



Upper East Tennessee
Human Development Agency

ANNUAL REPORT

2022
2023



TABLE OF CONTENTS

2

Mission & Vision

9

Service Aware

3

Community Action
About Us

10

Head Start

4

Chairman of
the Board

16

Success
Stories

5

Board of
Directors

18

Community
Services

6

Executive
Director

28

Service
Awards

7

Directors

29

Financial Report

8

What We Do



Upper East Tennessee
Human Development Agency

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.



Economic Opportunities Act of 1964

In August 1964, President Lyndon B. Johnson signed into law the Economic Opportunity Act, which played a pivotal role in his War on Poverty initiative. Administered by the Office of Economic Opportunity, this legislation encompassed a range of social programs aimed at advancing education, overall well-being, and healthcare for disadvantaged individuals in the United States.

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

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 a part of the Community Action Partnership. Community Action Agencies (CAAs) have service coverage in 99% of the counties across the nation. These agencies are connected through 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 play a vital role in providing direct support to the over 37.2 million people living in poverty in the United States, according to the 2020 US Census. Of the 5.1 million families assisted by Community Action, 82% were below the poverty line, living at or below 125% of the Federal Poverty Guidelines.

Additionally, nearly 33% of the 5.1 million families served were in severe poverty, living below 50% of the Federal Poverty Guidelines. In total, the Community Action network serves over 15.8 million individuals and 7 million families annually.

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.

ABOUT US

The Economic Opportunities Act of 1964 paved the way for the establishment of two Community Action Agencies to serve the region, commencing in 1965. By October 1973, these two agencies merged into one entity when the Johnson, Carter, and Unicoi County Human Development Corp. joined forces with the Upper East Tennessee Economic Opportunity Authority Inc., which served Hancock, Hawkins, Greene, Sullivan, and Washington counties. This merger resulted in the creation of the Upper East Tennessee Human Development Agency, Inc. (UETHDA) on October 1, 1973.

Both County Commissions officially recognized the agency as the designated Community Action Agency through adopted resolutions.

Throughout its history, UETHDA has undergone numerous changes and substantial transformations but has maintained its success by remaining adaptable. Its core philosophy of "Helping People, Changing Lives" and its mission of assisting individuals and families in strengthening and developing themselves have remained constant.

From its modest beginnings, offering Conduct and Administration services and a summer Head Start Program, UETHDA has expanded to operate with an annual budget of nearly \$26 million. However, the true measure of its impact on the community lies not in money, but in the positive transformations that individuals experience due to the assistance provided by Community Action.



**KENNETH
TREADWAY**
Chairman of The Board

A Message From The **CHAIRMAN OF THE BOARD**

Time seems to move faster every year! It is hard to believe I have completed my second year serving as chairman of the board at UETHDA. It is an honor to serve alongside such dedicated community members representing all eight counties in Upper East Tennessee.

As a community action agency, we serve thousands of neighbors across this region as they move toward self-sufficiency. Our staff and administration work hard to provide the tools needed to empower our neighbors. Services from Head Start to energy assistance and beyond help clear and forge pathways to breaking the cycle of poverty. The impact of the work we do continues to grow along with our commitment to “helping people, changing lives” and is seen throughout this year’s annual report.

For over 50 years UETHDA has led the charge against poverty across our communities. Our agency uses the most current data, including our community needs assessments, across each county we serve to bridge gaps and reduce duplication of services. These efforts ensure we are providing what our neighbors need most.

This year brought continued challenges from inflation and its effects on the households we serve. The need for assistance has continued to increase as our neighbors keep moving forward. It is evident more than ever how vital UETHDA is in the effort of strengthening and stabilizing our communities.

The work we do takes a village and ours is amazing. Our team, cooperative partnerships, and engaged communities enable us to meet the needs of our region. There are sure to be challenges ahead but our village will remain flexible and tackle them head-on guided by our mission.

