



# 24 | 25 Annual Report



Upper East Tennessee  
Human Development Agency





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This administration  
here and now declares  
unconditional war  
on poverty.

– Lyndon B. Johnson

President Lyndon Johnson addressed a crowd in Paintsville, Kentucky, as part of his war on poverty tour. April 25, 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



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 under-served communities. In 1965, two such agencies were established to serve the region, laying the groundwork for future development.

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



Upper East Tennessee  
**Human Development Agency**

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

It has been an absolute privilege to serve as chairman of our board of directors over the past four years. I am deeply grateful for the opportunity to work alongside such passionate and committed individuals—representatives of the eight counties that make up the UETHDA service area.

While my term as chairman has come to a close, I'm excited to continue serving as a board member and remain actively engaged in our mission.

During my tenure, I've witnessed firsthand the remarkable impact of our work. Despite challenges brought on by the pandemic, inflation, and natural disasters, our board and the UETHDA team remained resilient, focused, and unwavering in our commitment to the communities we serve. Even as needs grew, we showed up—ready to meet them head-on.

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**“Together, we are not only responding to need—we are building a stronger, more prosperous future for the counties we serve.”**

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As a community action agency, UETHDA continues to be a beacon of hope and resilience for thousands across our region. From Head Start to energy assistance, our programs empower individuals and families on their journey toward lasting self-sufficiency. Guided by our community needs assessment, our data-driven approach delivered through dedicated staff ensures compassionate and effective service.

I want to extend my heartfelt thanks to my fellow board members. Your love for and dedication to this region is apparent. You bring diverse perspectives and a shared commitment to improving the lives of your neighbors.

As I pass the torch, I do so with full confidence in the continued strength, vision, and leadership of this board and the entire UETHDA team. Together, we are not only responding to need—we are building a stronger, more prosperous future for the counties we serve.

# Board of Directors

## 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

Carolyn Byrd (R)

Paul Montgomery  
Mayor, City of Kingsport

Alonzo Collins (R)

Larry Potter  
Mayor, Johnson County

Garland “Bubba” Evelyn  
Unicoi County Mayor

Mark DeWitte  
Mayor, Hawkins County

Richard Venable  
Mayor, Sullivan County

Joe Grandy  
Mayor, Washington County

Kevin Morrison  
Mayor, Greene County

Pat Wolfe (R)

Jim Sells  
Mayor, City of Rogersville

## Target Sector

Kenneth Treadway

Sue Mallory

Kristin Davis

Kelly Geagley (A)

Ruth Thomas

Aloma Cole (A)

Charles VonCannon

Patricia Bryant (A)

Amelia Taylor, Chairperson  
Policy Council

Kim Bordeaux (A)

Pat Grindstaff

Starlisha Dugger (A)  
Policy Council

Sandra Koehler

Jessie Reece (A)

Margaret Collins

Johnnie Mae Swagerty

## Private Sector

Cindy Anderson  
First Horizon Bank

Katherine Motsinger-Eller  
Johnson County Senior Center

Polly Peterson, Esq.

Sara Mietzner  
ETSU

Mike Harrison  
First Tennessee Development District

Dick Grayson

COL Henry Reyes

Andria Smith (A)  
First Tennessee Development District

Susan Payne

Rev. James Whiteside  
Ebenezer Baptist Church

Ron Metcalfe  
Radio Greeneville Inc.

(R) Designated Representative (A) Alternate

# 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

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“These successes are not just milestones; they are proof of the powerful difference we can achieve through collaborative partnerships and meaningful engagement.”

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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

## 2025 Annual Agency Training

Each year, UETHDA hosts a special training event at Celebration Church that brings together all 245 staff members—not just to review important updates on insurance, retirement, and HR policies, but to reconnect and celebrate. It's an event filled with learning, guest speakers, games and heartfelt moments as we honor retirements and recognize years of dedicated service. More than just a meeting, it's a chance to reflect on the impact our team makes and the values we share.



