
 Kelsey Leonard
 Cynthia Lundy
 Kathy Fisher Madden
 Sherry Matthews
 Chasity McCain
 Amber McKee
 Clarissa Mendoza
 Pamela "Libby" Morelock
 Calista Morris

Ashlee Mosley
 Christina Mowery
 Brenda Mullins
 Kendra Oneal
 Kehinde Orimaye
 Cassie Osborne
 Sabrina Owens
 Alexis Potter
 Belinda Ramsey
 Rebecca Reynolds
 Sonia Russell
 Nadia Sandlin
 Denise Sensabaugh-Davis
 Patricia Shelton
 Sarah Shelton
 Bridget Shelton
 Christie Smith
 Heather M Smith
 Brittany Stallsworth
 Sarah Street
 Joy Tarnowsky
 Cheryl Tate
 Victoria Tipton
 Chatty Trent
 Debra Tritt
 Mary Turner
 Hayley Wade
 Ricki Wallace
 Lacey Whaley
 Jana White
 Shelby Williams
 Amy Wilson

PERSONNEL

HS Substitute Teaching Assistants

Tonya Anderson
Sheila Bledsoe
Patricia Church
Anna Crum
Laycie Cunningham
Michelle Curtis
Judith Dexter
Penny Garland
Nichole Gatewood
Donna Gilreath
Kayla Helton
Janice Knutson
Sarah Labreau
Vickie Morrison
Brenda Mullins
Anne Marie Palermo
Janah Parks
Cheryl Tate
Kaitlyn M Thomas

HS Bus Drivers

Verna Adams
Steve Ashe
Earl "Gene" Bailey
Margaret Blakley
Kip Conner
Misty Davis
Sheila Farmer
William "Billy" Haire, Jr
Donald Hamilton
Beatrice Hatfield
Jerry Hensley
Hugh Hodge
Katherine Houston
Sherry Jennings
Karen Richards Justice
John Kirby
Shelby Lawson
Eddie Mabry
John Morgan
Kassandra Painter
Rebecca Parks
Frances Porter
Charlotte Rice
Judy Smith
Janice Wells
Roy Harrison, *Substitute Bus Driver*

Nutrition Staff

Anna Curtis, *Cook*
Tina Lawson, *Cook*
Marie Podschwit, *Cook*
Sandra Stephens, *Cook Manager*
Elouise Taylor, *Cook*
Tammy Howell, *Cook Manager*
Wilma Jenkins, *Cook Manager*
Stephanie Salcedo, *Cook Manager*
Carol Sims, *Cook Manager*
Deborah Tipton, *Cook Manager*
Chad Sanderlin, *Cook Manager*

HS Family Engagement Specialists

Felicia Allen
Constance Ashcroft
Chelsea Bailey
Hayley Belche
Lauren Booher
Natalie "Haze" Geren
Lauren Hobbs
Kimberly Jane Jones
Emily Kemp
Sadie "Belle" Kemp
Brandy Lewis
Marlin Mcguire
Brooke Morris
Emily Mowell
Kelcee Parker
Caitlan Presley
Vicki Price
Jordan Rosenbaum
Shanee Sayers
Patsy Snapp
Taylor Tate
Trinidad Vicente Ramirez
Virginia Waddell
Kristin Wade
Jennifer Worley

PERSONNEL

Community Services

Norma Tremblay, *Director*
Shounda Stevenson, *Asst. Director*

Martha Dixon, *CSBG Manager*
Samantha Meade, *LIHEAP/WAP Manager*
Paul Collins, *Quality Assurance Coordinator (CSBG)*
Susan Dawes, *Quality Assurance Specialist (LIHEAP)*

Community Services

Danielle Luckadoo, *Program Support Specialist*
Melissa Boyles, *Clerk*
Patricia Holbrook, *Clerk*
Christy Rakestraw, *Clerk*

Creative Cuisine

Gerald Egger, *Chef Instructor*

Community Services Data Specialists

Rhonda Calton
Tabitha Coon
Naomi Keberle
Courtney Grimes
Charles “Chip” Iley
Brittany “Michelle” Jones
Sandra Martin
Brooke N McCorkle
Christopher Rachels
Rebecca Watts



The nation's Community Action Agencies embody our nation's spirit of hope, change people's lives, and improve communities. When national, state and local leaders tap into these agencies' experience, they can promote workable solutions that connect more families to opportunity – and make America a better place to live for everyone.