Our Board Make-Up

UETHDA has a tripartite-structured board of directors. Our board consists of participants that represent one of three sectors: public, target, and private. The Public Sector is comprised of public officials representing each of the 8-counties in our service area. The Target Sector is comprised of community members representing the low-income households we serve. These members do not have to be low-income themselves but must be aware of the needs of that community and are democratically selected. The Private Sector is comprised of representatives from community groups, organizations, or specific interests. These members represent businesses, industry, social service agencies, local nonprofits, religious organizations, and more.

BOARD OF DIRECTORS

(R) Designated Representative (A) Alternate

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 (R)

CAROLYN BYRD (R)

GARLAND “BUBBA” EVELY
Unicoi County Mayor

MARK DEWITTE
Mayor, Hawkins County

LARRY POTTER
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

KENNETH TREADWAY

SUE MALLORY

JOHNNIE MAE SWAGERTY

KELLY GEAGLEY (A)

KARLA DELPH (A)

KAREN CIRILO ZAVALA (A)

CHARLES VONCANNON

RUTH THOMAS

KRISTIN DAVIS

KIM BORDEAUX (A)

PATRICIA BRYANT (A)

MINDY MILORN (A)

PAMELA HUGHES

PAT GRINDSTAFF

CAROLYN MULLENIX

SANDRA KOEHLER (A)

JESSIE REECE (A)

ALOMA COLE (A)

MARGARET COLLINS

BRITTANY KNIGHT

PHYLLIS DELPH (A)

DAWN FARMER (A)

PRIVATE SECTOR

CINDY ANDERSON
FIRST HORIZON BANK

POLLY PETERSON, ESQ.

MIKE HARRISON

DICK GRAYSON

COL HENRY REYES

ANDRIA SMITH (A)

SARA MIETZNER
ETSU

REV. JAMES WHITESIDE

SUSAN PAYNE

DORIS HENSLEY



**TIM
JAYNES**
Executive Director

A Message From The **EXECUTIVE DIRECTOR**

I am pleased to present this year's annual report showcasing UETHDA's continued commitment to the neighbors and communities we serve. The outcomes and stories provide snapshots of our neighbors and the start of their path to greater stability and increased opportunity. The amazing staff at Upper East continues to engage our communities and provide tools, education, and support that positively impact our region.

October 1st marks 50 years since two agencies merged under the name Upper East Tennessee Human Development Agency and continued forward with the goal of eradicating poverty. UETHDA has experienced countless changes across the years with a focus on innovation and improvement in our approaches to "helping people, changing lives." Our longevity comes from our ability to remain flexible.

Keeping our finger on the pulse of our region is vital. Utilizing data from our community needs assessment and guidance from our mission statement as well as our board of directors, we provide services that meet the most pressing needs. This year we continued to hear from our neighbors about their struggle to find affordable childcare. Our agency is working with key partners to determine our role in helping to address that need.

Poverty and its impact look much different from when UETHDA began. The Appalachian region is no stranger to economic struggle. Our regional foods were born out of the need to survive and feed a family even during lean times, but today they are no longer as affordable. Rising inflation has touched every area of our lives from food to affordable housing and transportation. Our agency continues to experience increased requests for assistance across all 8 counties. Many households who have never received assistance before are visiting our offices.

As we go into a new year UETHDA's dedication to the success of our neighbors and communities continues. I am energized by the outcomes achieved thus far and look forward to seeing our neighbors continue in their journey to self-sufficiency. While there is still so much work to be done in the fight against poverty, I know together we can move mountains.

