

ANNUAL REPORT

2025-2026



Upper East Tennessee
Human Development Agency





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About Us

The Economic Opportunity Act of 1964 marked a major shift in U.S. social policy, leading to the creation of Community Action Agencies focused on reducing poverty and expanding economic opportunity. In 1965, two such agencies were established in Northeast Tennessee, laying the foundation for future regional development.

On October 1, 1973, these agencies—Johnson, Carter, and Unicoi County Human Development Corp. and the Upper East Tennessee Economic Opportunity Authority Inc.—merged to form the Upper East Tennessee Human Development Agency, Inc. (UETHDA). County Commission resolutions formally recognized UETHDA as the designated Community

Action Agency for the region, consolidating resources into a single, more effective organization.

UETHDA's guiding philosophy, "Helping People, Changing Lives," has remained constant through decades of growth and change. From modest beginnings, the agency has expanded significantly and now operates with an annual budget approaching \$30 million. Its true impact, however, is reflected not in financial figures but in the meaningful, lasting improvements experienced by the individuals and families it serves.

Throughout its history, UETHDA has stayed committed to helping people strengthen and develop themselves—an enduring mission that continues to shape its work and success.

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 part of the Community Action Partnership, a national network with service coverage in 99% of U.S. counties. This network connects Community Action Agencies (CAAs) through national, regional, and state associations, along with a national lobbying organization and an association of Community Services Block Grant administrators.

CAAs provide essential support to the 37.9 million people living in poverty in the United States, according to the 2022 U.S. Census. Of the 5.1 million families assisted, 82% lived at or below 125% of the Federal Poverty Guidelines. Nearly 33% were in severe poverty, below 50% of the guidelines. Altogether, the Community Action Network serves more than 15 million individuals and 6.2 million families each year.

On average, a CAA serves a population of about 300,000 people, including roughly 37,600 low-income individuals.

President Lyndon Johnson's visit to Tom Fletcher's home in Kentucky was part of his tour of poverty stricken areas in the U.S.



In President Lyndon B. Johnson's January 1964 State of the Union address, he declared an “unconditional war on poverty,” citing a national poverty rate of about 19–20% at the time. He framed poverty not as a personal failing but as a societal failure—rooted in lack of education, training, healthcare, housing, and decent communities. Johnson's rhetoric was idealistic, comparing the fight against poverty to waging war on a domestic enemy. In August 1964, President Lyndon B. Johnson signed into law the **Economic Opportunity Act**.

A Message From The Chairman of the Board



Henry Reyes
Chairman of The Board

Reflecting on my first full year as Chairman of the Board at UETHDA, I remain inspired by the resilience of our region and the dedication of the people who make our mission possible. It is a privilege to serve alongside my fellow board members, each proudly representing one of our eight service counties. Together, we share the responsibility of guiding this organization with unwavering commitment because we deeply believe in UETHDA's work to help our neighbors move beyond poverty toward lasting stability.

As a Community Action Agency, UETHDA walks alongside individuals and families, providing education, encouragement, and assistance that helps to remove barriers and create pathways to opportunity. Our comprehensive programs, including Head Start Early Childhood Education, Weatherization Assistance, Low Income Home Energy Assistance, and many others, are continually evaluated and adapted to meet the changing needs of our communities.

For more than 50 years, UETHDA has served Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Unicoi, and Washington counties. With the steady guidance of our Board of Directors and administration, and through the tireless work of our front-line staff, UETHDA helped thousands of households move toward greater stability and self-sufficiency this past year. The pages of this report highlight the reach and impact of that work.

Each year brings new challenges, but UETHDA continues to provide exemplary and essential services tailored to the distinct needs of Upper East Tennessee. Looking ahead, we remain focused on expanding our reach, strengthening partnerships with local stakeholders, and ensuring our organization continues to grow and adapt to meet the needs of tomorrow.

As this year closes and a new one begins, I extend my deepest gratitude to my fellow board members, our administration, and every member of the UETHDA staff. Working alongside such a dedicated team is a true honor. I look forward to another impactful year of "helping people, changing lives" throughout Upper East Tennessee.