Staff from all across our service area come together to fill the room for the event.



Executive Director, Tim Jaynes, helps kick-off the event with a welcome address.



Keynote speaker, Dr. Dale Henry addresses those in attendance.



# Service Area

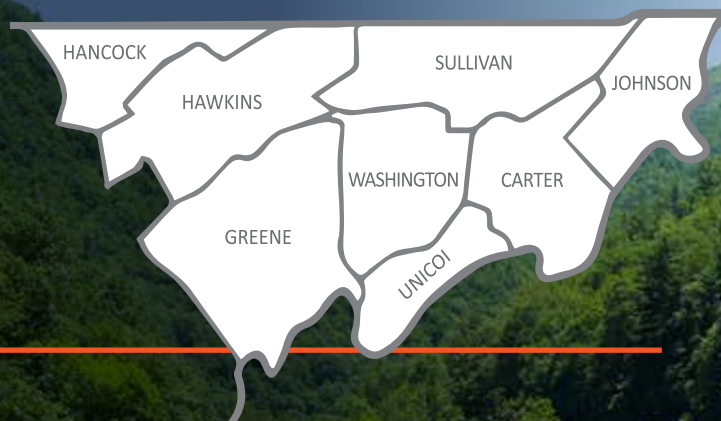
## Serving Eight Counties in Northeast Tennessee

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.



## 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

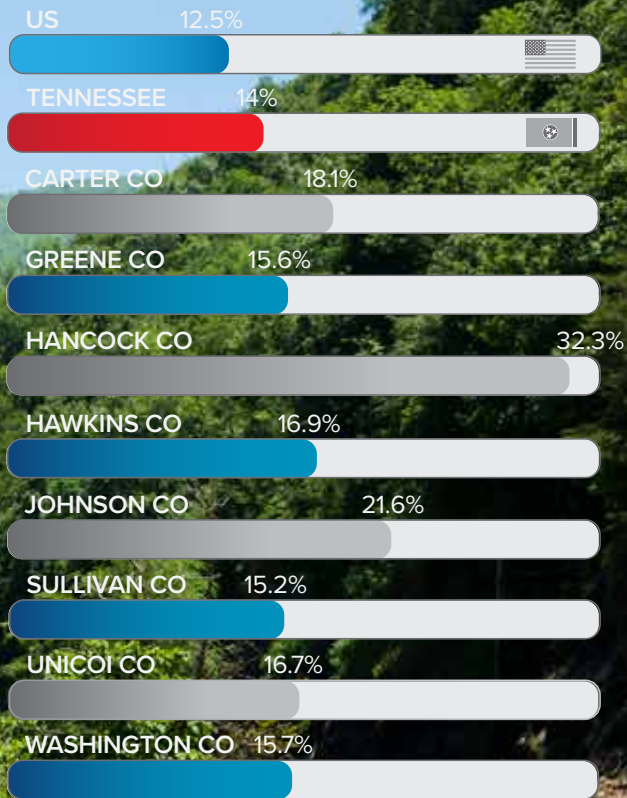
We change lives by supporting each individual through asset building with financial literacy, education, entrepreneurship, ensuring school readiness for our children, and helping home owners save energy by focusing on the strengths of each individual and family.

### 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.



## Percent of Persons in Poverty



## Hurricane Helene

Hurricane Helene left a trail of destruction across East Tennessee, with its torrential rains and fierce winds causing unprecedented damage. In Unicoi County, the Nolichucky River swelled beyond its banks,



Bumpus Cove, Tennessee

uprooting buildings like the fellowship hall at Unaka Springs Freewill Baptist Church and flooding the main sanctuary with thick layers of mud. Infrastructure took a major hit—sections of Interstate 40 near the North Carolina border crumbled into the Pigeon River, prompting long-term closures and extensive reconstruction efforts. Counties including Washington, Carter, Greene, and Cocke faced widespread road damage, bridge failures, and property loss, with emergency crews working tirelessly to restore connectivity and safety. Amid the chaos, the Upper East Tennessee Human Development Agency (UETHDA) stepped in to serve neighbors in need, offering vital support and resources to families grappling with displacement and loss. The storm's impact was not just physical—it forged deep bonds among volunteers and

communities who came together to rebuild, turning devastation into a testament of resilience, compassion, and faith.