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



2023 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 270 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

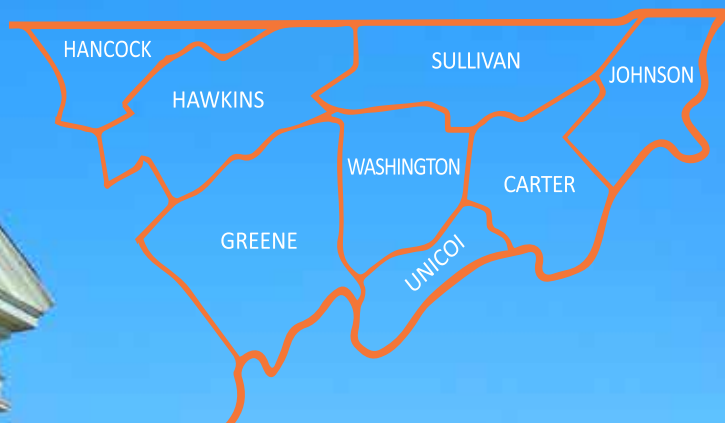
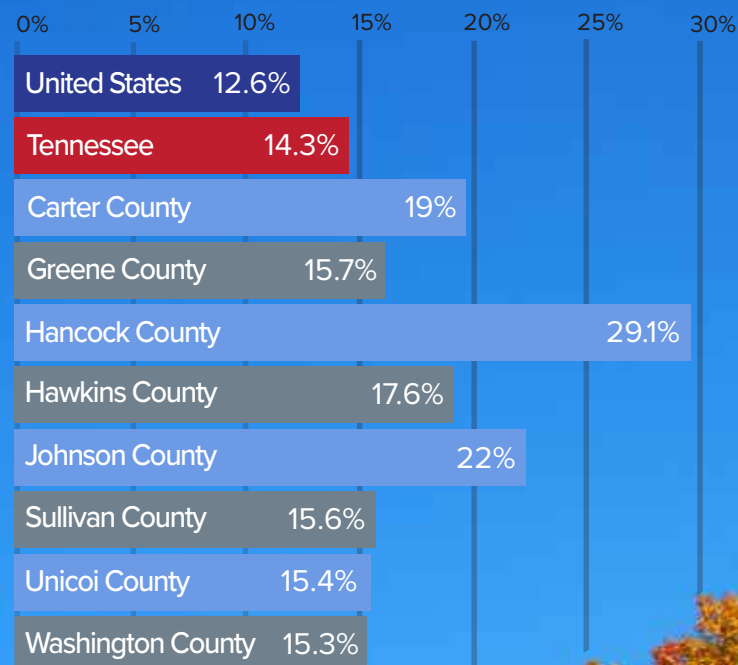
SERVING EIGHT COUNTIES IN NORTHEAST TENNESSEE

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





HEADSTART

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.

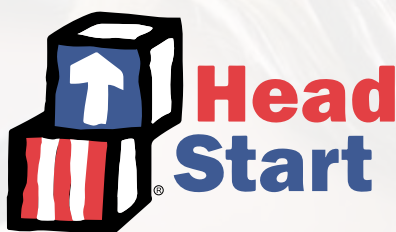
*This number includes children that are part of partnership programs that our staff assist in obtaining Health Insurance for the child.

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.



1,209 Children Served | 61 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.

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.

A warm, close-up photograph of a woman with brown hair pulled back, smiling broadly as she hugs a young child with long, reddish-brown hair. The child is leaning their head against the woman's neck. They are both wearing casual clothing; the woman is in a grey top and the child is in a grey long-sleeved shirt. The background is softly blurred, showing what appears to be a home interior with a bookshelf.

POLICY COUNCIL

Policy Council is a group of decision makers for our Head Start program. Policy Council is comprised of 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 2022-2023 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.

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, 179 adult family members participated in Parent Committee Meetings.