Board of Directors

(R) Designated Representative (A) Alternate

BOARD OFFICERS

Henry Reyes
Chairman

Johnnie Mae Swagerty
Vice Chairman

Rev. James Whiteside
Secretary/Treasurer

PUBLIC SECTOR

Patty Woodby
Mayor, Carter County

Pat Wolfe (R)

Carolyn Byrd (R)

Paul Montgomery
Mayor, City of Kingsport

Thomas Harrison
Mayor, Hancock County

Larry Potter
Mayor, Johnson County

Garland “Bubba” Evelyn
Unicoi County Mayor

Alonzo Collins (R)

Richard Venable
Mayor, Sullivan County

Joe Grandy
Mayor, Washington County

Mark DeWitte
Mayor, Hawkins County

Zane Vanover (R)

Kevin Morrison
Mayor, Greene County

TARGET SECTOR

Kenneth Treadway

Sue Mallory

Kristin Davis

Kelly Geagley (A)

Ruth Thomas

Aloma Cole (A)

Charles VonCannon

Patricia Bryant (A)

Terri Copp, Chairperson
Policy Council

Kim Bordeaux (A)

Pat Grindstaff

Rorie Parker, Vice Chairperson (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

Ron Metcalfe
Radio Greeneville Inc.

Sara Mietzner
ETSU

Mike Harrison
First Tennessee Development
District

Polly Peterson, Esq.

Henry Reyes

Dick Grayson

Rev. James Whiteside
Ebenezer Baptist Church

Andria Smith (A)
First Tennessee Development
District

Susan Payne

A Message From The **Executive Director**



Tim Jaynes
Executive Director

I am pleased to present this year's annual report, which highlights Upper East's ongoing commitment to strengthening our region and expanding opportunities for the neighbors and communities we serve. The stories and outcomes featured throughout this report provide a snapshot of individuals and families as they begin their journey toward self-sufficiency and greater opportunity.

For 53 years, UETHDA has provided education, guidance, and support to communities across our eight-county region. Through our diverse board of directors, who live and work in the communities they represent, our community needs assessments that capture the voices of our neighbors, and our commitment to data-informed programming, we remain at the forefront of efforts to reduce poverty and create pathways to success.

While the services we provide are essential, the true strength of Upper East lies in our dedicated team. Many of our staff members have experienced firsthand the challenges of poverty and understand the life-changing impact that support and opportunity can provide. We have team members who once participated in our programs as Head Start parents and now serve as coordinators and managers. Others first came to UETHDA seeking assistance to continue their education and, after graduating, discovered a calling to serve their communities through our agency. These stories reflect the lasting impact of our work and the power of investing in people.

The reality is that we don't live in a silo. East Tennessee is strengthened by the diversity of its people and communities. We may come from different backgrounds and life experiences, but we share the same neighborhoods, stores, schools, churches, and public spaces. The person standing next to you in line could be a business owner, a retiree, a young parent, or someone facing significant financial hardship. Our communities thrive when we recognize our shared responsibility to support one another. Progress requires all of us working together to create stronger, more resilient communities.

Together, we continue the fight against poverty. Together, we build opportunity. Together, we are Mountain Strong.



Directors



Connie Shockley
Finance Director



Norma Tremblay
Community Service Director



Eliot Hicks
Head Start Director



Drew Deakins
Marketing and
Development Director

2026 Annual Agency Training

Each year, UETHDA hosts a two-day agencywide training event that brings all staff together—not only to review important updates on insurance, retirement, and HR policies, but to reconnect, learn, and celebrate the work we do. The event includes guest speakers, interactive sessions, games, and meaningful moments as we honor retirements and recognize years of dedicated service. This year's featured speakers were The Up Guys, who brought energy and encouragement to the team. More than a meeting, it's a chance to reflect on our shared mission and the impact we make across the region.

After the main two-day gathering, departments continue with additional trainings throughout the week. Head Start wrapped up Pre-Service on Friday, where the Education Manager, coaches, and coordinators had a great time presenting—especially while wearing their pirate-themed outfits.



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 \$69,595, compared to the national median of \$80,734. The state's per capita income is \$39,437, while the U.S. average is \$44,673. Within the UETHDA region, Washington County has the highest per capita income at \$36,806, though still below the state figure, while Hancock County has the lowest at \$24,337.



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.