Erwin, Tennessee





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.



# 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.

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 over 1,000 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.

## 1,064 Children Served 62 Classrooms Operated

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

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.





# Policy Council

Policy Council serves as a vital decision-making body for our Head Start program. It includes parents of currently enrolled children, a representative from the UETHDA Board of Directors, and three members from the communities we serve. Policy Council members have been instrumental in approving enrollment criteria points for the 2024-2025 school year, the competitive grants for additional health and safety funds, 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, 195 adult family members participated in Parent Committee Meetings.





## Policy Council Members

(PR) Parent Representatives and (PA) Parent Alternates

### Carter County

VACANT

### Greene County

Emma Lamons – Baileyton A  
Maria Minton – Baileyton B  
Raven Stanton – Camp Creek  
Alexis Freshour – Chuckey  
Denali Wenger – East View  
Chris Poland - Highland  
Aubrey Crews - Mosheim A  
Sondra Levesque - Mosheim B  
Kori Habberstad - Nolachuckey  
Brooklyn Jones - Tusculum View

### Hancock County

VACANT

### Hawkins County

Melissa Hood – Carter's Valley  
Brittany Daniels - Fugate Hill A  
Destany Westrich - Surgoinsville A  
Amanda Amyx - Surgoinsville B

### Johnson County

Danielle Pleasant

### Sullivan County

Taylor Bradley – Dobbins A  
Makayla Richardson – Dobbins B  
Alonzoe Madison – Dobbins C  
Chelsy Rochester – Dobbins D  
Megan Cox – Dobbins E  
Andreia Carpenter – Dobbins F  
Tabitha Russell – Indian Springs

### Unicoi County

Teresa "Terri" Copp – Temple Hill  
Candace Manzanares – Unicoi B

### Washington County

Priscilla Fontenot – West View  
Alexis Malone - Boones Creek  
Brittany Haun – Children First A  
Shanisha Underwood – FDFY  
Amelia Taylor – Dunbar A  
Starlisha Dugger – Dunbar B  
Jennifer Rowe – Grandview  
Alyssa Raby – Lake Terrace A

# Impact

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

**959 (90%) children completed a professional dental examination.**

96 (10%) children were found to need dental treatment.  
68 (7%) of these children received dental treatment during the program year.

**451 (42%) of enrolled children completed a medical exam.**

Assisted 1,022 families with getting their child's immunizations current and up-to-date and served 24 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 989 families served; 444 (45%) were two-parent families and 545 (55%) were one-parent families.







**1,047** Children completed the school year with health insurance

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**118** Children had a diagnosed disability or speech or language development

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**90** Children diagnosed with vision problems

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**10** Children diagnosed with hearing difficulties

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**8** Children with history of seizures served

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**27** Children diagnosed with asthma

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**4** Children diagnosed with Attention Deficit Hyperactivity Disorder (ADHD)

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**24** Children with life-threatening allergies served

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**24** Children diagnosed with disability autism

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### **Nutritionally Balanced Meals**

44,313	Children Breakfast
46,956	Children Lunch
35,097	Children Snack
126,366	Meals Served



# Success Stories

## A New Beginning: One Head Start Family's Journey to Stability and Joy

When the this family moved from Florida to a small trailer in Washington County, they were hoping for a fresh start. But what they found was far from the stable home they had envisioned. The trailer was in disrepair—deemed unlivable for three months. It had no working water heater, poor insulation, and little to no comfort for their four young children. Mom and dad were doing their best, but the obstacles felt overwhelming.

