



2023  
2024

# ANNUAL REPORT



Upper East Tennessee  
Human Development Agency



The orange band represents the 16.15% of people living in poverty in our region.



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## 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

President Lyndon Johnson shakes hands with an Appalachian resident on May 7, 1964.



# COMMUNITY ACTION



America's Community Action Agencies embody our nation's

spirit of hope, change people's lives, and improve communities. We promote workable solutions that connect more families to opportunity – and make America a better place to live for everyone.

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 37.9 million people living in poverty in the United States, according to the 2022 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 million individuals and 6.2 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 was a pivotal moment in U.S. social policy, setting the stage for the creation of Community Action Agencies designed to combat poverty and enhance economic opportunities for underserved communities. In 1965, two such agencies were established to serve the region, laying the groundwork for future development.



Upper East Tennessee  
**Human Development Agency**

By October 1973, these two agencies—Johnson, Carter, and Unicoi County Human Development Corp. and Upper East Tennessee Economic Opportunity Authority Inc.—merged to form the Upper East Tennessee Human Development Agency, Inc. (UETHDA). This merger consolidated their resources and efforts into a single, more effective organization. The merger was formalized with resolutions from the County Commissions, which recognized UETHDA as the designated Community Action Agency for the region.

UETHDA's core philosophy, "Helping People, Changing Lives," has remained steadfast despite numerous changes and transformations over the years. Over time, it has significantly expanded its scope and impact. Today, UETHDA operates with an annual budget of nearly \$30 million. Yet, its true measure of success is reflected in the positive changes experienced by individuals and families who benefit from its services, rather than just financial metrics.

The agency's mission has consistently been to support individuals and families in their efforts to strengthen and develop themselves, a commitment that has guided its operations and contributed to its enduring success.

# A Message From The CHAIRMAN OF THE BOARD



Kenneth  
Treadway  
Chairman of The Board

This was another busy year with outcomes we can be proud of, new faces added to our board, and a continued commitment to the region we call home. It is an honor to work with my fellow board members and the entire team at Upper East Tennessee Human Development Agency (UETHDA) as we meet each challenge head on. Our board is an integral and unique part of what makes us a community action agency,

As a community action agency, UETHDA uses the tripartite model for our board's composition. This board structure ensures that voices from the communities we serve have an active role in the agency fulfilling its mission.

A tripartite board is comprised of three types of representatives: public sector, private sector, and target sector. Each sector accounts for one-third of the board members, and each resides in our service area. The public sector is composed of elected officials from each of the counties we serve and includes county and city mayors. The private sector is composed of community members that represent various industries and community groups such as: religious leaders, local colleges,

lawyers, non-profit agency members, veterans, banking, and business. 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 are aware of the needs of that community and are democratically selected.

Each of these sectors brings a wealth of insight and knowledge to this rich landscape that makes up our region. The folks serving on the board help UETHDA to keep a finger on the pulse of what is happening, not only in our eight counties, but across the state. My fellow board members have a deep love and respect for our region and are invested in making Northeast Tennessee a better place for all our neighbors. Every county and its communities are home to a diverse range of people with varying needs, and a tripartite board allows us to effectively address and understand those needs.

As we look forward to our new year of providing poverty fighting programing, I know that together we will continue to strengthen our communities, grow our partnerships, and move forward in our goal to eradicate poverty.

“  
*I know that together  
we will continue  
to strengthen our  
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forward in our goal to  
eradicate poverty.*  
”

# 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

Karen Cirilo Zavala (A)

Kelly Geagley (A)

Karla Delph (A)

Kristin Davis

Charles VonCannon

Ruth Thomas

Carolyn Mullenix

Kim Bordeaux (A)

Patricia Bryant (A)

Aloma Cole (A)

Pamela Hughes

Pat Grindstaff

Brittany Knight

Sandra Koehler (A)

Jessie Reece (A)

Margaret Collins

Johnnie Mae Swagerty

## PRIVATE SECTOR

Cindy Anderson  
First Horizon Bank

Katherine Motsinger-Eller  
Johnson County Senior Center

Ron Metcalfe  
Radio Greeneville Inc.

Sara Mietzner  
ETSU

Mike Harrison  
First Tennessee Development District

Polly Peterson, Esq.

COL Henry Reyes

Andria Smith  
First Tennessee Development District

Dick Grayson

Rev. James Whiteside  
Ebenezer Baptist Church

Susan Payne

# A Message From The EXECUTIVE DIRECTOR



Tim  
Jaynes  
Executive Director

I present to you this year's annual report, a testament to the collective impact Upper East Tennessee Human Development Agency (UETHDA) has achieved over the past year and our commitment to the region we serve. Throughout the year we continued to witness remarkable outcomes across our programs. Those outcomes are highlighted throughout this report. These successes are not just milestones; they are proof of the powerful difference we can achieve through collaborative partnerships and meaningful engagement. These outcomes would not be possible without the hard work and dedication of our staff, the guidance provided by our board, and the community partnerships we continue to foster.

The landscape of the communities we serve is ever evolving, and so too has our organization adapted to meet the dynamic needs of our region. We began by assessing our programs to ensure they remained relevant and effective in addressing the current needs of our communities. This process of reflection and adaptation is informed by data collected from our community needs assessment led to expanding programs such as rent and mortgage assistance and adding new stops on our LIHEAP outreach schedules as these were the top two needs across our 8-county service area. That data also led us to end some programs as we saw an abundance of resources available across our region dedicated to those needs and shifted our focus to closing service gaps that align with our mission.

