



Upper East Tennessee
Human Development Agency

22

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Annual Report





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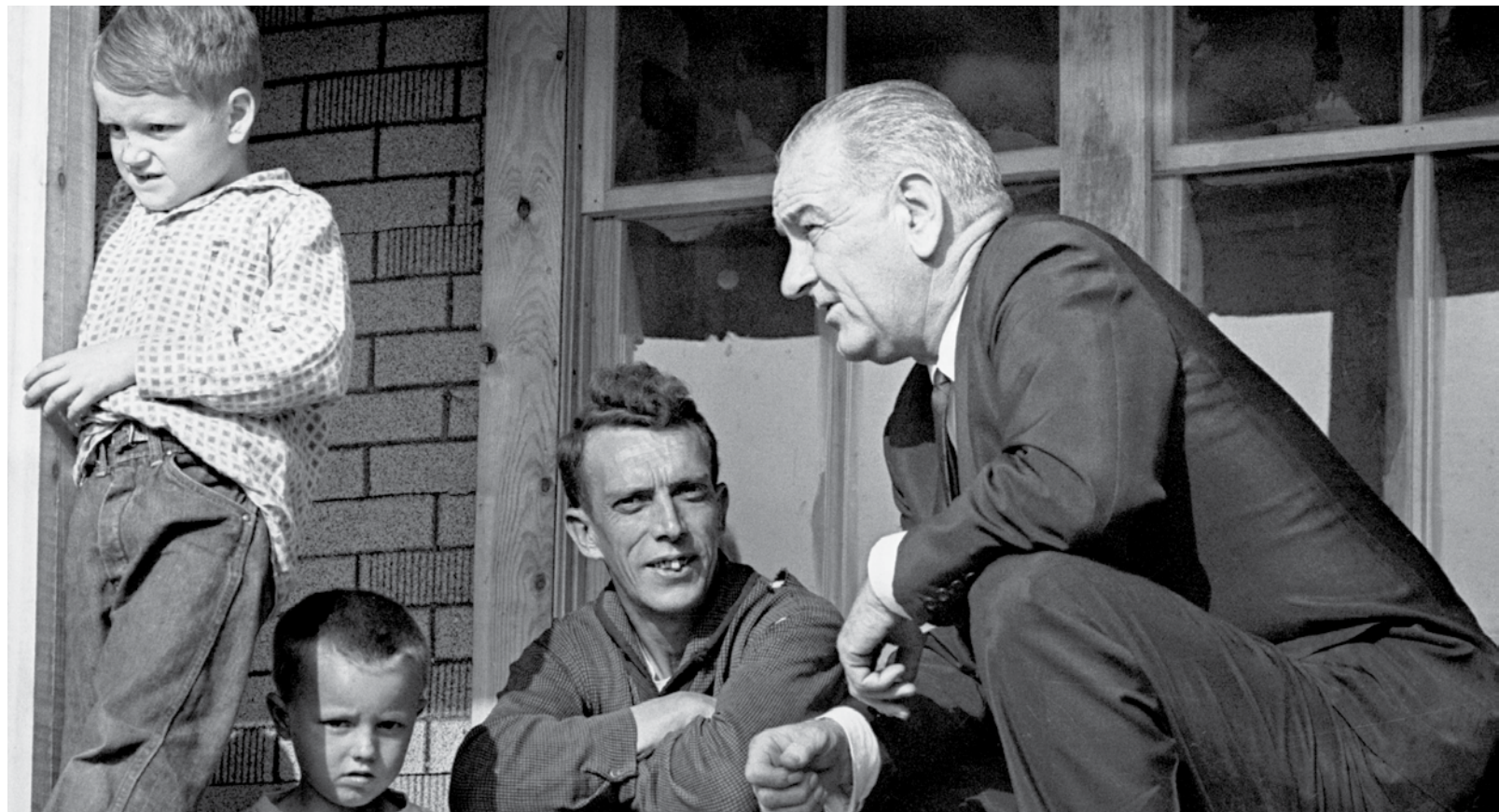
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U.S. President Lyndon B. Johnson visits a family in Inez, Kentucky, during a tour of poverty-stricken areas of the country in April 1964.

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 almost \$26 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.

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.

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

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 37.2 million people who live in poverty in the United States (2020 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.



A Message from the Chairman of the Board



Kenneth Treadway
Chairman of The Board

“

*As an agency our task
is to remove barriers
and create pathways
that lead to success for
those we serve.*

UETHDA covers eight counties in East Tennessee, each with their own set of needs and strengths. The commitment to make a difference in our region is reflected in those who serve on our board. Our board is composed of community leaders, business owners, and neighbors who represent each of these counties and know firsthand the needs of these communities.

As our country experienced inflation and continued struggles from the impact of the COVID-19 pandemic, our agency rose to the challenge of shifting needs and remained flexible. We led the charge forward to assist our neighbors as they went back to work and school. This work extended from the board room to the classroom and into our neighborhood service centers. Our staff provided the tools and support needed to lift our neighbors and guide them toward gaining self-sufficiency.

The challenges faced this year have increased the agency's resolve to further our impact within our service area. UETHDA continued to expand partnerships within our communities and further developed the programs we have in place. We continually use data to steer us to our goals. This year's community needs assessment provided numbers that lead to the creation of new programs to meet the needs of our neighbors.