### That's when Head Start stepped in.

Through home visits and regular support, the family advocate quickly recognized the family's needs and began to connect them with resources. Through donations from the help of the school, and Head Start Staff sponsors, the family were provided with heaters to warm up the house. Eventually a brand-new water heater was bought with the help of a sponsor immediately improving the family's daily life. The children were able to bathe in warm water and the family could begin to feel comfortable in their own home.

### But the support didn't stop there.

With encouragement and guidance from the Head Start staff, the Mom applied for a job with Washington County Schools—and she got it! This new job brought not just financial stability but a renewed sense of pride and purpose. Her child thrived in their Head Start classroom, growing more confident each day.

When the holidays arrived, what could have been a difficult time turned into a season of joy. Thanks to the community partnerships, all West View's families, had an incredible Christmas. Purchasing hundreds of dollars of groceries to last them a month. A guitar was purchased for the oldest son, clothes, shoes, toys and toiletries. The smiles on the children's faces said it was a holiday they would never forget.

Today, the family is thriving. They are still in the same trailer, but it's now a place of warmth, security, and hope. With continued support from Head Start they're building a brighter future, one day at a time.

Head Start isn't just a program—it's a community. And for families like this one, it's the start of a lifeline for something better.





## Greenville Neighbor Rebuilds Life After Fire With Help From NSC

Our neighbor, a familiar and friendly face at the Greenville Neighborhood Service Center, had visited many times over the years—often just to say thank you to the staff who had supported him in the past. On this particular day, a case manager had reached out to remind him about his upcoming LIHEAP appointment to apply for energy assistance. It was a routine check-in, one of many small acts of care that define the NSC's commitment to its community.

Just two hours later, the case manager requested his 12-month billing history from Greenville Energy Authority. What she received was a devastating phone call from a utility Customer Service Representative: his home had just been destroyed by a fire. He had escaped with only the clothes he was wearing.

With his phone lost in the fire, the case manager spent eight days trying to locate him—calling shelters, checking with local agencies, and following every possible lead. Her determination paid off when he was finally able to reconnect. Without hesitation, the case manager mobilized support through Greene County EPP Relocation Funds to secure him a safe place to live at a local housing authority. She also used Greene County Local Funds to furnish his new home with items from a local furniture store, ensuring he had the essentials to start over.

Reflecting on his strength, the case manager shared, “This man handled his tragedy with the most positive attitude. He kept saying, ‘It will be okay’—and he was right. Everything worked out for the best.”

Today, our neighbor is thriving in his new home. He's made new friends, reestablished stability, and continues to be a source of inspiration to those around him. His story is a powerful reminder of how compassion, persistence, and community support can turn even the darkest moments into new beginnings.





# 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**  
**8,492 | \$6,235,285.05**

**Applications approved for LIHEAP Crisis**  
**961 | \$720,158.09**

### LIHEAP & LIHEAP Crisis Assistance by County

County Served	LIHEAP Application	LIHEAP Total Amount	Crisis Applications	Crisis Total Amount
Carter	1,030	\$760,304.04	52	\$38,600.00
Greene	1,043	\$761,775.71	57	\$41,894.76
Hancock	521	\$384,418.23	22	\$17,000.00
Hawkins	1,102	\$812,717.60	178	\$134,617.21
Johnson	734	\$539,343.24	24	\$19,000.00
Sullivan	2,397	\$1,769,591.69	475	\$357,320.80
Unicoi	406	\$293,336.60	86	\$62,047.70
Washington	1,259	\$913,797.94	67	\$49,677.62

## 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.

### Weatherization Assistance by County

County Served	Completed Units	Total Cost	Jobs In Progress
Carter	4	\$43,034.11	
Greene	8	\$80,659.35	2
Hancock	1	\$7,017.21	
Hawkins	3	\$25,395.63	
Johnson	0	0.00	
Sullivan	4	\$36,255.02	2
Unicoi	0	0.00	
Washington	4	\$27,260.61	2
<b>Total</b>	<b>24</b>	<b>\$219,621.93</b>	<b>6</b>