As we look to the next year, we remain committed to evolving in response to the needs of those we serve. We will continue our resolve to expand and further develop new and existing partnerships. Each partner, whether new or longstanding, plays a crucial role in amplifying our impact and advancing our vision. The work of eradicating poverty is a large task. Together we can continue to provide meaningful support and drive progress in our communities.

Change is ultimately the goal. We are dedicated to the type of change that facilitates our goal of ending poverty, it is why our motto is "Helping People, Changing Lives". Thank you for being a vital part of our journey. Together we will continue to make a lasting impact.



# 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



Board Members Cindy Anderson, Colonial Henry Reyes and Charles VonCannon attend this year's training event.

## 2024 Annual Agency Training

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 245 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.

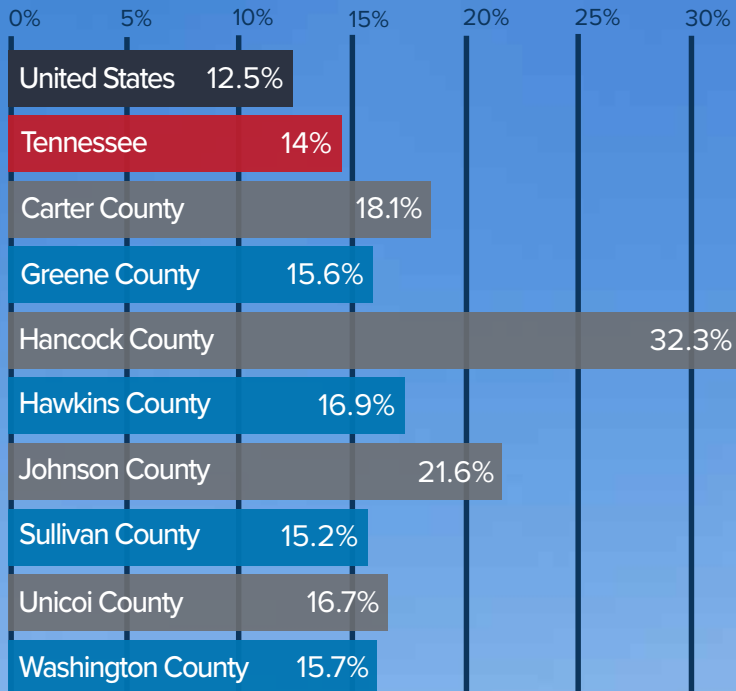
The following counties are served by the Agency: Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Unicoi and Washington.

In Tennessee, the median household income is \$64,035, while the national median household income is \$75,149. The state's per capita income is \$36,040, while the per capita income in the U.S. is \$41,261. Washington County has the highest per capita income

in the UETHDA service area, \$35,562, which is higher than the state per capita income. Hancock County has the lowest per capita income, \$24,120.



## Percent of Persons in Poverty





**1,193 Children Served**  
**61 Classrooms Operated**

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

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 grounded in the understanding that a child's development is profoundly shaped by their family, community, physical and mental health, and educational experiences.

Established by President Lyndon B. Johnson, the Head Start Program Performance Standards of 1975 set the benchmark for excellence in early childhood education, parent involvement, social services, and health. These standards have not only been integral to Head Start but have also influenced early childhood programs at both state and local levels, including Tennessee's Pre-K program.

Head Start serves three- and four-year-old at-risk children to prepare them for kindergarten. Operating across eight counties in Northeast Tennessee, the program supports almost 1,200 children and their families.

The Full-Day/Full-Year program is tailored for working parents, allowing them to pursue self-sufficiency while their children benefit from a comprehensive program that goes beyond basic daycare.

**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.

# 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 3 members of all the communities served. Policy Council members have been instrumental in recruiting new staff, approving enrollment criteria points for the 2023-2024 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.