Community Services Specialists

Brittany Aliff
John Arredondo
Megan Arvin
Jill Baucom
Lori Beam
Karen Canter
Jennifer Cox
Mikaela Donegan
Crystal Dugger
Teresa Fox
Erin Hartley
Logan Jackson
Christina Jones
Destiny Keller
Larry Lamb II
Shane McBride
Katie McCracken
Amanda Miller
Alisha Montgomery
Kimberly Moore
Victoria Morris
Judy Nichols
Marilyn Pettiecord
Annette Presley
Indya Scalf
Brittany Spellar
Joyce Walsh
Courtney Woods

LIHEAP Outreach Staff

Shawn Stafford, *Outreach Coordinator*
Naomi Lockett, *Outreach Data Specialist*
Traci Newland, *Outreach Data Specialist*

RSVP

Steve Reynolds, *RSVP Clerk*
Heather E Smith, *RSVP Specialist*

WAP

Kathy Brooks, *Construction Coordinator*
Jacob McCracken, *Lead Carpenter*
Benjamin Stout, *Electrical*
Daniel Painter, *HVAC*
Flavio Gonzalez-Cervantes, *Crew*
Aaron Buckles, *Crew*

Service Anniversary

Full Time Service for Fiscal Year 2020-2021

5 Years of Service

Vickie Caudill
Nichole Gatewood
Ashley Hite
Pat Holbrook
Alex Monroe
Carol Robinette
Jordan Rosenbaum
Shounda Stevenson
Shelby Williams
Jennifer Worley

10 Years of Service

Amy Darnell
Sherry Jennings
Angie Dearstone
Ann Marie Palermo

15 Years of Service

Donita Byrd
Roy Harrison
Elaine Hoilman
Rebecca Latham
Kim Moore
Machelle Pettiecord
Sarah Rogers
Joy Tarnowsky

20 Years of Service

Crystal Dugger
Wendi Moore
Crystal Smith
Norma Tremblay
Sherry Trent

Thank You
For Your
Service

30 Years of Service

Beatrice Hatfield
Shelby Lawson
Belinda Ramsey
Judy Smith

Financial Report

Statement Of Activity For The Year Ending June 30, 2021

REVENUE

Federal	\$10,615,538
Federal Flow thru State	\$11,515,084
Emergency Food and Shelter	\$120,446
State Government	\$25,050
Local County Government	\$7,500
Local Community	\$253,727
Program Income/Other	\$25,381
Commodities Distributed	\$354,719
Non-Federal Share Contributions - UETHDA	\$1,925,173
Non-Federal Share Contributions - Delegate Agencies	\$458,753

TOTAL REVENUE	25,301,371
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EXPENDITURES

Salaries	\$6,880,687
Fringe Benefits	\$2,259,570
Professional Fees	\$151,209
Office Supplies	\$143,237
Program Supplies	\$901,222
Communications	\$200,422
Utilities	\$54,474
Rental Buildings	\$194,235
Equipment Rental and Maintenance	\$479,919
Travel/Conferences and Meetings	\$316,711
Insurance	\$54,254
Assistance to Individuals	\$8,298,721
Commodity Distributed	\$354,719
Contracted Services	\$155,801
Advertising	\$40,187
Other	\$58,723
Equipment (sensitive minor)	\$170,657
Equipment and Capital Improvements	\$167,906
Non-Federal Share - UETHDA	\$1,925,173
Delegate Agencies	\$2,054,150
Non-Federal Share - Delegate Agencies	\$458,753

TOTAL EXPENDITURES	\$25,320,730
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FUND BALANCE	(19,359)
TOTAL EXPENDITURES / FUND BALANCE	\$25,301,371

Footnote 1:

The indirect administrative expenses totaling \$1,151,598, 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, 2021.

We're Building a Better Community
TOGETHER

**ROANE MOUNTAIN
HIGHLANDS**

CARTER COUNTY, TENNESSEE





Upper East Tennessee
Human Development Agency



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