# Neighborhood Services

## Number of families served

Households: 11,112 (Individuals 20,904)

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 89 (210 individuals)	\$100,804.48
Carter	Households 225 (510 individuals)	\$213,280.99
Greene	Households 116 (240 individuals)	\$249,653.47
Hancock	Households 54 (126 individuals)	\$10,005.13
Hawkins	Households 228 (551 individuals)	\$124,757.47
Johnson	Households 21 (48 individuals)	\$10,278.47
Kingsport	Households 352 (849 individuals)	\$235,250.66
Unicoi	Households 175 (382 individuals)	\$121,254.52
Washington	Households 102 (235 individuals)	\$192,125.78

**Total:** Households 1,362 (Individuals 3,151) \$1,257,410.97

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

Sullivan	7,617	\$2,349,225.14
Hawkins	3,369	\$963,317.79
Johnson	2,315	\$549,621.71
Unicoi	1,538	\$480,607.27
Hancock	1,851	\$396,923.36
Washington	3,884	\$1,180,221.57
Carter	3,288	\$958,385.03
Greene	3,186	\$1,049,985.30

**Total:** 26,988 families \$7,928,287.77



# Local Fund Partners

Program Name	Households Served	Individuals Served	Units of Service	Cost of Service
Atmos Energy Assistance	25	61	25	\$18,831.35
Carter Co Elizabethton TVA	73	158	77	\$24,320.85
EPP Bristol	55	132	67	\$86,306.70
EPP Carter Co	92	211	127	\$156,629.99
EPP Greene Co	90	195	108	\$219,136.06
EPP Hawkins Co	59	151	73	\$81,072.40
EPP Kingsport	138	306	190	\$273,208.76
EPP Unicoi Co	49	114	66	\$83,228.12
EPP Washington Co	58	131	61	\$150,570.44
First Horizon Disaster Relief	9	19	11	\$5,000.00
Greene County Local	14	24	15	\$5,104.92
Hancock Co Powell Valley/TVA	24	57	24	\$2,937.38
Hawkins Co Holston Electric/TVA	63	159	66	\$17,495.02
Hawkins Co Local	19	43	21	\$2,257.37
Johnson Co Local	1	3	1	\$200.00
Kingsport Local	51	114	54	\$7,708.80
Kingsport United Way Local	45	128	54	\$19,105.15
Mooneyham Foundation	4	9	4	\$552.45
N2N Disaster Relief	16	32	19	\$24,784.32
NSC Local Contributions	19	38	21	\$4,907.90
Piney Flats Community Chest	10	26	10	\$2,516.57
Project Help	78	176	79	\$19,250.00
Regions Bank Local Bank	7	18	7	\$1,500.00
Sullivan South Community Chest	2	4	2	\$686.07
Truist Foundation - Housing	1	2	1	\$215.74
Unicoi Co Good Samaritan Fund	141	322	147	\$45,016.07
Unicoi County Local	13	35	15	\$3,052.46
UW of East TN Highlands Disaster Relief	24	52	31	\$38,004.52
UWGK Road Safe	12	29	17	\$11,038.45
Walmart Community Grant	16	41	17	\$4,928.54
<b>Report Totals:</b>	<b>1,208</b>	<b>2,790</b>	<b>1,416</b>	<b>\$1,308,567.40</b>

## Phone Calls and Walk-Ins

The Neighborhood Service Center staff received 8,643 phone calls and 8,514 walk-ins.