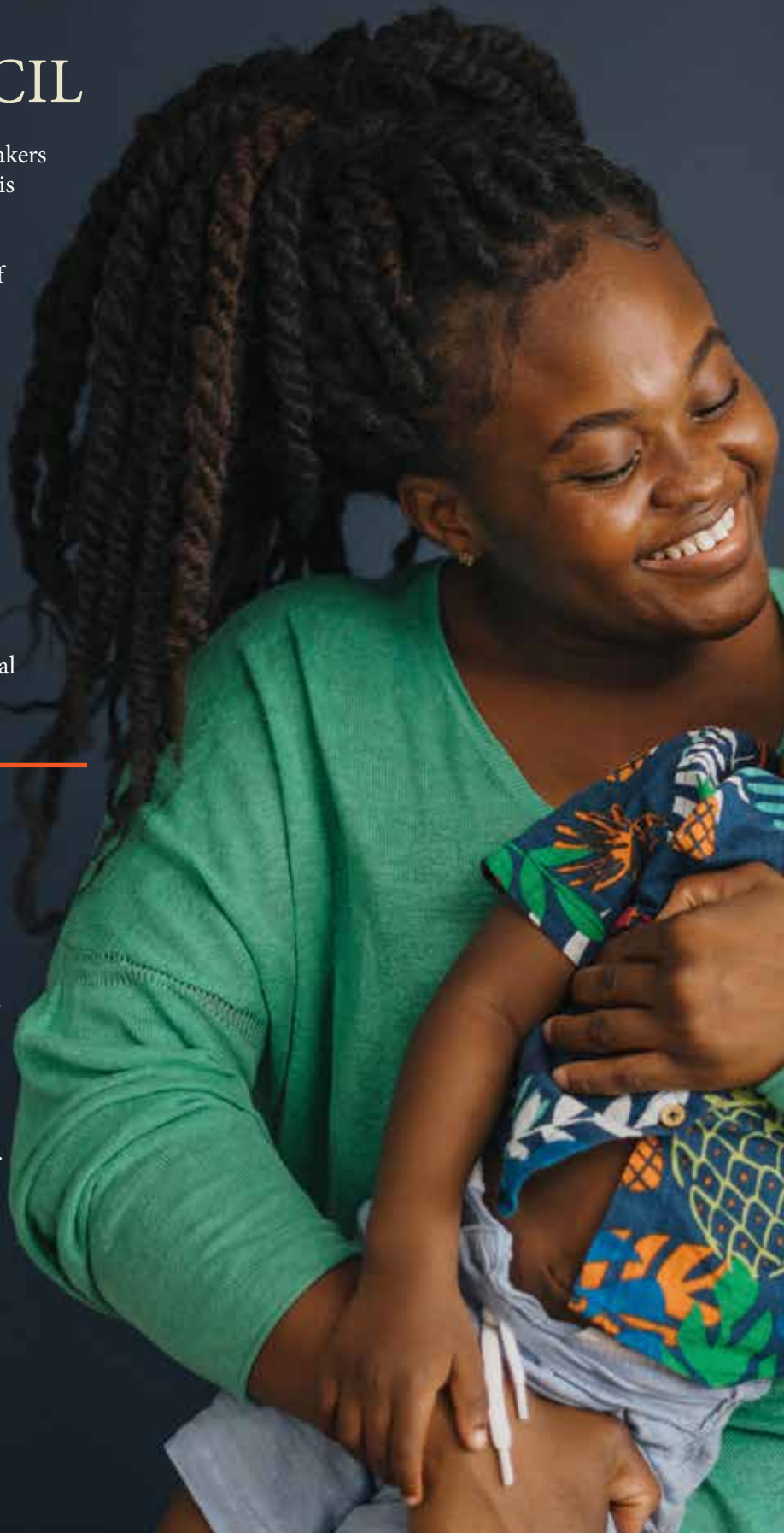
In years past, classrooms have executed various family engagement events during the school year. Examples of these events include field days, holiday parties, box car derbies, a trip to the movies and visits to local community parks.

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## 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, 226 adult family members participated in Parent Committee Meetings.



# POLICY COUNCIL MEMBERS

(PR) Parent Representatives and (PA) Parent Alternates

## Carter County

Brandi Reinhold / PR  
Donna Brock / PR  
Victoria McCloud / PA  
VACANT / PA

## Greene County

Christina Goodman - Baileyton A  
Noelle Geringer – Baileyton B  
Raven Stanton – Camp Creek  
Alexis Freshour – Chuckey  
Amber Jeffers – East View  
VACANT– George Clem  
VACANT - GTC  
Leah Prewitt - Hal Henard  
Brendan Nancarrow - Highland  
Elizabeth Malone – McDonald  
Ashley Collins - Mosheim A  
Angel Hurley – Mosheim B  
Brooke Smith - Nolachuckey  
Tatiana Fivecoat - Tusculum View

## Hancock County

Chris Ludeker - Sneedville

## Hawkins County

VACANT – Fugate Hill A  
VACANT - Fugate Hill B  
Bella Guerrero - Surgoinsville A  
Cheyenne Arslanian - Surgoinsville B  
Jaimie (Brooke) Fritz – Carter’s Valley  
Brittany McGinnis – Mooresburg

## Johnson County

Danielle Pleasant / PR  
VACANT / PA

## Sullivan County

VACANT – Bluff City  
Kelly Gardner – Dobbins A  
VACANT – Dobbins B  
Tina Ingle - Dobbins C  
Brittany White – Dobbins D  
Queenasia Taylor – Dobbins E  
Tracy Baird - Dobbins F  
Tori Potter – Florida Avenue  
Whitney Williams – Indian Springs  
India Tyus – Miller Perry  
Karan Williams – Sullivan

## Unicoi County

Terri Copp – Unicoi A  
Candace Manzanares – Unicoi B  
Laura Bryant – Temple Hill

## Washington County

Cayla Zurowski - Boones Creek  
Iiyasah Brown – Children First A  
Amanda Metros – Children First B  
Shanisha Underwood – FDFY  
Maria Lara Carrillo – Dunbar A  
Gisel Llamas-Torres – Dunbar B  
VACANT – Grandview  
VACANT - Harmony  
VACANT – Lake Terrace A  
VACANT – Lake Terrace B  
VACANT – Little Bucs  
VACANT – West View

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## Community Representatives and Community Alternates

VACANT / CR  
Megan Parks / CR  
Andrea Vansant / CR (FP)  
Brittany Knight / CR (FP)

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



# IMPACT

**274 children we served are at or below 100% of the Federal Poverty Line.**

**1,104 (82%) children completed a professional dental examination**

229 (15%) children were found to need dental treatment.  
99 (85%) of these children received dental treatment during the program year.

**836 (65%) of enrolled children completed a medical exam.**

Assisted 1,138 families with getting their child's immunizations current and up-to-date and served 25 children with life-threatening allergies.

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## 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 1,118 families served; 534 (48%) were two-parent families and 584 (52%) were one-parent families.