POLICY COUNCIL MEMBERS

(PR) Parent Representatives and (PA) Parent Alternates

CARTER COUNTY

Marie Gouge / PR
Lindsey Morton / PR
Courtney Chesser / PA
Lloyd Gibson / PA

GREENE COUNTY

Jessica Jordan – Baileyton A
Christina Goodman – Baileyton B
Cassie Phillips – Camp Creek
VACANT – Chuckey
Ashley Blazer – East View
Freta Knight-Love – George Clem
Katlin Fletcher – GTC
Brooke Cassidy – Hal Henard
Leslie Elliot - Highland
Sara Killion – McDonald
Stephanie Hatfield – Mosheim A
Sarah Miller – Mosheim B
VACANT – Nolachuckey
Jessie Ward – Tusculum View

HANCOCK COUNTY

VACANT - Sneedville

HAWKINS COUNTY

Christina Sizemore – Fugate Hill A
VACANT – Fugate Hill B
Jessyca Jerdon – Surgoinsville A
Hailey West – Surgoinsville B
VACANT – Carter's Valley
Brittany McGinnis – Mooresburg

JOHNSON COUNTY

Melissa Summerow / PR

SULLIVAN COUNTY

Haley Whited – Bluff City
Christy Jennings – Dobbins A
VACANT – Dobbins B
Annies Arnold – Dobbins C
Brittany White – Dobbins D
Kelly Gardner – Dobbins E
Jubilee Lawhead - Dobbins F
Allison Hille – Florida Avenue
Andrea Vansant – Indian Springs
Amanda Knutson – Miller Perry
Karan Williams – Sullivan

UNICOI COUNTY

VACANT – Unicoi A
Ann Brooks – Unicoi B
Laken Richardson – Temple Hill

WASHINGTON COUNTY

VACANT – Boones Creek
Alanna Thompson – Children First A
VACANT – Children First B
VACANT – FDFY
Mari-elyzabeth Tarlton – Dunbar A
VACANT – Dunbar B
Ouida Fedele – Grandview
Lindsey Dembowczyk - Harmony
VACANT – Lake Terrace A
Chelsie Lombardo – Lake Terrace B
Makalah Garland – Little Bucs
Mindy Milhorn – West View

Community Representatives and Community Alternates

Heather Logan / CR
Lisa Greer / CR
Susan Conner / CR
Brittany Knight/ CR (FP)

Johnnie Mae Swagerty / CR – UETHDA BOD
VACANT / CR (Johnson)
VACANT / CR (Carter)

IMPACT

During the 2022-2023 school year, Head Start operated 61 classrooms and served 1,209 children.

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

991 (82%) children completed a professional dental examination
182 (15%) children were found to need dental treatment.
1,029 (85%) of these children received dental treatment during the program year, 142 (13%) families were connected to a dental home.

786 (65%) of enrolled children completed a medical exam.
Assisted 40 families with getting their child's immunizations current and up-to-date and served 21 children with life threatening allergies.

1,181

Children completed the school year with health insurance*

140

Children had a diagnosed disability or speech or language development

44

Children diagnosed with asthma



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 1,122 families served; 552 (49%) were two-parent families and 570 (51%) were one-parent families.

Nutritionally Balanced Meals

85,436	Children Breakfast
93,216	Children Lunch
61,967	Children Snack
240,619	Meals Serviced

18

Children diagnosed with hearing difficulties

57

Children diagnosed with vision problems

23

Children diagnosed with disability autism

SUCCESS STORIES

A Neighbor came to a Neighborhood Service Center (NSC) seeking assistance due to homelessness. She had a one-year-old child and had just found out she was pregnant again. She was the victim of domestic violence and suffered from visible scars on her face and body from injuries she had suffered. Determined to not put herself and her children back into that situation, she had gotten a job and was desperate to find housing. She had been staying with friends and family, sleeping on couches and floors. It took almost two months for her to find safe and affordable housing for herself and her children.

UETHDA was able to pay rent deposit, electric deposit, and three months of advance rent. The mother is extremely grateful and now on her way to living and raising her children in a safe and secure home.