As an agency our task is to remove barriers and create pathways that lead to success for those we serve. This year's annual report reflects the lives we have touched and the impact on our community as we aim to fulfill our mission. These accomplishments are the result of innovative programs and collaborative efforts with community partners.

We continue to be flexible and steadfast in our goal of “helping people, changing lives.” As we look toward the year ahead, we recognize the resilience of our communities, the efforts of our team, and continued focus on empowering our neighbors. Guided by our agency mission and vision we continue to move toward eradicating poverty.

Board of Directors

(R) Designated Representative

(A) Alternate

In Memoriam

It is with our deepest sympathy we remember Ann McConnell, Paul Monk and John White who passed in 2021-2022. We appreciate their service to our board and extend our condolences to their families.

Board Officers

Kenneth Treadway
Chairman

Charles VonCannon
Vice Chairman

Sara Mietzner
Secretary/Treasurer

Public Sector

Patty Woodby
Mayor, Carter County

Thomas Harrison
Mayor, Hancock County

Jim Sells
Mayor, City of Rogersville

Col. Pat W. Shull
Mayor, City of Kingsport

Alonzo Collins

Carolyn Byrd (R)

Garland “Bubba” Evely
Unicoi County Mayor

Jim Lee
Mayor, Hawkins County

Mike Taylor
Mayor, Johnson County

Joe Grandy
Mayor, Washington County

Jon Lundberg
Tennessee Senator

Richard Venable
Mayor, Sullivan County

Pat Wolfe (R)

Kevin Morrison
Mayor, Greene County

Target Sector

Margaret Collins

Ruth Thomas (A)

Susan Payne

Phyllis Delph (A)

Sue Mallory

Johnnie Mae Swagerty

Deena Davis

Daris Morgan

Van Dobbins (A)

Tyler Henry

Carolyn Holt (A)

Kenneth Treadway

Beverly McKinney

Pat Grindstaff (A)

Charles VonCannon

Private Sector

Cindy Anderson
First Horizon Bank

Sara Mietzner
ETSU

James Whiteside

Dick Grayson

Polly Peterson, Esq.

Doris Hensley

Jessica Smith
Eastman

Col. Henry Reyes

A Message from the Executive Director



Tim Jaynes

Executive Director

“

*The world we live
in today is much
different than years
ago, and as such,
so are we.*

I am excited to present this year's Annual Report, which highlights Upper East Tennessee Human Development Agency's (UETHDA) hard work and commitment to our mission of eradicating poverty in our region. Our staff is focused on a 2Gen approach of working with families to end generational poverty. A 2 Gen approach focuses on the "Whole-Family" equally on services and opportunities for the parents and their children.

UETHDA has dedicated over 57 years to "Helping People, Changing Lives." Our agency looks different from our beginning, and that is by design. UETHDA was built to be flexible and to adapt to changing needs. The world we live in today is much different than years ago, and as such, so are we. This flexibility allowed us to respond to the challenges COVID presented and it is an asset as we plan for the future.

While this was still not a normal year, we moved in that direction. Head Start began the year with a great transition back to the classroom for in-person learning. This is the ideal learning environment for our 3 and 4-year-old students. Community Services and Head Start partnered to offer self-sufficiency classes to our parents. This program was incredibly successful. Additionally, our relationship with other agencies strengthened and provided additional opportunities for our neighbors.

I would be amiss if I didn't recognize our staff that makes all this possible. They are what makes UETHDA work. Every department recognizes the agency's mission and strives towards this goal in the work they do. When our neighbors come to us for help, it may be a case worker they meet with, but it is the whole agency that accompanies them on their path to self-sufficiency.

We know there is still work to be done in the areas we serve. The outcomes and success achieved by our neighbors this past year are only the beginning. I look forward to a new year of making a positive impact in the lives of our neighbors and region. We will continue to look forward and plan accordingly, so our agency of tomorrow may serve our communities of the future.

Directors



Connie Shockley
Finance Director



Norma Tremblay
Community Service Director



Eliot Hicks
Head Start Director



Angela Stuart
Human Resources Director



Drew Deakins
Marketing and
Development Director



The Executive Director addresses the staff at preservice.

2022 Preservice

The yearly training held at Celebration Church serves not only as a time to update staff on insurance, retirement, and HR policies; it is also a time for fellowship. The entire UETHDA team of approximately 280 employees, attend classes, enjoy guest speakers, and celebrate their colleagues retirements as well as years of service milestones.

What We Do

Meet Basic Needs

We secure 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 emergency assistance to more long term paths for self-sufficiency.

Empower Individuals & Families

We change 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

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



Service Area

Serving Eight Counties in Northeast Tennessee.