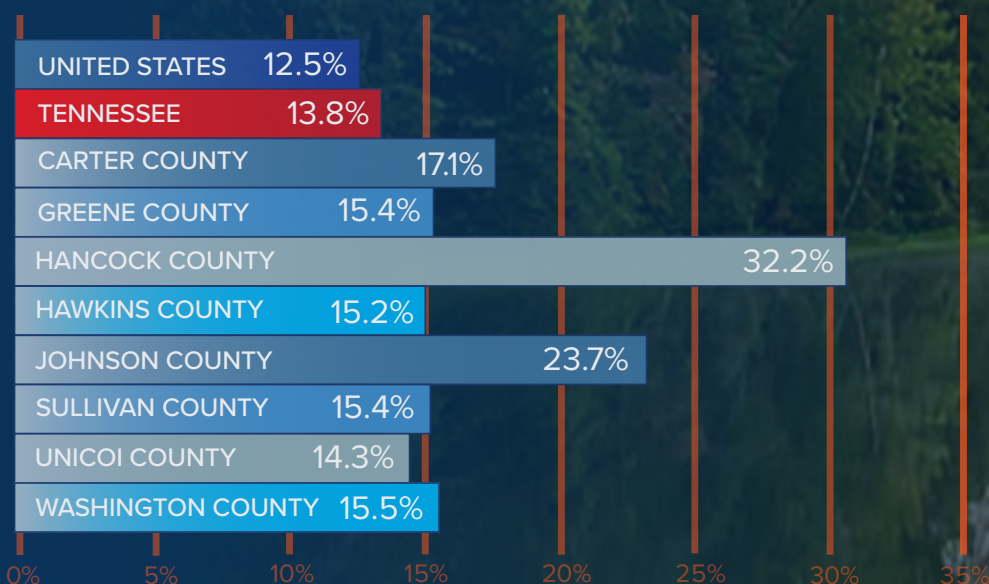
Empower Individuals & Families

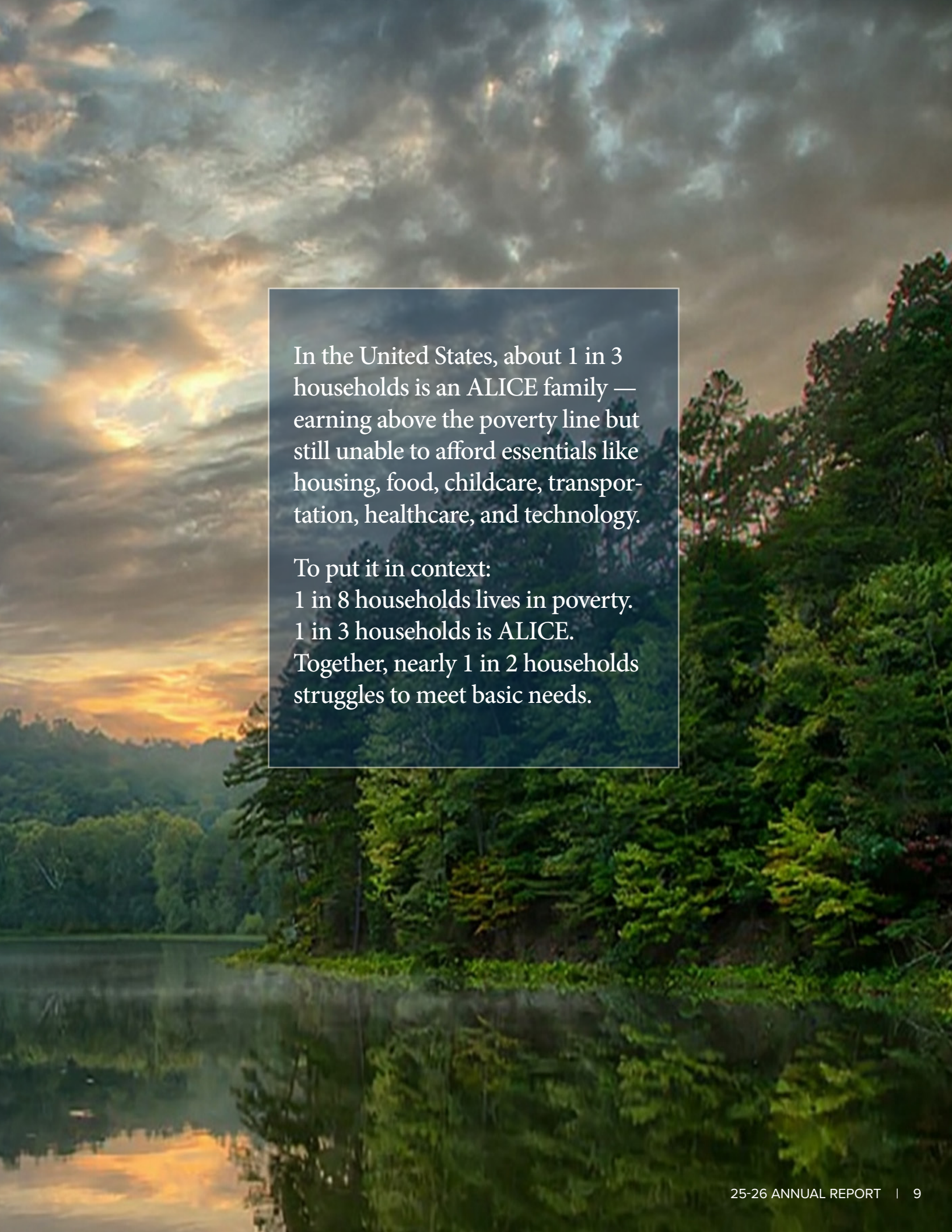
We change lives by supporting each individual through asset building with financial literacy, education, entrepreneurship, ensuring school readiness for our children, and helping home owners save energy by focusing on the strengths of each individual and family.