## Information and Referrals

Total number of information and referrals provided during 2024-2025: 1,629

## Interns

1 Social Work Intern: 14 hours



## Local Fund Partners and Other Program Contributors

### Bristol Local

Piney Flats Community Chest	\$5,000.00
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### Greene Co Local

Greene County Commission	\$5,000.00
Patsy and Stanley Little	\$100.00

### Hancock Co Local

Powell Valley/TVA	\$2,937.38
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### Hawkins Co Local

Holston Electric/TVA	\$22,400.00
Holston Electric Project Help	\$22,656.03

### Kingsport Local

Appalachian Electric Power (Neighbor2Neighbor)	\$39,745.00
Colonial Heights United Methodist Church	\$500.00
First Presbyterian Church	\$8,571.00
Sullivan South Community Chest	\$2,000.00
United Way of Greater Kingsport	\$7,500.00
United Way of Greater Kingsport (Partnership)	\$24,000.00
United Way of Greater Kingsport (Road Safe)	\$15,000.00

### Unicoi Local

French Broad Human Connection Fund	\$1,000.00
Michael and Patricia Haake	\$1,500.00
Nuclear Fuel	\$2,000.00

### All Counties

ATMOS Energy Assistance	\$31,318.40
Big Lots (NSC Local)	\$1,000.00
First Horizon Bank	\$3,500.00
Louis Collier Jordan Jr	\$1,000.00
Regions Bank	\$1,500.00
Starbuck (NSC Local)	\$1,000.00
Walmart Community Grant	\$5,000.00

### Disaster Relief

East Tennessee Foundation	\$25,000.00
First Horizon Bank	\$5,000.00
United Way of East TN Highlands	\$50,000.00

# Emergency Assistance

## Food and Shelter Program

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

Program Area	Household Served	Individuals Served	Units of Service	Cost of Service
Carter	19	46	20	\$4,170.18
Hancock	24	57	25	\$4,512.00
Hawkins	4	10	4	\$743.60
Johnson	18	40	20	\$7,406.00
Sullivan	41	102	43	\$6,855.63
Unicoi	6	20	6	\$3,388.00
Washington	15	42	15	\$8,412.00
<b>Total</b>	<b>127</b>	<b>317</b>	<b>133</b>	<b>\$35,487.41</b>

## Eviction Prevention Program

Program Area	Household Served	Individuals Served	Units of Service	Cost of Service
EPP Bristol	55	132	67	\$86,306.70
EPP Carter Co	92	211	127	\$155,629.99
EPP Greene Co	90	195	108	\$219,136.06
EPP Hawkins Co	59	151	73	\$81,072.40
EPP Kingsport	138	306	190	\$273,209.76
EPP Unicoi Co	49	114	66	\$83,228.12
EPP Washington Co	58	131	67	\$150,570.44
<b>Total</b>	<b>541</b>	<b>1,240</b>	<b>698</b>	<b>\$1,049,153.47</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

- 1,613** Households obtained/maintained safe and affordable housing.
- 782** Households maintained safe and affordable housing for 90 days.
- 380** Households maintained safe and affordable housing for 180 days.
- 1,212** Households avoided eviction.
- 10** Households avoided foreclosure.



# First Steps

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.

<b>Program Area</b>	<b>Household Served</b>	<b>Individuals Served</b>	<b>Units of Service</b>	<b>Cost of Service</b>
Greene	17	63	155	\$38,506.12
Hancock	1	5	11	\$2,500.00
Hawkins	8	35	82	\$22,751.60
Sullivan	21	79	234	\$59,026.34
Unicoi	7	22	86	\$21,381.29
Washington	21	74	223	\$60,817.06
<b>Total</b>	<b>76</b>	<b>281</b>	<b>792</b>	<b>\$204,982.41</b>