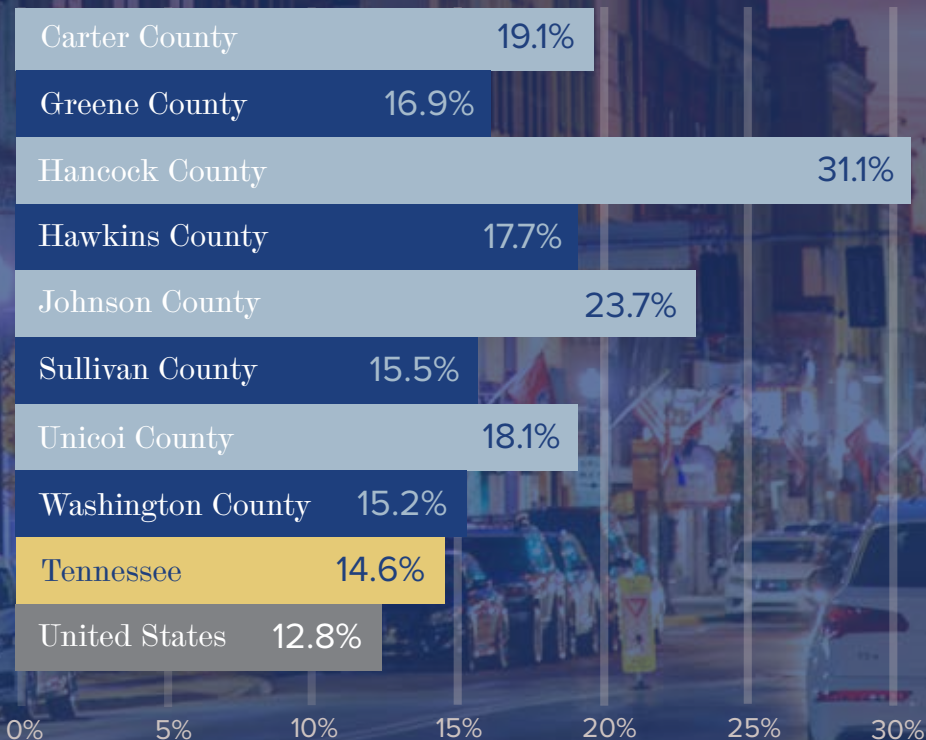
The Upper East Tennessee Human Development Agency is located in the northeast corner of Tennessee. Nestled along the Appalachian Mountains, it is in the heart of poverty-ridden America.

The following counties are served by the Agency: Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Unicoi and Washington.

In Tennessee, the median household income is \$54,833, while the national median household income is \$64,994. The state's per capita income is \$30,869, while the per capita income in the U.S. is \$35,384. Washington County has the highest per capita income in the UETHDA service area, \$29,850, which is higher than the state per capita income. Hancock County has the lowest per capita income, \$24,237.



Percent of Persons in Poverty



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 on the foundation that the development of children is deeply influenced by their family, community, physical and mental health, as well as by their educational experiences.

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, serving 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 being able to have their child in a program that offers more than just day care.





Family Engagement

Parent and Family Engagement in Head Start is about building strong relationships between parents and their children, as well as ongoing learning and development. Families are involved in every aspect of our program. They are invited to participate in classroom learning activities, to meet monthly for training and planning, and encouraged to serve on Policy Council and Parent Committees where they can be active in decision making for the program.

The program also utilizes Active Parenting. Sessions of the First Five Years Parent Curriculum are taught by Education and Family Engagement staff, with childcare and meals for families provided during trainings.

Preparing both the child and the family for the kindergarten school year can be overwhelming. To help with this, parent transition meetings are held where a kindergarten teacher or representative from the area school system meets with parents to review expectations in kindergarten, information about kindergarten registration, and provides a packet of things to work on with their children over the summer. In some areas, parents can be trained on how to utilize the school's technology resources to be able to track their child's progress and contact teachers.

1,148 Children Served
62 Classrooms Operated

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.