### **Nutritionally Balanced Meals**

85,050	Children Breakfast
90,996	Children Lunch
64,637	Children Snack
240,683	Meals Served







**1,174**

Children completed the school year with health insurance

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**131**

Children had a diagnosed disability or speech or language development

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**85**

Children diagnosed with vision problems

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**7**

Children diagnosed with hearing difficulties

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**32**

Children diagnosed with asthma

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**12**

Children diagnosed with Attention Deficit Hyperactivity Disorder (ADHD)

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**25**

Children with life-threatening allergies served

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**29**

Children diagnosed with disability autism

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**15**

Children with history of seizures served

**Poverty must not be a bar to learning and learning must offer an escape from poverty.**

President Lyndon B. Johnson



# SUCCESS STORIES

Our Neighbor began our First Steps program while working a demanding third-shift job that left her struggling to spend time with her children and husband, disrupt her sleep schedule, and manage her significant health issues. Eager for a change, she was determined to return to school and find a job better suited to her needs.

Throughout the program, Ayla diligently attended all classes in Washington County and participated in every follow-up meeting, except for the one in June 2024. Her absence was due to an important milestone—she was attending orientation at Walter’s State Community College. She had applied to Walter’s State during our classes and was accepted before our first follow-up. Following her orientation, she enrolled in classes set to begin in August 2024.

During the summer, she benefited from an internship arranged by our partner, the American Job Center. This opportunity provided her with valuable insights into potential career paths related to her degree.

After completing her internship, she successfully secured a manager position at a grocery store, a role with substantial growth opportunities that aligns perfectly with her family’s needs. She has already achieved a manageable work-life balance and is prepared to integrate her upcoming classes into her schedule.

In addition to her professional progress, Ayla faced health challenges and was diagnosed with Type 2 diabetes. Despite the initial difficulties, she has managed to control her condition with appropriate medication and diet, leading to significant improvement in her health. Throughout this journey, First Steps also supported her mental health by connecting her with a therapist. In March, we assisted her with obtaining new brakes for her car through TANF funds, essential for her commuting to work and school.

She is now in a much more stable and promising position in her life. We are immensely proud of her progress and her path towards self-sufficiency.

Our Neighbor reached out to the NSC for rental assistance due to a reduction in his work hours. Although he lived in public housing, they would not prorate his rent for the current month but only for the following one. As a father of three with a fiancé, He was searching for the best resources to support his family.

During his appointment, I discovered that his reduced income was partly due to his enrollment in an EMT course, which was straining both his work schedule and his finances. He mentioned that he might have to quit the course to focus on his schooling.

Recognizing the potential benefits of our self-sufficiency program, I consulted with a manager and secured approval for him to join, provided he met the program requirements. Our neighbor also agreed that this support would be highly beneficial to him. He was enrolled in the

program from late October until he completed his EMT course in February. The program provided him with a weekly stipend and covered his final exam fees, which were crucial for him to become nationally certified.

After completing the course, I followed up and assisted him again with rent in July due to another loss of income from medical issues. By then, he had secured a well-paying job at a plasma center, earning over \$18 per hour. His next goals are to save enough to move out of public housing and improve his credit to eventually purchase a home.

He expressed deep gratitude for the self-sufficiency program, stating that without this support, he wouldn’t have been able to finish his course or afford his exams. He was unaware of the program’s existence before and now actively recommends our center to anyone in need of assistance.

# 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

**8,788 | \$6,306,352.95**

Applications approved for LIHEAP Crisis

**1,474 | \$117,561.32**

The breakdown of this information per county is as follows

County	LIHEAP Applications		LIHEAP Crisis Applications	
Carter County	1,152	(\$826,624.42)	103	(\$76,036.40)
Greene County	1,165	(\$831,267.70)	123	(\$92,824.72)
Hancock County	551	(\$398,251.73)	71	(\$53,690.57)
Hawkins County	1,024	(\$738,125.43)	320	(\$238,375.20)
Johnson County	881	(\$639,813.19)	8	(\$6,200.00)
Sullivan County	2,283	(\$1,642,958.88)	655	(\$498,855.46)
Unicoi County	399	(\$286,988.04)	72	(\$54,400.00)
Washington County	1,333	(\$942,323.56)	122	(\$89,229.28)



### 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	464	839	490	\$125,367.97
Greene County	416	816	441	\$117,820.78
Hancock County	50	110	52	\$12,854.45
Hawkins County	213	492	231	\$62,156.92
Johnson County	209	375	214	\$55,180.80
Sullivan County	1,077	2,486	1,210	\$398,315.47
Unicoi County	98	187	104	\$26,949.06
Washington County	271	536	277	\$77,982.54
<b>Program Totals</b>	<b>2,798</b>	<b>5,841</b>	<b>3,019</b>	<b>\$876,627.99</b>

# NEIGHBORHOOD SERVICES

**Number of families served**  
**Households: 13,599 (Individuals 25,213)**



Hancock County  
 Neighborhood Service Center

## Phone Calls and Walk-Ins

The Neighborhood Service Center staff received 7,178 phone calls and 10,043 walk-ins.