- 27 Individualized Financial Coaching with Operation HOPE
- 40 Individualized TRIO services
- 10 GED Classes
- 34 FAFSA Completed
- 24 Enrolled in Secondary Education
- 4 Education Fees
- 38 Unemployed and Obtained Employment/  
Obtained Better Employment
- 31 Retained Employment
- 20 Individualized American Job Center  
Employment Coaching
- 40 Enrolled in Counseling
- 17 Housing Assistance to Maintain Safe and  
Affordable Housing
- 4 Obtained Secure Housing
- 22 Car Repair Assistance/Car Purchase
- 37 Received LIHEAP Assistance
- 60 Clothing Assistance
- 8 Emergency Utility Assistance
- 60 Food Box/ Household Needs
- 27 Grocery Assistance
- 14 Connected to Legal Services
- 10 Dropped Program

# 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

- 3** Dual-enrollment students (9th – 12th grade) achieved at basic grade level
- 134** Adults demonstrated improved basic education
- 31** Neighbors obtained a credential, certificate or degree regarding educational or vocational skills
- 28** Neighbors report increased parental engagement and academic planning and success of their child
- 28** Parents/caregivers improved their home environment
- 12** 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

- 51** Neighbors who were previously unemployed obtained employment.
- 30** Neighbors who were previously unemployed obtained and maintained employment for at least 90 days
- 30** Neighbors were previously unemployed and obtained and maintained employment for at least 180 days

- 25** Employed neighbors had an increased income from an increase in hours worked
- 26** Employed participants' increased benefits related to employment
- 41** Neighbors enrolled in education and/or job training program



# 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

- 4** Neighbors with disabilities maintained an independent living situation
- 68** 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
- 40** Individual improved skill related to the adult role of parents/caregivers

# 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

- 12** Self-Sufficiency Participants were served
- 5** Graduated; (1) masters; (3) associates; (1) with voc. certificates
- 4** Obtained employment over income requirements and withdrew but remained in school
- 1** Continued in school to obtain advanced degree
- 4** Are currently enrolled
- 3** Withdrew and did not complete the program

## 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

# Civil Engagement and Community Involvement

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

## Income & Asset Building

### Outcomes:

- 296** Individuals achieved and maintained ability to meet basic needs for 90 days
- 155** Individuals achieved and maintained capacity to meet basic needs for 180 days
- 1,028** Individuals who are engaged with the Community Action Agency report improved financial well-being





# Staff Training

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

- Annual Staff Training – 22.5 hours on July 22, 2024 through July 24, 2024
- Quarterly Staff Training – 7.5 hours on 9/24/24
- Quarterly Staff Training – 7.5 hours on 12/13/24
- Results Oriented Management and Accountability (ROMA) Training – 12 hours May 21, 2025 to May 23, 2025

Cody Henry received his HVAC Certification.  
Jacob McCracken received his Energy Auditor Certification and BPI Quality Control Inspector Certification in January 2025.

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

One CSBG Staff Member and one LIHEAP Staff Member, along with the Community Services Director and Finance Director attended the quarterly Tennessee Association of Community Action (TACA) meeting in Nashville in October, 2024.

Sandra Martin, LIHEAP Manager and Susan Dawes, LIHEAP Quality Assurance Specialist, and Heidi Mann, LIHEAP Specialist Trainer attended the LIHEAP Task Force Meeting on August 26, 2024.

3 LIHEAP Staff Members attended the 2025 LIHEAP Annual Workshop in Nashville.  
Our First Steps Team attended the Families First Community Grant Collaborative Meeting and the NCAP Annual Convention.

3 WAP staff members received ASHRAE Ventilation Training in May, 2025.

1 WAP staff member received his OSHA 10 Certification in June, 2025.

CSBG Updates Virtual meeting are held every other Friday – during meeting times, any additional training is conducted during these meeting.

All CSBG staff attended one-hour training from Tennessee Community Compass staff on how to use the platform on 5/16/25.

Three of our First Steps Staff Members completed an eight-week course on Case Management and received their Case Management Certification during this fiscal year. 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.

3 CSBG Staff Members attended the annual Tennessee Association of Community Action Conference in Nashville, TN on April 28 – May 1, 2024.