A Neighbor came to the NSC seeking assistance for her electric bill. She was a single mom with three children. During the interview, the case manager discovered she was in school to become a dental hygienist. Not only was she a single mom raising three young children, but also worked part time to support her family. For her, life was a struggle as she gave everything she had to work toward her goal of graduating and making a better life for her family. The case manager enrolled her in our self-sufficiency program to help with her expenses. Then, there was another problem, her car broke down. She had no way to get to school or work and knew she was facing losing everything she had worked for up to this point. With her case manager's assistance, UETHDA was able to help with the purchase of a vehicle. The mother is now able to continue on her journey to achieve her goals and will graduate with honors in August 2024.



A photograph showing the back of a woman and two young girls sitting on a wooden bench in a forest. The woman on the left has red hair and is wearing a grey tank top. The girl in the middle has blonde hair and is wearing a white dress with a purple floral pattern. The girl on the right has curly brown hair and is wearing a red dress with a white floral pattern. They are all looking towards a dense forest of tall trees.

**Poverty is the deprivation
of opportunity.**

Amartya Sen

COMMUNITY SERVICE

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

12,857 | \$6,114,825.44

Applications approved for LIHEAP Crisis

3,630 | \$2,600,868.11

The breakdown of this information per county is as follows

County	LIHEAP Applications (Amount)		LIHEAP Crisis Applications (Amount)	
Carter County	1647	(\$814,297.73)	275	(\$197,942.22)
Greene County	1,404	(\$661,384.45)	806	(\$582,464.70)
Hancock County	739	(\$362,625.75)	168	(\$121,098.45)
Hawkins County	1532	(\$714,479.33)	771	(\$559,722.81)
Johnson County	1352	(\$685,114.98)	94	(\$68,987.45)
Sullivan County	3,571	(\$1,643,768.44)	914	(\$649,401.89)
Unicoi County	570	(\$271,547.15)	175	(\$122,680.49)
Washington County	2,042	(\$961,607.61)	427	(\$298,520.10)

LIHWAP

LIHWAP, which stands for Low Income Home Water Assistance Program, is a temporary emergency program to help low-income families pay overdue water bills.

County	Households Served	Individuals Served	Units of Service	Cost of Service
Carter County	396	801	452	\$116,091.78
Greene County	484	1,038	537	\$139,329.51
Hancock County	121	251	168	\$40,988.04
Hawkins County	266	613	311	\$90,844.32
Johnson County	184	372	211	\$57,851.98
Sullivan County	1,029	2,320	1,145	\$459,835.06
Unicoi County	83	170	91	\$22,955.10
Washington County	302	655	342	\$111,703.58
Program Totals	2,865	6,220	3,257	\$1,039,599.37

VICES



STAFF TRAINING

All Community Services Staff Members received the following training:

- Knowledge of Trauma and Trauma Informed Responses
- Stop the Bleed Training
- Hacking Happiness – how to create happiness through your focus, perception and intentionality
- Annual Program Training

3 CSBG staff members received Identogo Training

4 LIHEAP staff members and 1 WAP staff member attended the NEUAC Conference in June of 2023 in San Diego, CA.

4 WAP staff members attended the BPI Conference in Seattle, WA.

2 WAP staff members received WAPez Training.

1 WAP staff member is working on receiving his electrical license.

3 LIHEAP staff members received OSHA 10, Lead Safety, and In-house retrofit Trainings

2 LIHEAP staff members received OSHA 30 Training

Our Executive Director, Community Services Director and Analytics Manager attended a series of Strategic Planning Training Sessions presented by The National Community Action Partnership.