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





In the United States, about 1 in 3 households is an ALICE family — earning above the poverty line but still unable to afford essentials like housing, food, childcare, transportation, healthcare, and technology.

To put it in context:

1 in 8 households lives in poverty.

1 in 3 households is ALICE.

Together, nearly 1 in 2 households struggles to meet basic needs.



Head Start supports children and their families by providing comprehensive early-learning, health, nutrition, and family-engagement services that strengthen a child's development from birth to age five.





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 900 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.

967 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.

Participation in high-quality early education programs like Head Start reduces special education placement by 8.1 percentage points and increases high school graduation rates by 11.4 percentage points.

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 2025-2026 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.

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, 330 adult family members participated in Parent Committee Meetings.



Policy Council Members

(PR) Parent Representatives, (PA) Parent Alternates, (CR) Community Representatives

CARTER COUNTY

Mack Elliott / PR
Monica Volsky / PR

GREENE COUNTY

Angel Eason – Baileyton A
Courtney Love – Baileyton B
Tiffany Diblasio – Camp Creek
Natalie Guzman – Chuckey
Ashely Lundy – EastView
VACANT – George Clem
Laurie Isble – GCTA
Karolina Dean – Hal Henard
Dawn Bucklew – Highland
VACANT – McDonald
Sonja Tanner – Mosheim A
Chase Callahan – Mosheim B
Marcela Daluz – Nolachuckey
Natasha Roberts – Tusculum View

HANCOCK COUNTY

Jennifer Lupo – Sneedville

HAWKINS COUNTY

Lauren Sexton – Carter's Valley
VACANT – Fugate Hill
Adrianna Fore – Mooresburg
Caitlyn Hill – Surgoinsville A
Amanda Amyx – Surgoinsville B

JOHNSON COUNTY

Marilyn Earp / PR

SULLIVAN COUNTY

VACANT – Bluff City
Rorie Parker – Dobbins A
Victoria Moles – Dobbins B
Susan Collingwood – Dobbins C
Tracey Baird – Dobbins D
Allison Hille – Florida Avenue

UNICOI COUNTY

Althea Qui – Unicoi A
Rachel Bennett – Unicoi B

WASHINGTON COUNTY

Beth Cross – Boones Creek
Ana Hernandez – Children First A
VACANT – FDFY
Khadijah Abdul - Samed – Dunbar A
Brooke Mathena – Dunbar B
Hollie Painter – Grandview
Cassandra Rosenbaum Byrd – Lake Terrace A
Katrina Hummer – West View

Community Representatives & Alternates

Terri Copp / CR (FP)
VACANT / CR
VACANT / CR
Cindy Anderson / CR – UETHDA BOD
VACANT / CR (Johnson)
Marrissa Tester / CR (Carter)



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 910 families served; 458 (50%) were two-parent families and 545 (55%) were one-parent families.

Impact

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

913 (95%) children completed a professional dental examination.

103 (11%) children were found to need dental treatment.
79 (8%) of these children received dental treatment during the program year.

814 (84%) of enrolled children completed a medical exam.