Parent Committee Meetings

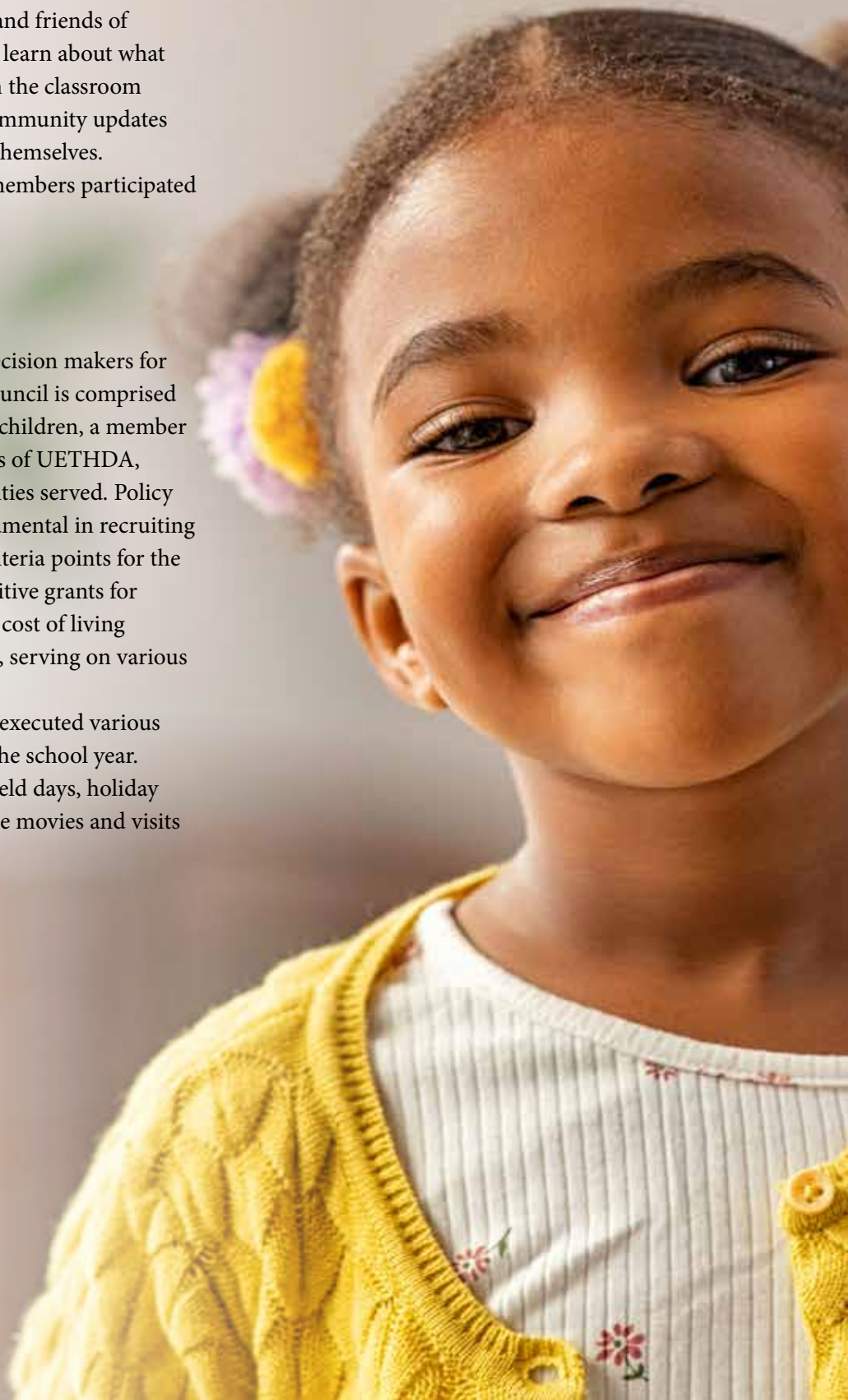
Throughout the year, families and friends of enrolled children come together to learn about what their Head Start child is learning in the classroom while also staying involved with community updates and educational opportunities for themselves.

On average, 148 adult family members participated in Parent Committee Meetings.

Policy Council

Policy Council is a group of decision makers for our Head Start program. Policy Council is comprised of 51 parents of currently enrolled children, a member representing the Board of Directors of UETHDA, and 6 members of all the communities served. Policy Council members have been instrumental in recruiting new staff, approving enrollment criteria points for the 2021-2022 school year, the competitive 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, classrooms have executed various family engagement events during the school year. Examples of these events include field days, holiday parties, box car derbies, a trip to the movies and visits to local community parks.



Policy Council

(PR) Parent Representatives and (PA) Parent Alternates

Carter County

Kristen Williams / PR

Greene County

Kelly Foster – Baileyton A
Valerie Hockenberry – Baileyton B
Yari Madrid – Chuckey
Donald Shelton – East View
Laura Gonzalez – George Clem
Summer Laughlin – GTC
Brittany Knight – Hal Henard
John Murdock – McDonald
Brittany Phipps - Mosheim A
Rachael Dietzman – Mosheim B
Tammy McGinnis – Nolichucky
Rebecca Hochhalter – Tusculum View

Hancock County

Laurel Pyne – Sneedville

Hawkins County

Charli Green – Fugate Hill A
Payton Blizzard – Surgoinsville A
Deb Willis – Surgoinsville B
Amanda Cooter – Carter's Valley
Kelli White – St. Clair

Johnson County

Melissa Summerow / PR

Sullivan County

Lisa Owens – Bluff City
Jessica Glauer – Dobbins A
Morgan Tribble – Dobbins B
Vacant – Dobbins C
Auria Barrett – Dobbins D
Tyler Henry – Dobbins E
Candace McElrath - Dobbins F
Diane Osborne – Florida Avenue
Tabitha Russell – Indian Springs
Gabriella Azemi – Miller Perry
Gretchen Abernathey - Sullivan

Unicoi County

Andrea Rodgers – Unicoi A
Samantha Townsend – Unicoi B
Christy Alexander – Temple Hill

Washington County

Amanda Perez – Boones Creek
Vacant – Children First A
Ariana Harris – Children First B
Jessica Thornton – Children First FD/FY
Dorothy Baker – Grandview
Deena Davis – Harmony
Lindsey Fernandez – Lake Terrace B
Breanna Rice – Southside
Whitney Laws – West View

Community Representatives and Community Alternates

Sam Edwards / CR Lisa Greer / CR
Kristie Robinette / CR Sydnee Debusk / CR

Kristan Brady / CR (FP)

Johnnie Mae Swagerty / CR – UETHDA BOD
Elizabeth Russell Sexton / CR (Johnson)
Vacant / CR (Carter)
Sara Mietzner / CR – UETHDA BOD Alt

Impact

During the 2021-2022 school year, Head Start operated 62 classrooms and served 1,148 children.

824 Children we served are at or below 100% of the Federal Poverty Line.

Our average monthly enrollment was 777 for the 2021-2022 school year.