INTERNS

Total Number of Social Work Interns

1 Social Work Intern **220** hours

1 Human Services Intern **5** hours

Total 225

NEIGHBORHOOD SERVICES

Number of families served Households: 14,736 (Individuals 27,886)

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



Washington County
Neighborhood Service Center

Clients who received tangible services

Bristol – Households 343 (862 individuals)	\$215,701.95
Carter – Households 534 (1,289 individuals)	\$322,687.01
Greene – Households 531 (1,203 individuals)	\$404,231.17
Hancock – Households 275 (700 individuals)	\$151,164.89
Hawkins – Households 1,268 (3,226 individuals)	\$676,419.04
Johnson – Households 173 (392 individuals)	\$94,360.53
Kingsport – Households 1,058 (2,832 individuals)	\$597,367.58
Unicoi – Households 374 (2,526 individuals)	\$441,514.95
Washington – Households 500 (1,100 individuals)	\$136,674.91
Total: Households 5,056 (Individuals 14,130)	\$3,040,122.03

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

Sullivan – 7,558	\$2,925,089.30
Hawkins – 3,816	\$1,493,039.22
Johnson – 2,647	\$838,526.26
Unicoi – 1,434	\$510,468.18
Hancock – 2,008	\$545,741.33
Washington – 3,971	\$1,466,607.70
Carter – 2,971	\$1,216,135.33
Greene – 3,690	\$1,454,619.18
Total: 28,095 total family service units	\$10,450,226.50

Phone Calls and Walk-Ins

The Neighborhood Service Center staff received 11,721 phone calls and 9,075 walk-ins.

Information and Referrals

Total number of information and referrals provided during 2022-2023 : 2,259

LOCAL FUND PARTNERS

Program	Households Served	Individuals Served	Units of Service	Cost of Service
Atmos Energy Assistance	19	46	20	\$13,800.00
Atmos Sharing The Warmth	74	167	103	\$49,255.38
Carter County Elizabethton/TVA	229	558	252	\$40,000.02
Carter County Local	153	314	27	\$4,067.52
Greene County Local	12	31	18	\$8,343.34
Hancock County Powell Valley/TVA	98	232	121	\$15,301.02
Hawkins County Holston Electric/TVA	269	746	297	\$75,250.00
Hawkins County Local	76	206	36	\$2,654.37
Hawkins County Local United Way	276	717	341	\$91,291.55
Kingsport Local	191	453	220	\$43,133.04
Kingsport United Way Local	127	344	141	\$64,500.00
Mount Carmel Local	9	27	5	\$1,007.89
NSC Local Contributions	32	74	33	\$10,823.72
Piney Flat Community Chest	31	60	33	\$7,129.52
Project Help	785	1,643	522	\$115,100.00
Regions Bank Local Fund	13	28	17	\$5,000.00
Road Safe	9	26	9	\$4,466.38
Unicoi County Erwin Utilities/TVA	165	391	204	\$32,818.91
Unicoi County Good Samaritan Fund	340	803	390	\$131,087.87
Unicoi County Local	4	6	5	\$973.06
Walmart Community Grant	23	56	23	\$4,488.18
Washington County Local	10	29	11	\$1,020.00
Report Totals	2,945	6,957	2,828	\$721,511.77

Local Fund Partners and Other Program Contributors

Carter County Local

Carter County Commission	\$4,000.00
Tommie Freeman	\$50.00

Greene County Local

Greene County Commission	\$4,000.00
--------------------------	------------

Kingsport Local

First Presbyterian Church	\$9,000.00
---------------------------	------------

Hawkins County Local

Mount Carmel Community Chest	\$121.68
------------------------------	----------

Kingsport Local

First Presbyterian Church	\$9,000.00
---------------------------	------------

Unicoi County Local

Anonymous	\$1,000.00
-----------	------------

All Counties:

ATMOS Share the Warmth	\$21,732.74
East Tennessee Foundation (Road Safe)	\$2,500.00
Eastman Credit Union Casual for a Cause Fund (NSC Local)	\$8,085.35
Starbuck (NSC Local)	\$1,000.00
HomeTrust Bank (NSC Local)	\$2,500.00
Neighbor2Neighbor (Appalachian Electric Power customers)	\$11,026.00

EMERGENCY ASSISTANCE

Emergency Food Assistance Program

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

Boxes Distributed: 7,715

Dollar Value Distributed: \$313,357.57

Average Value per box Distributed: \$40.62

Volunteers

Number of volunteers in CSBG with total hours partners who volunteered for commodities.