Assisted 934 families with getting their child's immunizations current and up-to-date and served 11 children with life-threatening allergies.



936 Children completed the school year with health insurance

88 Children had a diagnosed disability or speech or language development

81 Children diagnosed with vision problems

10 Children diagnosed with hearing difficulties

4 Children with history of seizures served

19 Children diagnosed with asthma

3 Children diagnosed with Attention Deficit Hyperactivity Disorder (ADHD)

11 Children with life-threatening allergies served

21 Children diagnosed with disability autism

Nutritionally Balanced Meals

40,448 Children Breakfast
41,751 Children Lunch
49,447 Children Snack
131,646 Meals Served

Success Stories

Avoiding Homelessness

The past year brought significant challenges for Upper East. Due to unexpected costs late in the grant cycle, the agency temporarily lacked Community Services Block Grant funding to assist families in crisis. When the shutdown followed shortly after, staff were reassigned to LIHEAP to keep operations moving and ensure employees remained working. In the middle of that uncertainty, one resource made a critical difference: United Way of Kingsport funding.



That support allowed the agency to continue serving neighbors who had nowhere else to turn. One of those families was the Christian family — a hardworking mom, dad, and two children who suddenly found themselves on the brink of homelessness.

Mrs. Christian reached out after her husband suffered a workplace injury when metal fragments entered his eye. Although the metal was removed, he continued experiencing dizziness and blurred vision, forcing him to miss work for nearly a month. Without the required medical paperwork, the family was denied short-term assistance, leaving them without enough income to cover rent. Both parents worked full-time, yet one missed paycheck was all it took to push them into crisis.

With United Way funding available, Upper East was able to step in immediately. Mrs. Christian brought in their documentation, and staff worked quickly to determine what assistance could stabilize the family. The agency provided rental support, giving them the breathing room they needed to stay housed while Brandon recovered.

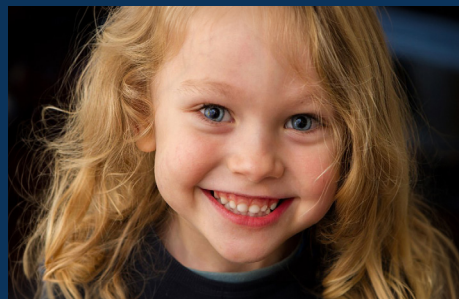
During the visit, Mrs. Christian mentioned that her husband was urgently searching for new employment. Within hours, he received a call for an interview. That opportunity turned into a full-time job he loves — one that allows him to support his family and give back to others.

Mr. Christian shared how meaningful the experience was for him: growing up with limited resources, he now finds purpose in helping people every day. “It warms my heart,” he said. “Just being able to smile, be thankful, and help people in general.”

The family expressed deep gratitude for United Way, noting how the support lifted an enormous burden during one of the hardest moments of their lives. Mrs. Christian reflected on how her mother had always given generously to United Way during her years at Eastman — and how meaningful it was to see that generosity come full circle. Today, the Christians give back annually to help other families facing similar struggles.

A Smile Restored

As a Family Health Specialist with UETHDA Head Start, Anitra spends her days inside classrooms conducting vision, hearing, blood pressure, and—new this year—dental screenings. Her role blends two worlds she loves: medical care and early childhood education. After years as a respiratory therapist and later a Head Start teacher, she found her perfect fit in a position that allows her to support children's health while building meaningful relationships with them.



Those relationships matter. They help children feel safe and comfortable during screenings, even when they're nervous or unsure. And this year, one relationship helped change a child's life.

Across the region, families struggle to find pediatric dental providers. To help bridge that gap, Head Start introduced a new intraoral dental camera, allowing staff to capture images of children's teeth and send them to a partnering dentist for review. Although Anitra was initially hesitant—she had no dental background—she embraced the tool because she knew it could help identify issues early.

During a routine day of screenings, a little girl approached Anitra unprompted, mouth wide open, hoping she would look at her teeth. She wasn't on the list that day, but Anitra promised to check after finishing with the other children. When she finally sat down with her, the concern was immediate. After nearly 200 screenings that year, this child's dental condition ranked among the most severe Anitra had seen: extensive decay, black spots, and clear discomfort. The child quietly told her, "My teeth always hurt."