## Interns

Total Number of Social Work Interns

1 Social Work Intern / 430 hours	1 High School Volunteer / 96 hours	Total 526
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# Service Recognitions

Agency Service for Fiscal Year 2024-2025

## 5 Years of Service

<b>Mikaela Donegan</b>	Community Services Specialist
<b>Tony Feathers</b>	IT Specialist
<b>Lena Fugate</b>	Teaching Assistant
<b>Emily Kemp</b>	Family Advocate
<b>Shaneea Sayers</b>	Family Advocate
<b>Becky Acito</b>	Administrative Support Specialist
<b>Tabitha Coon</b>	LIHEAP Support Specialist
<b>Anitra Little</b>	Family Health Specialist
<b>Missy Gregg</b>	Teaching Assistant
<b>Drew Deakins</b>	Marketing & Development Director
<b>Sandi Martin</b>	LIHEAP Manager

## 10 Years of Service

<b>Sharon Thomas</b>	Teacher
<b>Kip Conner</b>	Bus Driver
<b>Traci Newland</b>	LIHEAP Support Specialist

## 15 Years of Service

<b>Kenzie Hamblen</b>	Education Coordinator
<b>Bethany Bowers</b>	Teacher
<b>Sherry Cutler</b>	Teaching Assistant

## 20 Years of Service

<b>Anne Cox</b>	Education & Behavior Manager
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## 25 Years of Service

<b>Tina Lawson</b>	Cook
<b>Christina Mowery</b>	Teaching Assistant

## 30 Years of Service

<b>Carrie Madison</b>	Teacher
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## 35 Years of Service

<b>Kathy Duff</b>	Teaching Assistant
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## Retirees Thank You For Your Service

**Karen Justice**  
Bus Driver  
8 Years (1/3/2025)

**Johnisa Golash**  
Teaching Assistant  
15 Years (12/13/2024)

**Kim Moore**  
Community Services Specialist  
19 Years (8/16/2025)



Kenzie Hamblen, Education Coordinator, Bethany Bowers, Teacher and Kenzie Hamblen, Education Coordinator, recognized for 15 years of service.



Kathy Duff, Teaching Assistant, is recognized for 35 years of service.



Kim Moore, Community Service Specialist, retirees after 19 years of service.



# Financial Report

Statement of Activity For The Year Ending June 30, 2025

## Revenue

Federal	\$12,138,001
Federal Flow thru State	\$11,727,374
Emergency Food and Shelter	\$38,020
State Government	\$410,050
Local County Government	\$7,557
Local Community	\$298,394
Program Income/Other	\$53,833
Non-Federal Share Contributions - UETHDA	\$2,440,243
Non-Federal Share Contributions - Delegate Agencies	\$416,165
<b>Total Fiscal Year Revenue</b>	<b>\$27,529,637</b>

## Expenditures

Salaries	\$7,417,717
Fringe Benefits	\$2,464,783
Travel	\$293,367
Communications	\$89,835
Utilities	\$80,855
Office Supplies	\$62,634
Program Supplies	\$1,100,733
Maintenance and Repairs	\$443,009
Rental Buildings	\$147,304
Contractual	\$321,439
Delegate Agencies	\$2,093,447
Equipment Rent	\$11,855
Equipment (sensitive minor)	\$136,391
Equipment and Capital Improvements	\$400,671
Insurance	\$75,376
Advertising	\$75,917
Direct Client Assistance	\$7,696,180
Parent Activities, Dues, Fees	\$25,899
Training	\$149,593
Indirect Costs	\$1,546,982
Non-Federal Share - UETHDA	\$2,440,243
Non-Federal Share - Delegate Agencies	\$416,165
<b>Total Expenditures</b>	<b>\$27,490,395</b>
<b>Fund Balance</b>	<b>\$39,242</b>
<b>Total Expenditures / Fund Balance</b>	<b>\$27,529,637</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, 2025.

**Footnote 2:**

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



Upper East Tennessee  
**Human Development Agency**