## Information and Referrals

Total number of information and referrals provided during 2023-2024 : 1,724

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

## Clients who received tangible services

Bristol – Households 69 (157 individuals)	\$92,596.40
Carter – Households 131 (296 individuals)	\$165,041.78
Greene – Households 58 (125 individuals)	\$137,622.88
Hancock – Households 39 (101 individuals)	\$12,748.72
Hawkins – Households 193 (478 individuals)	\$62,494.77
Johnson – Households 12 (27 individuals)	\$8,537.00
Kingsport – Households 235 (618 individuals)	\$235,250.66
Unicoi – Households 216 (530 individuals)	\$121,558.15
Washington – Households 76 (145 individuals)	\$108,456.16

**Total: Households 1,029 (Individuals 2,477) \$944,306.52**

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

Sullivan	11,562	\$2,909,843.79
Hawkins	4,750	\$1,139,466.50
Johnson	3,508	\$718,485.55
Unicoi	2,139	\$523,388.42
Hancock	2,323	\$488,345.47
Washington	5,236	\$1,282,350.54
Carter	4,913	\$1,192,809.93
Greene	4,979	\$1,199,750.50

**Total: 39,410 total family service units \$9.454,440.70**

# LOCAL FUND PARTNERS

Program	Households Served	Individuals Served	Units of Service	Cost of Service
Atmos Energy Assistance	20	46	21	\$10,600.00
Atmos Sharing The Warmth	2	4	2	\$800.00
Carter County Local	1	2	1	\$25.15
Eviction Prevention Program	237	565	280	\$489,911.97
Greene County Local	4	5	8	\$4,564.68
Hancock Co Powell Valley/TVA	14	44	14	\$2,007.72
Hawkins Co Holston Electric/TVA	86	214	89	\$24,747.78
Hawkins Co Local	17	37	18	\$1,355.76
Hawkins Co Local	25	62	28	\$10,713.23
United Way Kingsport Local	48	121	52	\$8,635.71
Mooneyham Foundation	23	48	26	\$19,447.55
Nsc Local Contributions	13	31	14	\$4,227.92
Piney Flats Comm Chest	12	30	13	\$2,821.50
Project Help	73	190	74	\$18,250.00
Regions Bank Local Fund	12	30	13	\$5,000.00
Truist Foundation - Education	2	7	3	\$3,457.48
Truist Foundation - Employment	1	6	1	\$500.00
Truist Foundation - Housing	32	75	34	\$21,042.52
Unicoi Co Erwin Utilities/TVA	35	88	36	\$4,866.38
Unicoi Co Gooo Samaritan Fund	126	309	133	\$41,799.85
Unicoi County Local.	11	27	11	\$2,271.58
UWGK Road Safe	4	12	5	\$2,270.15
Walmart Community Grant	4	10	4	\$544.49
<b>Report Totals</b>	<b>802</b>	<b>1,963</b>	<b>880</b>	<b>\$679,841.42</b>