Although the child had already been seen at the annual health fair, Anitra trusted her instincts and sent the new dental images to the partnering dentist. The response came quickly—this was an urgent case. She contacted the classroom's Family Advocate, who worked swiftly to secure a dental appointment. The little girl received the care she desperately needed.

Weeks later, Anitra returned to the classroom for another screening. The same child ran straight to her, said nothing, and simply opened her mouth again—this time revealing bright, healthy, pain-free teeth. Anitra cupped the child's cheeks in her hands, overwhelmed by the transformation. "All of her teeth were just white and shiny and sparkly," she recalled. "It melted my heart."

A tool that once felt intimidating had helped change a child's daily life—her comfort, her confidence, and her ability to learn without pain. For Anitra, it was a full-circle moment that reaffirmed her purpose.

"These are the moments we live for," she said. "We're always looking for our why. That little girl—she is my why." Head Start Health Services does more than identify concerns. It changes children's lives, one smile at a time.

Community Services

LIHEAP isn't just an assistance program — it's a life-preserving safety net that keeps families warm, healthy, and housed when rising energy costs threaten their stability.



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.

Assistance by County

County Served	LIHEAP Application	LIHEAP Total Amount	Crisis Applications Applications	Crisis Total Amount
Carter County	1,086	\$558,389.31	70	\$35,548.00
Greene County	1,030	\$534,865.10	34	\$15,495.00
Hancock County	494	\$257,427.00	35	\$21,215.00
Hawkins County	1,011	\$542,104.00	96	\$55,319.00
Johnson County	626	\$392,844.91	14	\$7,700.00
Sullivan County	2,216	\$1,164,613.38	224	\$116,438.00
Unicoi County	395	\$200,007.00	39	\$21,480.00
Washington County	1,391	\$737,215.00	100	\$53,304.00

Approved for LIHEAP
\$4,387,465.70 (8,249)

Approved for LIHEAP CRISIS
\$326,499.00 (612)

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.

Completed Units/Cost
\$203,783.22 (24)

Assistance by County

County Served	Completed Units	Total Cost	Jobs In Progress
Carter	1	\$9,734.16	1
Greene	3	\$28,112.20	0
Hancock	1	\$5,676.01	0
Hawkins	4	\$25,685.68	0
Johnson	1	\$5,844.54	1
Sullivan	10	\$99,400.54	3
Unicoi	1	\$3,151.64	0
Washington	3	\$26,178.45	0

Neighborhood Services

Number of Families Served

Households: 8,075 (Individuals 15,945)

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 28 (54 individuals)	\$10,660.05
Carter – Households 40 (91 individuals)	\$18,865.45
Greene – Households 20 (35 individuals)	\$17,053.31
Hancock – Households 1 (3 individuals)	\$125.99
Hawkins – Households 35 (65 individuals)	\$8,581.99
Johnson – Households 12 (29 individuals)	\$2,785.43
Kingsport – Households 211 (525 individuals)	\$99,411.97
Unicoi – Households 196 (431 individuals)	\$74,693.17
Washington – Households 39 (76 individuals)	\$31,323.13
TOTAL – 582 households (1,309 individuals)	\$263,500.49

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

Sullivan	3,476	\$646,805.79
Washington	1,847	\$411,587.77
Carter	1,433	\$275,436.98
Hawkins	1,343	\$237,405.45
Greene	1,298	\$242,649.84
Johnson	989	\$172,000.33
Hancock	907	\$113,477.99
Unicoi	896	\$169,852.55
TOTALS	12,189	\$2,269,216.70

Phone Calls and Walk-Ins

The Neighborhood Service Center staff received 5,638 phone calls and 6,379 walk-ins.

Information and Referrals

Total number of information and referrals provided during 2025-2026: 1,284

Interns

3 Social Work Interns - 414 hours
1 Human Services Intern - 290 hours
2 General Studies
College Volunteers - 52 hours



Program Name	Households Served	Cost of Service
ATMOS	34	\$25,192.32
Mooneyhan Foundation	39	\$18,649.10
Neighborhood Service Centers Local Fund	33	\$11,306.39
Regions Bank Local Fund	7	\$1,500.00
Road Safe – Farmers Insurance	4	\$3,941.20
Walmart Community Grant	15	\$4,581.85
TOTAL	132	\$65,171.86