1,035 (90%) children completed a professional dental examination and 919 (80%) of enrolled children completed a medical exam.

245 children were found to need dental treatment (21% of total enrollment). 240 (98%) of these children received dental treatment during the program year, 149 families were connected to a dental home.

42
children
diagnosed
with asthma

131
children had
a diagnosed
disability or speech or
language development

208
students
with an IEP

14
children
diagnosed
with hearing
difficulties

116
children
diagnosed
with vision
problems

1,246
children
completed the
school year with
health insurance*

*This number includes children that are part of partnership programs that our staff assist in obtaining Health Insurance for the child.





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 1,090 families served; 515 (47%) were two-parent families and 575 (53%) were one-parent families.

Nutritionally Balanced Meals

81,294 Children Breakfast

87,957 Children Lunch

61,148 Children Snack

Served 12 children with history of seizures

Served 16 children with life threatening allergies

Assisted 149 families by connecting them to a dental home

Assisted 18 families with getting their child's immunizations current and up-to-date

132 children received a Blood Lead Level test

Success Stories

A True Head Start Success Story

Trevor White came to Baileyton Head Start from the Greene County Early Learning Program when he was 4 years old. Trevor is a special education student who is diagnosed with autism, gut issues, and is nonverbal. In the past year at Head Start, Trevor has been able to make milestone accomplishments in the classroom. He has been able to join his peers in circle time, move around the room without assistance, and feed himself at lunch. He now chooses what toys he wants and takes them to the play area instead of picking up one or two on the ground. These are all activities that Trevor was not able to do prior. Trevor has made progress outside of the



classroom as well, more specifically, the playground. In the beginning of the school year, Trevor was extremely afraid of activities such as going down the slide. Now, he will go down the slide completely by himself, only occasionally needing encouragement. often laughing along the way. “We have learned a lot,” Head Start teacher Laura Patrick says. “It has been very rewarding physically and mentally for all of us, especially the other kids in our class.” She says that Trevor’s peers love him and have learned to be extremely compassionate towards him. Trevor’s teachers have noticed him singing more and hope that in the future, Trevor will begin to speak inside and out of the classroom.

Anglena Lewis Sneedville, Tennessee

Anglena Lewis was 21 years old when she enrolled at Walters State Community College to study registered nursing. While attending Walters State, Anglena became distracted by various aspects of college life and eventually dropped out of the program. “I was in the mindset of many young people,” Anglena said. “I wanted to go but didn’t have the initiative and drive that it took to succeed.” After leaving Walters State, she moved to Georgia where she would have her daughter a few years later. This led her to relocating back home in Tennessee so she could be closer to family. Upon returning home, she got a job in food service, but felt unfulfilled as she still had a desire to be in healthcare. Anglena began saving money to return to school but felt financially overwhelmed as she was a single mom and would not be able to work while being in the program. She visited UETHDA and was able to receive resources for school, finances, and was able to put her daughter into the Head Start program which took care of her daughter while Anglena focused on school. In the summer of 2022, at 32 years old, Anglena graduated with honors at Tennessee Tech University as a Licensed Practical Nurse. “I want to have a career I can be proud of,” Anglena said. “I don’t think I could have made it through this program without the assistance of Michelle [from UETHDA] on a lot of things.”

“I don’t think I would have made it through the program without Machelles (the neighbor service center community service specialist) assistance.”



Blessed in Boones Creek



Mr. Thomas Shipley was born and raised in Boones Creek, but now resides in Johnson City where he was employed for 20 years until he was injured on the job. He was released to return to work, but the company felt he was no longer able to do the work. Mr. Shipley fell to living on Social Security disability, making it difficult for him to pay his bills.

Mr. Shipley reached out to Kim Moore with the Washington County Neighborhood Service Center. Mr. Shipley came to find out, by talking with Ms. Moore, that he would be eligible for the Weatherization Program. Also, Upper East Tennessee Human Development Agency (UETHDA) was able to assist him through the CSBG Program with the purchase of glasses and dentures.

Mr. Shipley did not forget about the services UETHDA provided him in the past and he again reached out to Ms. Moore and found he was eligible for the Atmos Energy Share the Warmth Program which allowed him to meet his financial responsibilities and remain self-sufficient.

Mr. Shipley stated, "I am very blessed that Atmos Energy was able to assist me. They have been so nice. I would recommend the energy assistance program and the Atmos Share the Warmth Program for those that may need assistance."

LIHEAP Outreach

At a Johnson City Food City location, a neighbor came to the Outreach RV asking for assistance. The family had no idea how they were going to pay their electric bill before it would be disconnected on the following Tuesday. They had adopted three children and one of the children was in the hospital with a severe illness. The mother had cut back on her work hours to take care of this child and their income was being stretched due to this. The mother had previously worked with Second Harvest and Kingsport Housing Authority and had referred many people to our program. She had gone to the grocery store to buy food and was so thankful to see us there. We were able to serve the family as a crisis and help alleviate one burden of the family by keeping their electricity on.



Weatherized in Surgoinsville

Daniel Thomas has lived his past 20 years in Surgoinsville. Mr. Thomas had a career in the music industry and traveled with the bands Molly Hatchet and 38 Special. His last career was a truck driver, and would still be if cancer had not struck.