Partners: Holston Electric Bristol EMS and Fire

Volunteers: 18 **Total Hours:** 136

Center	Households	Individuals
Bristol	886	1,233
Carter Co.	660	923
Greene Co.	936	1,198
Hancock Co.	636	1,044
Hawkins Co.	973	1,419
Johnson Co.	624	988
Kingsport	1,260	1,601
Unicoi Co.	408	625
Washington Co.	1,332	2,698
Yearly Total	7,715	10,681

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	34	90	39	\$12,513.00
Hancock	3	8	5	\$187.64
Hawkins	44	118	44	\$11,230.76
Johnson	16	31	18	\$2,160.40
Sullivan	36	84	38	\$10,247.41
Unicoi	21	54	24	\$6,424.07
Washington	22	42	24	\$10,712.54
Total	176	427	192	\$53,375.82

Food and Shelter (ARPA [COVID] Funds)

Program	Household Served	Individuals Served	Units of Service	Cost of Service
Carter	64	142	91	\$25,000.00
Hancock	50	122	81	\$10,002.96
Johnson	70	90	42	\$12,748.02
Sullivan	9	181	124	\$17,290.64
Unicoi	5	19	13	\$4,604.21
Washington	22	11	8	\$3,175.91
Total	236	565	359	\$72,821.74



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

Housing Outcomess

- 7** Homeless households obtained safe and temporary shelter.
- 749** Households obtained/maintained safe and affordable housing.
- 222** Households maintained safe and affordable housing for 90 days.
- 73** Households maintained safe and affordable housing for 180 days.
- 543** Households avoided eviction.
- 3** Households avoided foreclosure.
- 1** Household experienced improved health and safety due to improvements in their home.

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

- 2** Annual-enrollment students (9th – 12th grade) achieved at basic grade level
- 174** Adults demonstrated improved basic education
- 1** Neighbor 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
- 16** Neighbors earned an Associate's degree
- 15** Neighbors earned a Bachelor's degree





EMPLOYMENT ASSISTANCE PROGRAM

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

Services Include

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

Services Delivered

- 10** Neighbors obtained employment up to a living wage.
- 5** Neighbors who were previously unemployed obtained and maintained employment for at least 90 days (up to a living wage rate)
- 2** Neighbors were previously unemployed and obtained and maintained employment for at least 180 days (up to a living wage rate)
- 50** Neighbors were unemployed and obtained employment (above a living wage or higher)
- 12** Neighbors obtained and maintained employment for at least 90 days (above a living wage or higher)
- 9** Neighbors obtained and maintained employment for at least 180 days (above a living wage or higher)
- 7** Employed neighbors had increased income from an increase in hours worked
- 26** Employed participant's increased benefits related to employment

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

- 27** Self-Sufficiency Participants were served
- 11** Graduated; (1) masters; (2) bachelor's degrees, (2) associates; (6) with voc. certificates
- 1** Withdrew and did not complete the program.
- 2** Obtained employment over income requirements and withdrew but remained in school.
- 2** Dropped from the program.
- 12** Obtained employment at or above a living wage.
- 10** Are 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

- 55** Neighbors with disabilities maintained an independent living situation
- 23** Individuals demonstrated improved physical health and well-being
- 2** Individuals demonstrated improved mental and behavioral health and well-being
- 66** Seniors (65+) maintained an independent living situation
- 1** Individuals with chronic illness maintained an independent living situation

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

Greene	4	\$49,870.51
Hancock	1	\$8,179.94
Hawkins	1	\$17,765.29
Johnson	1	\$11,033.19
Sullivan	6	\$45,148.35
Washington	3	\$22,197.08
Total	16	\$154,194.36



INCOME AND ASSET BUILDING

- 12** Individuals achieved and maintained ability to meet basic needs for 90 days
- 2** Individuals achieved and maintained capacity to meet basic needs for 180 days
- 118** Individuals who are engaged with the Community Action Agency report improved financial well-being.