County Specific Local Funds

County Local Funds	Households Served	Cost of Services
BRISTOL		
Piney Flats Community Chest	11	\$3,494.25
CARTER COUNTY		
Carter County Local Funds	3	\$750.00
Carter County Government Fund	12	\$4,000.00
Carter County United Way	2	\$163.44
Elizabethton Electric / TVA	11	\$1,918.72
GREENE COUNTY		
Greene County Local Funds	7	\$3,724.15
HANCOCK COUNTY		
Hancock Co Powell Valley / TVA	17	\$2,752.00
HAWKINS COUNTY		
Hawkins County Local Funds	18	\$2,743.43
Holston Electric / TVA	23	\$4,907.20
Project Help	2	\$200.00
Hawkins County Regional	4	\$500.00
JOHNSON COUNTY		
Johnson County Local Funds	8	\$1,750.00
KINGSPORT		
Kingsport Local Funds	40	\$9,840.87
Kingsport United Way Local	197	\$45,286.85
Sullivan South Community Chest	8	\$3,871.10
United Way of Greater Kingsport – Road Safe	21	\$10,940.22
UNICOI COUNTY		
Unicoi County French Broad	4	\$1,000.00
Unicoi County Good Samaritan Fund	164	\$57,496.19
Unicoi County Local Funds	7	\$1,204.52
WASHINGTON COUNTY		
Washington County United Way Fund	4	\$673.44

CSBG Program

Program	Household Served	Individuals Served	Cost Of Service
Employment	1	7	\$3,000.00
Housing	45	90	\$42,825.42
Report Totals:	46	97	\$45,825.42

Housing Assistance Program

The purpose of UETHDA Housing Services is to provide assistance to low-income households that are experiencing a hardship resulting in them either being homeless or to prevent homelessness. The program is a four-month prorated rent assistance program designed to provide case management to assist the neighbor in achieving long term self-sufficiency so they will not need our services in the future.

Services Include

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

Housing Outcomes

657 Households obtained/maintained safe and affordable housing
657 Households avoided eviction

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

Education Outcomes

- 1 Dual-enrollment students (9th – 12th grade) achieved at basic grade level
- 1 Neighbor obtained a high school diploma and/or obtained a GED
- 1 Neighbor obtained a credential, certificate or degree regarding educational or vocational skills
- 1 Neighbor earned an associate's degree
- 1 Obtained a bachelor's degree
- 8 Neighbors received economic resources to maintain/obtain educational goals

The Community Services Block Grant (CSBG) supported 10.1 million individuals and 5.2 million households nationwide through a national network of Community Action Agencies.



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

Employment Outcomes

- 3 Neighbors obtained employment up to or above a living wage.
- 13 Neighbors were unemployed and obtained employment
- 1 Employed neighbor had increased income from an increase in hours worked
- 17 Neighbors received economic resources to maintain/obtain employment

Health Assistance Program

Our Health Program helps provide new prescription drug assistance to 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
- 4 Individuals demonstrated improved physical health and well-being
- 4 Seniors (65+) maintained an independent living situation



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

- 8 Self-Sufficiency Participants were served
- 3 Graduated; (1) bachelor's; (1) associate's
(1) with vocational certificate (CDL)
- 2 Withdrew and did not complete the program.
- 3 Are currently enrolled.

Services Include

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

Income & Asset Building

Outcomes

- 387 Households completed a monthly budget and income tracker
- 4 Individuals achieved and maintained ability to meet basic needs
- 416 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 21, 2025 – July 23, 2025
Quarterly Staff Training	7.5 hours on 9/12/25
Quarterly Staff Training	7.5 hours on 4/30/26
Results Oriented Management and Accountability (ROMA) Training	9 hours on June 1, June 3, and June 5, 2026

Staff members participated in the following program specific training:

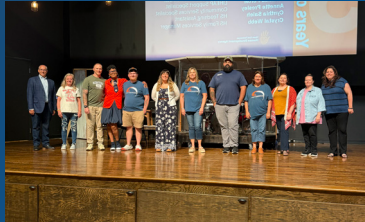
7/10/25 – 7/11/25	The Weatherization Manager and 2 Crew Members attended the Weatherization Assistance Program Kick-Off.
7/14/25 – 7/15/25	Staff members from Upper Cumberland Human Resource Agency visited with Community Services Staff Members to discuss programs, services, best practices. It was a learning opportunity for both agencies.
8/25	Community Services Director attended Tennessee Association of Community Action (TACA)
8/27/25	Weatherization Manager – Renovation Repair and Painting Training
8/25/25 – 8/29/25	Weatherization staff attended Retrofit Installer Training at CHP in Christiansburg, VA.
8/29/25	Weatherization Apprentice – Retrofit Installer Technician
8/27/25	Weatherization Manager attended EPA RRP Training at Proactive Safety Services in Asheville, NC.
9/30/25	LIHEAP Manager and LIHEAP Quality Assurance Specialist attended the Programmatic LIHEAP Training on 9/29/25. They also attended SmartSimple Training. These trainings were held in Knoxville, TN.
Fall 2025	Community Services Director, Analytics Manager and Community Services Specialist Trainer completed their Results Oriented Management and Accountability Recertification.

10/25	3 Community Services Staff Members completed Case Management Certification.
12/19/25	Weatherization Journeyman – OSHA 10
2/26	Community Services Director attended TACA.
4/7/26	Weatherization Apprentice – EPA 608
5/12/26 – 5/14/26	Community Services Director, LIHEAP Manager and CSBG Manager attended the Tennessee Association of Community Action (TACA) annual conference in Knoxville.
6/7/26 – 6/12/26	The Weatherization Manager and 2 Crew Members attended Crew Leader Course at CHP in Christiansburg, VA .
6/28/26 – 6/30/26	Jacob WAP WA Web Refresher Course, Knoxville,TN



Service Recognitions

Agency Service for Fiscal Year 2025-2026



5 YEARS OF SERVICE

Thomas Bitner	HS Program Support Coordinator
Anna Curtis	HS Cook Manager
Braxton Feathers	Accounts Payable Specialist
Deidra Gaus	Family Services Coordinator
Sherry Matthews	HS Teaching Assistant
Jacob McCracken	Weatherization Manager
Judy Nichols	Community Services Specialist
Daniel Painter	Weatherization Coordinator
Amanda Porter	LIHEAP Support Specialist
Annette Presley	Community Services Specialist
Cynthia Saleh	HS Teaching Assistant
Crystal Webb	HS Family Services Manager



10 YEARS OF SERVICE

Victoria Caudill	Human Resources Coordinator
Jordan Rosenbaum	HS Family Advocate
Jennifer Worley	HS Family Advocate



15 YEARS OF SERVICE

Amy Darnell	HS Teaching Assistant
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20 YEARS OF SERVICE

Donita Byrd	HS Teacher
Elaine Hoilman	HS Teacher



25 YEARS OF SERVICE

Crystal Dugger	Community Services Spec. Training
Wendi Moore	HS Teacher
Crystal Smith	HS Training Coordinator
Norma Tremblay	Community Services Director
Sherry Trent	Payroll and Benefits Coordinator

Financial Report

Statement of Activity For The Year Ending June 30, 2026

REVENUE

Federal	\$10,732,028
Federal Flow thru State	\$8,282,222
State Government	\$25,050
Local County Government	\$8,350
Local Community	\$285,926
Program Income/Other	\$62,397
Non-Federal Share Contributions - UETHDA	\$2,191,424
Non-Federal Share Contributions - Delegate Agencies	\$547,698
TOTAL REVENUE	\$22,135,095

EXPENDITURES

Salaries	\$5,908,711
Fringe Benefits	\$2,203,075
Travel	\$255,074
Communications	\$76,362
Utilities	\$84,421
Office Supplies	\$16,889
Program Supplies	\$1,059,185
Maintenance and Repairs	\$296,242
Rental Buildings	\$160,416
Contractual	\$186,740
Delegate Agencies	\$2,275,780
Equipment Rent	\$11,278
Equipment (sensitive minor)	\$30,022
Equipment and Capital Improvements	\$73,453
Insurance	\$88,177
Outreach/Recruiting	\$17,989
Direct Client Assistance	\$5,072,509
Parent Activities, Dues, Fees	\$19,928
Training	\$80,165
Indirect Costs	\$1,426,853
Non-Federal Share - UETHDA	\$2,191,424
Non-Federal Share - Delegate Agencies	\$547,698
TOTAL EXPENDITURES	\$22,082,391
FUND BALANCE	\$52,704
TOTAL EXPENDITURES / FUND BALANCE	\$22,135,095

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, 2026.

Footnote 2:

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



Upper East Tennessee
Human Development Agency