## Local Fund Partners and Other Program Contributors

### Bristol Local

Piney Flats Community Chest \$4,000.00

### Greene Co Local

Greene County Commission \$4,000.00

### Hancock Co Local

Powell Valley/TVA \$6,489.96

### Hawkins Co Local

Hawkins Co United Way \$17,500.00

Holston Electric/TVA \$24,750.00

Holston Electric Project Help \$23,195.50

### Kingsport Local

AEP (Neighbor2Neighbor) \$31,437.00

First Presbyterian Church \$8,082.75

United Way of Greater Kingsport (Road Safe) \$10,000.00

### Unicoi Local

Erwin Utilities/TVA \$5,000.00

Good Samaritan Fund \$43,442.59

Nuclear Fuel \$2,000.00

### All Counties:

ATMOS Share the Warmth \$800.00

ATMOS Energy Assistance \$12,500.00

Big Lots (NSC Local) \$1,000.00

Mooneyham Foundation \$25,000.00

Regions Bank \$5,000.00

Starbuck (NSC Local) \$1,000.00

Truist Foundation \$25,000.00

Walmart Community Grant \$500.00

**TOTAL \$250,697.80**

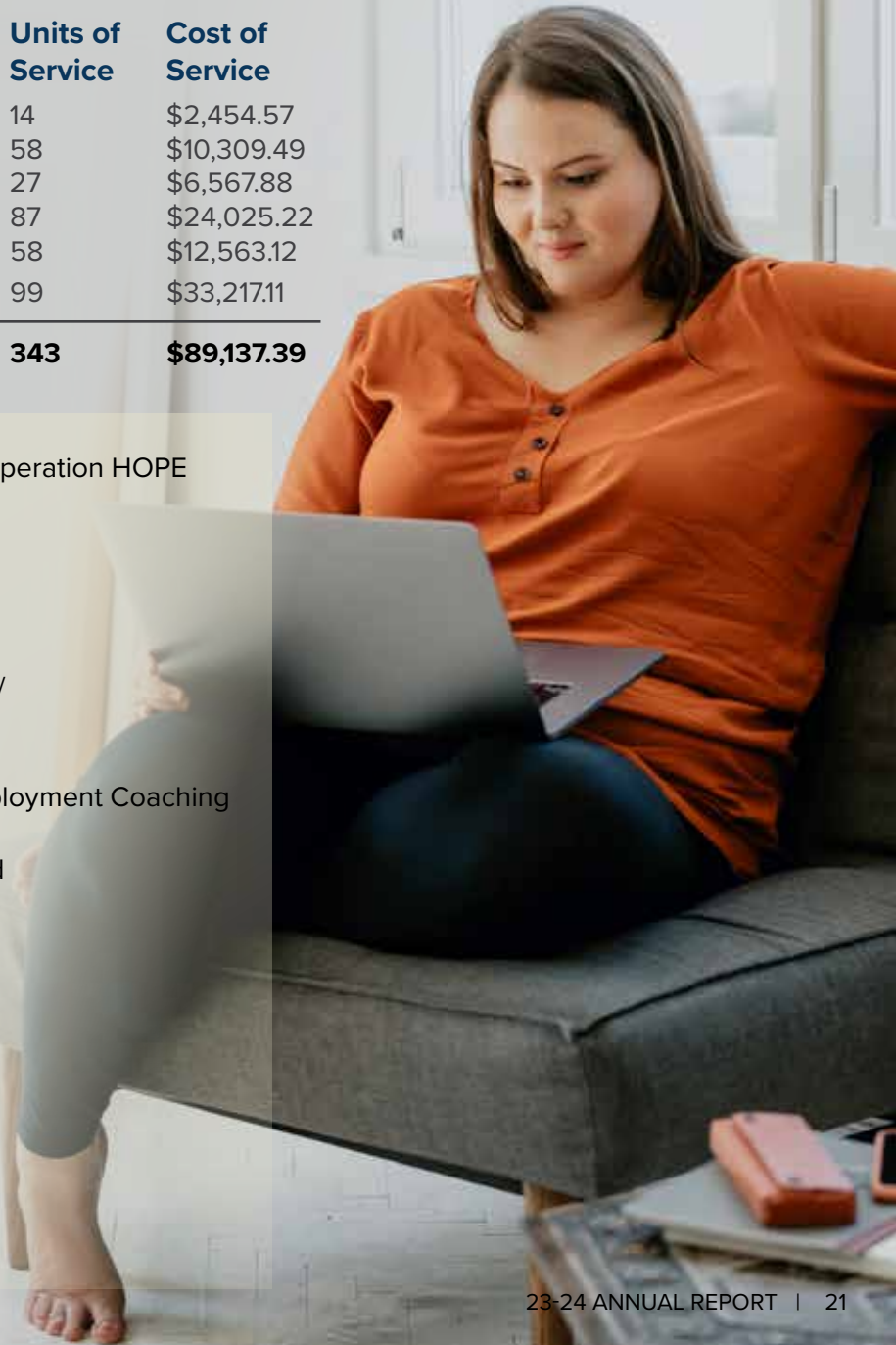
# FIRST STEPS ACCOMPLISHMENTS

This program is for Head Start parents that are motivated to move themselves and their families from poverty to self-sufficiency. Parents attend 4 classes that focus on income management, education opportunities, employment opportunities, kindergarten readiness for parents and mental health. Participants are directly connected with agencies and services that assist and provide them with the tools they need to begin their journey as they take their first steps toward self-sufficiency. Participants also attend follow-up meetings once a month. This program allows staff to provide financial resources through supportive assistance that is a barrier to their success in obtaining their goals.

## First Steps - Supportive Assistance

Program	Household Served	Individuals Served	Units of Service	Cost of Service
Carter	3	7	14	\$2,454.57
Greene	10	39	58	\$10,309.49
Hawkins	2	10	27	\$6,567.88
Sullivan	10	37	87	\$24,025.22
Unicoi	10	32	58	\$12,563.12
Washington	11	34	99	\$33,217.11
<b>Total</b>	<b>46</b>	<b>159</b>	<b>343</b>	<b>\$89,137.39</b>

- 10 Individualized Financial Coaching with Operation HOPE
- 21 Individualized TRIO services
- 5 GED Classes
- 17 FAFSA Completed
- 16 Enrolled in Secondary Education
- 2 Education Fees
- 17 Unemployed and Obtained Employment/  
Obtained Better Employment
- 14 Retained Employment
- 10 Individualized American Job Center Employment Coaching
- 19 Enrolled in Counseling
- 8 Housing Assistance to Maintain Safe and  
Affordable Housing
- 2 Obtained Secure Housing
- 11 Car Repair Assistance/Car Purchase
- 18 Received LIHEAP Assistance
- 3 Clothing Assistance
- 3 Emergency Utility Assistance
- 20 Food Box/ Household Needs
- 4 Grocery Assistance
- 6 Connected to Legal Services
- 4 Dropped Program



# EMERGENCY ASSISTANCE

## FOOD ASSISTANCE PROGRAM (COMMODITIES)

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:** 9,000  
**Dollar Value Distributed:** \$439,380.00  
**Average Value per box Distributed:** \$48.82

Center	Households	Individuals
Bristol	1,055	1,503
Carter Co.	612	928
Greene Co.	1,112	1,470
Hancock Co.	768	1,258
Hawkins Co.	1,318	1,890
Johnson Co.	648	990
Kingsport	1,463	2,002
Unicoi Co.	416	686
Washington Co.	1,608	2,003
<b>Yearly Total</b>	<b>9000</b>	<b>12,730</b>

### Volunteers

Number of volunteers in CSBG with total hours partners who volunteered for commodities.  
**Partners:** Holston Electric, Ballad Strong Futures Realife Church, ETSU Health Students, ETSU Grad Studies

**Volunteers: 24    Total Hours: 152**

## FOOD AND SHELTER PROGRAM

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	9	22	9	\$2,926.82
Hancock	19	45	20	\$3,302.00
Hawkins	15	40	16	\$9,190.64
Johnson	9	16	9	\$5,712.00
Phase 39 Unicoi	3	10	5	\$1,000.00
Sullivan	18	46	18	\$5,803.00
Unicoi	4	8	4	\$1,593.89
Washington	8	14	8	\$5,546.44
<b>Total</b>	<b>85</b>	<b>201</b>	<b>89</b>	<b>\$35,074.79</b>



# HOUSING ASSISTANCE PROGRAM

The purpose of UETHDA Emergency Assistance Services is to provide short term assistance to low-income households that have immediate need for those who are experiencing homelessness or to prevent homelessness. Emergency Assistance Services is not designed to provide on-going financial support, only to fill a specific gap created beyond the control of the client.