SERVICE RECOGNITIONS

Agency Service for Fiscal Year 2022-2023

5 YEARS

Lauren Henry
Family Engagement Specialist

Elouise Taylor
Cook

Destiny Keller
Community Services Specialist

Caitlan Presley
Family Engagement Specialist

Rebecca Reynolds
Teaching Assistant

Alisha Montgomery
Community Services Specialist

Lindsey Ford
Teacher

Karen Canter
Community Services Specialist

Teresa Fox
Community Services Specialist

Patricia Michel
Teaching Assistant

Chelsea Cooter
Teaching Assistant

Brian Martin
Transportation Coordinator

Sarah Shelton
Teaching Assistant

Amy Crawford
Teacher

Megan Miller
Family Engagement Manager

Elizabeth Gray
Teaching Assistant

Amanda Miller
Grants And Development
Coordinator-Interim

Tiffany Crawford
It Support Specialist

10 YEARS

Rebecca Campbell
Substitute Teaching Assistant

Eliot Hicks
Head Start Director

Frances Porter
Bus Driver

Lori Beam
Community Services Specialist

15 YEARS

Racheal Andrews
Teaching Assistant

20 YEARS

Temakia Hill
Education Team Leader

Tara Tilson
Education Team Leader



Executive Director, Tim Jaynes, and Human Resource Director, Angela Stuart, present service award gifts to employees.

RETIREES

33 Years **Belinda Ramsey**
Teaching Assistant

32 Years **Debbie Landore**
Teacher

14 Years **Marlin McGuire**
Family Engagement Specialist

12 Years **Verna Adams**
Bus Driver

10 Years **Susan Rines**
Team Leader

2 Years **Earl "Gene" Bailey**
Bus Driver

FINANCIAL REPORT

Statement of Activity For The Year Ending June 30, 2023

Revenue

Federal	\$12,781,089
Federal Flow thru State	\$14,291,351
Emergency Food and Shelter	\$129,445
State Government	\$25,050
Local County Government	\$6,000
Local Community	\$207,056
Program Income/Other	\$40,701
Commodities Distributed	\$320,013
Non-Federal Share Contributions - UETHDA	\$2,550,769
Non-Federal Share Contributions - Delegate Agencies	\$412,243

Total Fiscal Year Revenue

\$30,763,717

Utilization of Prior Year Funds

\$35,382

Total Revenue

\$30,799,099

Expenditures

Salaries	\$6,614,574
Fringe Benefits	\$2,222,090
Travel	\$312,918
Communications	\$88,596
Utilities	\$73,906
Office Supplies	\$36,649
Program Supplies	\$1,020,252
Maintenance and Repairs	\$434,410
Rental Buildings	\$183,770
Contractual	\$198,586
Delegate Agencies	\$1,999,819
Equipment Rent	\$16,657
Equipment (sensitive minor)	\$271,463
Equipment and Capital Improvements	\$1,768,656
Insurance	\$43,979
Advertising	\$71,763
Direct Client Assistance	\$10,675,746
Parent Activities, Meetings, Interest, Dues, Fees	\$27,583
Training	\$94,475
Indirect Costs	\$1,360,183
Commodity Distributed	\$320,013
Non-Federal Share - UETHDA	\$2,550,768
Non-Federal Share - Delegate Agencies	\$412,243

Total Expenditures

\$30,799,099

UETHDA Expenditures/Salaries



UETHDA Expenditures/Head Start



UETHDA Expenditures/LIHEAP



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, 2023.

Footnote 2:

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



Upper East Tennessee
Human Development Agency



301 Louis Street, Kingsport, TN 37660 | (423) 246-6180
helpingneighbors.com