In 2019, Mr. Thomas made his last drive as a "trucker" back to Tennessee. Sick from COVID, he made a doctor's appointment and was diagnosed with inoperable stage 4 cancer, i.e., liver, and esophageal. Mr. Thomas began his treatments at once.



Fortunately, he is winning this battle. The treatments are working. A PET scan showed no further signs of liver cancer, and the tumor in his esophagus went from six centimeters to four. Mr. Thomas is still in treatment and hopeful for the future and enjoying life with his dog, Bugle.

When he moved back to his home from trucking, as if he didn't have enough already on him, his house was cold as his source of heat did not work. That's when Mr. Thomas began his search for help.

After being passed from one person to the next, he found the Weatherization Program at Upper East Tennessee Human Development Agency.

"The weatherization crew came out and made their assessments and went to work," he said. "I now have a new heat pump, gutters, insulation in the walls and the ceilings... and my home is now warm in all the rooms. I thank God for sending them to me. The crew was always very professional as well as Rhonda Calton who I spoke to by phone. I urge anyone that may be in a dire situation to reach out to Upper East Tennessee Human Development Agency or go to their local Neighborhood Service Center."

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

11,017 | \$5,717,177.84

Applications approved for
LIHEAP Crisis for a total of

3,233 | \$2,044,243.27

Breakdown of Counties

Carter County Applications

1,496 | \$786,737.93 Crisis 289 | \$181,176.10

Greene County Applications

1,376 | \$717,064.06 Crisis 489 | \$321,968.59

Hancock County Applications

684 | \$372,531.01 Crisis 190 | \$126,959.46

Hawkins County Applications

1,267 | \$655,012.90 Crisis 703 | \$455,285.87

Johnson County Applications

1,288 | \$641,643.96 Crisis 102 | \$58,400.00

Sullivan County Applications

2,653 | \$1,383,891.35 Crisis 870 | \$536,613.23

Unicoi County Applications

510 | \$275,528.40 Crisis 157 | \$98,004.53

Washington County Applications

1,743 | \$884,768.23 Crisis 433 | \$265,835.49

Staff Training

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

Strength Finders Training for Directors,
Managers and Coordinators

Results Oriented Management and
Accountability (ROMA) Training

CPR/First Aid

Your Money Your Goals Train the Trainer –
All NCS Community Services Specialists
became certified Trainers

Strength Finders Training for LIHEAP Staff Members

All Weatherization Staff Members attended the
National Home Performance Conference

Daniel Painter, WAP Crew Member –
HVAC is attending an Electrical License course.

Interns

Our agency provides apprenticeships with both East Tennessee State University and Tusculum University. We had 1 Social Work Intern for a total of 412 hours and 2 Human Services Interns for a total of 464 hours. (876 total intern hours).

Neighborhood Services



Hancock County Neighborhood Service Center

The Neighborhood Service Centers are UETHDA's link to each community for individuals and families. The Community Services Block Grant (CSBG) Program is the primary funding source allowing us to be creative in our approaches to fighting 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 more than 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.

Number of families served: 22,976

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. The impact is enormous for our region. Our ultimate goal is to help people pave a way out of poverty for good.

Clients Who Received Tangible Services

| | |
|--|--------------|
| Bristol – Households 1,055 (2311 individuals) | \$183,908.35 |
| Carter – Households 1,269 (2752 individuals) | \$285,334.69 |
| Greene – Households 1,298 (2012 individuals) | \$287,593.30 |
| Hancock – Households 1,166 (2312 individuals) | \$146,887.79 |
| Hawkins – Households 1,879 (4725 individuals) | \$560,606.19 |
| Johnson – Households 881 (1594 individuals) | \$49,519.53 |
| Kingsport – Households 1,553 (3956 individuals) | \$482,237.88 |
| Unicoi – Households 874 (2111 individuals) | \$190,046.14 |
| Washington – Households 1,158 (2487 individuals) | \$260,322.03 |

Total: 11,133 - \$2,446,455.90

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

| | |
|--------------------|----------------|
| Sullivan – 2,924 | \$762,431.04 |
| Washington – 3,807 | \$1,288,442.58 |
| Carter – 3,068 | \$1,072,914.52 |
| Greene – 3,491 | \$1,140,682.36 |
| Hancock – 1,954 | \$515,818.80 |
| Hawkins – 3,786 | \$1,270,652.57 |
| Johnson – 2,402 | \$714,838.40 |
| Unicoi – 1,544 | \$466,418.93 |

22,976 total family service units \$7,232,199.20

PHONE CALLS AND WALK-INS

The Neighborhood Service Center staff received 11,371 phone calls and 6,866 walk-ins.

INFORMATION AND REFERRALS

The Neighborhood Service Centers provided information and referrals to 2,030 individuals/families during the 2021 – 2022 fiscal year.