## Services Include

- Deposits
- Homeless Rent Assistance
- Past Due Rent Assistance
- Mortgage
- Past Due Water Assistance
- Heating Repair/Equipment

## Housing Outcomes

- 1,251** Households obtained/maintained safe and affordable housing.
- 353** Households maintained safe and affordable housing for 90 days.
- 170** Households maintained safe and affordable housing for 180 days.
- 836** Households avoided eviction.
- 3** Households avoided foreclosure.



# 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** Dual-enrollment students (9th – 12th grade) achieved at basic grade level
- 3** Adults demonstrated improved basic education
- 4** Neighbors obtained a credential, certificate or degree regarding educational or vocational skills
- 40** Neighbors report increased parental engagement and academic planning and success of their child
- 38** Parents/caregivers improved their home environment
- 4** Neighbors received economic resources to maintain/obtain educational goals

# 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

- 1** Neighbors obtained employment up to a living wage.
- 4** Neighbors who were previously unemployed obtained and maintained employment for at least 90 days (up to a living wage rate)
- 4** Neighbors were previously unemployed and obtained and maintained employment for at least 180 days (up to a living wage rate)
- 13** Neighbors were unemployed and obtained employment (above a living wage or higher)
- 17** Employed neighbors had increased income from an increase in hours worked
- 1 6** Neighbors obtained and maintained employment for at least 90 days (above a living wage or higher)
- 6** Neighbors obtained and maintained employment for at least 180 days (above a living wage or higher)
- 18** Employed participant's increased benefits related to employment
- 27** Neighbors enrolled in education and/or job training program

# 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

- 19** Self-Sufficiency Participants were served
- 7** Graduated; (2) associates; (5) with voc. certificates
- 4** Withdrew and did not complete the program
- 1** Obtained employment over income requirements and withdrew but remained in school
- 6** Obtained employments at or above a living wage after achieving their educational goals
- 7** 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

- 40** Neighbors with disabilities maintained an independent living situation
- 18** Individuals demonstrated improved physical health and well-being
- 53** Individuals demonstrated improved mental and behavioral health and well-being
- 27** Seniors (65+) maintained an independent living situation
- 38** Individual improved skill related to the adult role of parents/caregivers



## 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

COUNTY	COMPLETED UNITS	TOTAL COST	JOBS IN PROGRESS
Carter	2	\$19,642.08	1
Greene	2	\$25,232.89	4
Hancock	1	\$14,151.00	1
Hawkins	3	\$17,593.93	0
Johnson	0	\$0	0
Sullivan	10	\$65,266.44	5
Unicoi	2	\$9,494.48	1
Washington	5	\$35,413.98	8
<b>TOTAL:</b>	<b>25</b>	<b>\$185,320.46</b>	<b>20</b>

## INCOME AND ASSET BUILDING

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

## CIVIC ENGAGEMENT AND COMMUNITY INVOLVEMENT

- 79** Participant improved his/her social networks
- 54** Participant (who gained other skills, knowledge, and abilities) enhanced her/his ability to engage

# STAFF TRAINING

## All Community Services Staff Members participated in the following training events:

- Commodity Training – 1 hour on July 12, 2023
- Annual Staff Training – 22.5 hours on July 24, 2023 to July 26, 2023
- Quarterly Staff Training – 7.5 hours on 9/22/23
- Quarterly Staff Training – 7.5 hours on 12/18/23
- Quarterly Staff Training – 7.5 hours on 2/29/24
- Results Oriented Management and Accountability (ROMA) Training – 12 hours in April, 2024

Three of our Community Services Staff Members completed an eight-week course on Case Management and received their Case Management Certification during this fiscal year. Our First Steps Staff Members are enrolled and will begin this course in August of 2024. This course is designed to provide participants with increased knowledge of theories and concepts related to case management and allow them to demonstrate increased competence in working with families in need.

Our Weatherization Crew Leader, Daniel Painter obtained his Electrical License in the Spring of 2024.

## Staff members participated in the following program specific training:

- One CSBG Staff Member and one LIHEAP Staff Member attended the quarterly Tennessee Association of Community Action (TACA) meeting in Nashville in August, 2023.
- Sandra Martin, LIHEAP Manager and Susan Dawes, LIHEAP Quality Assurance Specialist attended the annual LIHEAP Workshop in Nashville on September 10 – 12, 2023.
- Paul Collins, Analytics Manager attended the National Community Action Partnership Data Convening Conference in Denver, Colorado on September 12 – 13, 2023. This conference provided an opportunity for data professionals in the Community Action Network to go beyond the basics to deep-dive pressing topics in the field. Staff also received tools they can use to grow their data capacity and the capacity of their agencies.
- Norma Tremblay, Community Services Director and Martha Dixon, CSBG Manager attended the NASCSP Conference in Grand Rapids, Michigan on September 23 – 30, 2023. This conference brings together state administrators, state associations, local eligible entities, and other professionals to discuss strategies for improving performance, innovation, and accountability in the fight against poverty. The conference featured two main tracks:
  1. Community Services Block Grant – focused on initiatives by the US Department of Health and Human Services related to anti-poverty efforts, performance, management, and performance measurement. This track was attended by Martha Dixon.
  2. Weatherization Assistance Program – provided information, tools, and resources to enhance administration and implementation of the program. This track was attended by Norma Tremblay.
- 3 Weatherization Crew Members attended Community Housing Partners Weatherization Training on November 27-30, 2023 in Christiansburg, VA.
- Jacob McCracken, Weatherization Manager attended Energy Audit Training on January 8 – 12, 2023 and on January 22 to 26, 2023 in Christiansburg, VA.
- Two LIHEAP Staff Members attended the Tennessee Association of Community Action (TACA) Meeting in Nashville in February, 2023.
- Our LIHEAP Crew attended the Weatherization National Home Performance Conference in Minneapolis, MN on April 8 – 11, 2024.
- 2 CSBG Staff Members and 6 LIHEAP Staff Members attended the annual Tennessee Association of Community Action Conference in Chattanooga, TN on April 28 – May 1, 2024.
- 3 LIHEAP Staff Members and 1 Weatherization Staff Member attended the annual National Energy & Utility Affordability Coalition (NEUAC) Conference in Chicago, IL on May 21 – 24, 2024.
- Our First Steps Team attended a Trauma Informed Care Webinar on May 29, 2024.
- Two Weatherization Staff Members attended the annual Weatherization Meeting in Fall Creek Falls, TN on June 16 – 18, 2024.