Local Fund Partners

| Program | Households Served | Individuals Served | Units of Service | Cost of Service |
|-----------------------------|-------------------|--------------------|------------------|---------------------|
| Atmos Energy Assistance | 1 | 1 | 2 | \$7,000.00 |
| Atmos Sharing The Warmth | 40 | 83 | 51 | \$28,331.60 |
| Ballad Health Grant | 30 | 126 | 243 | \$60,000.00 |
| Carter County | 23 | 55 | 24 | \$4,000.00 |
| Greene County | 3 | 5 | 6 | \$1,725.99 |
| Hawkins County United Way | 99 | 265 | 104 | \$28,227.58 |
| Kingsport | 37 | 82 | 39 | \$9,055.98 |
| Kingsport United Way | 67 | 179 | 74 | \$32,519.80 |
| Piney Flats Community Chest | 12 | 22 | 13 | \$3,362.78 |
| Project Help | 155 | 372 | 157 | \$38,750.00 |
| Road Safe | 2 | 6 | 2 | \$1,346.56 |
| Walmart Community Grant | 7 | 16 | 7 | \$1,468.29 |
| Report Totals | 476 | 1212 | 722 | \$205,068.92 |

COVID-19 Fund Partners

| | | | | |
|----------------------|------------|------------|------------|--------------------|
| Carter County | 118 | 259 | 123 | \$19,994.09 |
| Elizabethton/TVA | | | | |
| Hancock County | 42 | 96 | 47 | \$5,880.76 |
| Powell Valley/TVA | | | | |
| Hawkins County | 87 | 251 | 91 | \$23,220.54 |
| Holston Electric/TVA | | | | |
| Report Totals | 247 | 606 | 261 | \$49,095.39 |

Other Programs

| | | | | |
|--------------------------|------------|------------|------------|--------------------|
| Atmos Sharing The Warmth | 40 | 83 | 51 | \$28,331.60 |
| Project Help | 155 | 372 | 157 | \$38,750.00 |
| Report Totals | 195 | 455 | 208 | \$67,081.60 |

Dollar Energy

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

Number of households served: 39 Dollar Value: \$7,638.00



Emergency Assistance

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: (22,110 last year) 7,431

Boxes Distributed: (22,110 last year) 7,431

Dollar Value Distributed:

\$581,228.23 last year

\$364,862.10 this year

Average Value per box Distributed: \$49.10

Breakdown by NSC

| Center | Individuals | Households |
|--------------|-------------|--------------|
| Bristol | 717 | 972 |
| Carter | 636 | 902 |
| Greene | 888 | 1170 |
| Hancock | 600 | 961 |
| Hawkins | 932 | 1335 |
| Johnson | 576 | 891 |
| Kingsport | 1078 | 1420 |
| Unicoi | 528 | 809 |
| Washington | 1476 | 1824 |
| Total | 7431 | 10284 |

Food and Shelter

The Emergency Food and Shelter Program funds are used to supplement food, shelter, rent/mortgage and utility assistance.

| Program | Household Served | Individuals Served | Units of Service | Cost of Service |
|--------------|------------------|--------------------|------------------|--------------------|
| Carter | 14 | 35 | 17 | \$5,300 |
| Hancock | 15 | 31 | 18 | \$4,180.54 |
| Hawkins | 37 | 99 | 37 | \$8,697.22 |
| Johnson | 10 | 16 | 10 | \$3,511.14 |
| Unicoi | 10 | 32 | 13 | \$3,402.01 |
| Washington | 10 | 21 | 18 | \$5,754.02 |
| Total | 96 | 234 | 113 | \$30,844.93 |

Food and Shelter (ARPA [COVID] Funds)

| Program | Household Served | Individuals Served | Units of Service | Cost of Service |
|--------------|------------------|--------------------|------------------|--------------------|
| Hancock | 7 | 16 | 7 | \$1,920.04 |
| Hawkins | 88 | 258 | 109 | \$21,000 |
| Johnson | 7 | 17 | 7 | \$2,158.39 |
| Sullivan | 38 | 98 | 59 | \$13,999.36 |
| Unicoi | 33 | 82 | 42 | \$7,577.37 |
| Total | 173 | 471 | 224 | \$46,655.16 |

Weatherization

The Weatherization Assistance Program (WAP) helps low-income households in reducing their high energy 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.



Breakdown by County

| | | |
|------------|-----------------|---------------------|
| Carter | 2 units | \$33,756.22 |
| Greene | 4 units | \$33,939.77 |
| Hawkins | 3 units | \$32,109.04 |
| Sullivan | 4 units | \$28,106.40 |
| Washington | 3 units | \$14,216.91 |
| | 16 units | \$141,128.34 |

21 units were completed for a total of \$201,113.41.

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

Education Outcomes

- 1** Dual-enrollment students (9th – 12th grade) achieved at basic grade level
- 52** Neighbors improved their home environment through this program
- 263** Adults demonstrated improved basic education
- 2** Neighbors obtained a high school diploma and/or obtained an equivalency certificate or diploma
- 2** Neighbors obtained a credential, certificate or degree regarding educational or vocational skills
- 3** Neighbors earned an Associate's degree
- 15** Neighbors earned a Bachelor's degree



Emergency Assistance Program

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

Services Include

- Deposits
- First Month's Rent
- Past Due Rent
- Mortgage
- Past Due Water Assistance
- Clothing (for Homeless)
- Households Goods for Homeless
- Food
- Heating Repair/Equipment

Services Delivered

- 1,821** Households obtained/maintained safe and affordable housing.
- 195** Households maintained safe and affordable housing for 90 days.
- 76** Households maintained safe and affordable housing for 180 days.
- 1,268** Households avoided eviction.
- 28** Households avoided foreclosure.
- 6** Households experienced improved health and safety due to improvements in their home.

Employment Assistance Program

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

Services Include

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

Services Delivered

- 7** Neighbors obtained employment up to a living wage.
- 7** 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)
- 33** Neighbors were unemployed and obtained employment (above a living wage or higher)
- 22** Neighbors obtained and maintained employment for at least 90 days (above a living wage or higher)
- 17** Neighbors obtained and maintained employment for at least 180 days (above a living wage or higher)
- 5** Employed participants in a career-advancement program entered or transitioned into a position that provided increased income and/or benefits
- 43** Employed participant's increased benefits related to employment

Income and Asset Building

66 individuals achieved and maintained ability to meet basic needs for 90 days

35 individuals achieved and maintained capacity to meet basic needs for 180 days

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:

Services Delivered

- 22** Self-Sufficiency Participants were served
- 6** Graduated; 3 with bachelor's degrees, 3 with associate degrees
- 6** Withdrew and did not complete the program
- 10** Currently enrolled

The areas that will be addressed in the assessment are

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

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

- 65** Neighbors with disabilities maintained an independent living situation
- 25** Individuals demonstrated improved physical health and well-being
- 30** Individuals demonstrated improved mental and behavioral health and well-being
- 54** Seniors (65+) maintained an independent living situation
- 3** Individuals with chronic illness maintained an independent living situation

Civic Engagement and Community Involvement

30 program participants improved his/her social networks

30 participants enhanced his/her ability to engage by gaining skills, knowledge and abilities.

Service Recognitions

Full Time Service for Fiscal Year 2021-2022

5 YEARS

Karen Richards Justice

Bus Driver

Melissa Kiker

Teaching Assistant

Danielle Luckadoo

Community Services - Program Support Specialist

Hannah Marshall

Family Engagement Coordinator

Vickie Morrison

Substitute Teaching Assistant

Kassandra Painter

Bus Driver

Janice Wells

Bus Driver

10 YEARS

Verna Adams

Bus Driver

Constance Ashcroft

Family Engagement Specialist

Samantha Meade

Community Services Manager - LIHEAP / WAP

Kimberly Price

Teacher

Susan Rines

Team Leader

15 YEARS

Diana Gray

Teacher

Betty Huskins

Teaching Assistant

Alicia Painter

Teacher

Angela Senff

Teacher

Heather E. Smith

Community Services Data Specialist

Michelle Tester

Team Leader

Virginia Waddell

Family Engagement Specialist

25 YEARS

Brenda Defriece

Teacher

Rachel Gragg

Teaching Assistant

Connie Shockley

Finance Director

30 YEARS

Debra Landore

Teacher

20 YEARS

Bridget Shelton

Teaching Assistant

Tina Singleton

Teacher

Retirees

37 YEARS

Jill Baucom

Community Services Specialist

35 YEARS

Gail Evans-Harris

HR Specialist

12 YEARS

Vickie Price

Family Engagement Specialist

7 YEARS

Shelby Williams

Teaching Assistant

5 YEARS

Janet Wells

Bus Driver

Financial Report

Statement Of Activity For The Year Ending June 30, 2022

REVENUE

| | |
|---|--------------|
| Federal | \$10,468,590 |
| Federal Flow through State | \$11,967,470 |
| Emergency Food and Shelter | \$91,466 |
| State Government | \$25,050 |
| Local County Government | \$9,500 |
| Local Community | \$201,049 |
| Program Income/Other | \$31,822 |
| Commodities Distributed | \$347,733 |
| Non-Federal Share Contributions - UETHDA | \$2,227,989 |
| Non-Federal Share Contributions - Delegate Agencies | \$436,118 |

TOTAL REVENUE **\$25,806,787**

EXPENDITURES

| | |
|---------------------------------------|-------------|
| Salaries | \$6,349,740 |
| Fringe Benefits | \$2,143,684 |
| Travel | \$186,744 |
| Communications | \$120,314 |
| Utilities | \$67,830 |
| Office Supplies | \$78,497 |
| Program Supplies | \$816,998 |
| Maintenance and Repairs | \$358,066 |
| Rental Buildings | \$178,758 |
| Contractual | \$207,665 |
| Delegate Agencies | \$1,862,460 |
| Equipment Rent | \$17,010 |
| Equipment (sensitive minor) | \$243,514 |
| Equipment and Capital Improvements | \$67,417 |
| Insurance | \$45,068 |
| Advertising | \$93,399 |
| Direct Client Assistance | \$8,694,241 |
| Other | \$29,248 |
| Training | \$108,233 |
| Indirect Costs | \$1,223,455 |
| Commodity Distributed | \$347,733 |
| Non-Federal Share - UETHDA | \$2,227,989 |
| Non-Federal Share - Delegate Agencies | \$436,118 |

TOTAL EXPENDITURES **\$25,904,181**

FUND BALANCE **(\$97,394)**

TOTAL EXPENDITURES / FUND BALANCE **\$25,806,787**

Footnote 1:

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, 2022.

Footnote 2:

The fund balance reflects the difference between contributions received for designated projects in the prior fiscal year and expended in the current year.



Upper East Tennessee
Human Development Agency



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helpingneighbors.com