## INTERNS

Total Number of Social Work Interns	
1 Social Work Intern	430 hours
1 High School Volunteer	96 hours
<b>Total</b>	<b>526</b>

# SERVICE RECOGNITIONS

Agency Service for Fiscal Year 2023-2024

## 5 YEARS

**Rebecca Parks**  
Bus Driver

**Angela Stuart**  
Director Human Resources

**Brenda Church**  
Teaching Assistant

**Angela Cross**  
Teacher

**Angela Harris**  
Teaching Assistant

**Chasity McCain**  
Teaching Assistant

**Sandra Stephens**  
Cafeteria Manager

**Naomi Lockett**  
LIHEAP Support Specialist (Outreach)

**Amanda Duveneck**  
Teaching Assistant

**Travis Culler**  
Purchasing and Property Coordinator

**Joshua Ruff**  
Head Start Operations Manager

**Paul Collins**  
Analytics Manager

## 10 YEARS

**Timothy Jaynes**  
Executive Director

**Amanda McCracken**  
Behavioral Health Specialist

## 15 YEARS

**Johnisa Golash**  
Teaching Assistant

**Vicki Price**  
Bus Driver

**Rhonda Calton**  
WAP Support Specialist

**Veronica Sutton-Hawk**  
Teaching Assistant - Bus Driver

**Pamela Honeycutt**  
Assistant Director Finance



## 20 YEARS

**Jennifer Miller**  
Education Coordinator

**Chasty King**  
Class Coordinator

## 25 YEARS

**Martha Dixon**  
Community Services Manager

## 30 YEARS

**Deborah Davis**  
Teaching Assistant

## 35 YEARS

**Sharon Malone**  
Education Team Leader



From left to right: Brenda Defriece, Catherine Houston, John Morgan, Sharon Malone, and Hugh Hodge

## RETIREES

**35 YEARS** **Sharon Malone**, Education Team Leader

**34 YEARS** **Karen May**, Teacher

**29 YEARS** **Alice Davis**, Teaching Assistance

**27 YEARS** **Brenda Defriece**, Teacher

**19 YEARS** **John Morgan**, Bus Driver

**14 YEARS** **Hugh Hodge**, Bus Driver

**9 YEARS** **Katherine Houston**, Bus Driver

**9 YEARS** **John "Pat" Kirby**, Bus Driver

**8 YEARS** **Pat Holbrook**, Community Services Clerk

# FINANCIAL REPORT

Statement of Activity For The Year Ending June 30, 2024

## REVENUE

Federal	\$12,082,249
Federal Flow through State	\$14,001,785
Emergency Food and Shelter	\$35,911
State Government	\$25,050
Local County Government	\$6,000
Local Community	\$205,169
Program Income/Other	\$71,250
Commodities Distributed	\$534,246
Non-Federal Share Contributions - UETHDA	\$2,367,899
Non-Federal Share Contributions - Delegate Agencies	\$475,398
<b>Total Fiscal Year Revenue</b>	<b>\$29,804,957</b>

## EXPENDITURES

Salaries	\$6,986,156
Fringe Benefits	\$2,389,252
Travel	\$349,587
Communications	\$87,835
Utilities	\$72,874
Office Supplies	\$56,131
Program Supplies	\$1,089,547
Maintenance and Repairs	\$497,921
Rental Buildings	\$150,478
Contractual	\$188,154
Delegate Agencies	\$2,002,566
Equipment Rent	\$21,394
Equipment (sensitive minor)	\$223,296
Equipment and Capital Improvements	\$786,250
Insurance	\$102,442
Advertising	\$58,157
Direct Client Assistance	\$9,684,291
Parent Activities, Meetings, Dues, Fees	\$32,319
Training	\$135,838
Indirect Costs	\$1,488,164
Commodity Distributed	\$534,246
Non-Federal Share - UETHDA	\$2,367,899
Non-Federal Share - Delegate Agencies	\$475,398
<b>Total Expenditures</b>	<b>\$29,780,195</b>
<b>Fund Balance</b>	<b>\$24,762</b>
<b>Total Expenditures / Fund Balance</b>	<b>\$29,804,957</b>

### 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, 2024.

### Footnote 2:

The fund balance reflects contribution received in the current fiscal year and not expended.

