

2021-2022

Annual Report



East Tennessee Human Resource Agency

9111 Cross Park Drive, Suite D-100

Knoxville, Tennessee 37923

www.ethra.org

About ETHRA

Since 1974, our mission is to help families and individuals remain independent with opportunities to succeed.

Real Services. Real Heart. Real Impact.

ETHRA is about real people. People from all corners of our communities and from all walks of life. People who need help and those who give it. People who care and share and give back to their community. People who work hand in hand with friends and neighbors.

ETHRA is a regional service agency. There are 9 HRAs across the state.

Our services extend across more than 16 counties in East Tennessee. Although there are many services offered in each county, our Central office is located in Knoxville, Tennessee.

Know Someone in Need?

You may know someone who needs food, help getting their electric restored, safe and affordable housing, is a possible abuse victim, or is experiencing other needs. If so, contact your local ETHRA office or our Central office at (865) 691-2551 for assistance.



Gary W. Holiway
Executive Director
gholiway@ethra.org
865-691-2551 ext 4202

Hello,

Thank you for making 2021 yet another remarkable year for East Tennessee Human Resource Agency! This year marked 48 years of service for the organization. Our dedicated staff have done an incredible job at expanding our outreach while strengthening our programs and services.

We are living through unprecedented times, but what gives me hope is ETHRA's equally unprecedented commitment to responding to the needs of our communities. The year 2021 was a record year in many ways. ETHRA has had to adapt and adjust in many areas and often, it has not been easy. Our staff, volunteers, partner agencies and funding supporters are a testament to the commitment and diligence in fulfilling the demands and needs of our region. While the necessities of the individuals and families we serve have never been greater, so too, is the incredible potential for ETHRA to make a positive impact.

ETHRA was at the forefront of our community's pandemic response while continuing to deliver services and playing a pivotal role in ensuring our clients were well served and employees remained safe. With the pandemic as a backdrop, ETHRA continues to remain steadfast in our mission to build healthier and stronger communities as we prepare for new and unforeseen challenges.

We are enormously grateful to all our partners for their efforts and support in the face of the incredible trials this year presented. Most of all, we are grateful for the support and engagement of our Executive Board and their support. Their hard work and success are what make all our efforts possible. There is still so much uncertainty that lies ahead, but I have never been more certain of the urgency of our mission — saving and improving lives — and of our team's commitment to fulfilling it.

To all our donors, nonprofit partners, advisors and others who have let us share in their generosity, and on behalf of our dedicated and talented Board, I offer my sincere gratitude.

A handwritten signature in cursive script that reads "Gary W. Holiway".

Gary W. Holiway
Executive Director

TABLE OF CONTENTS

East Tennessee Human Resource Agency Administrative Staff	7
Associations and Boards	8
East Tennessee Human Resource Agency Board	9-11
East Tennessee Human Resource Agency Statement of Net Position	13
East Tennessee Human Resource Agency 2021-2022 Budget	14
East Tennessee Human Resource Agency 2022-2023 Proposed Budget	15
East Tennessee Human Resource Agency Supporting and Funding Partners	16
East Tennessee Human Resource Agency Work Program	17-19
Twenty-Fifth Annual Criminal Justice Conference	20-21
2021 TAHRA Conference	22-23
2021 TPTA Annual Rodeo Competition	24
2021 ETHRA Strategic Planning	25
Volunteer Opportunities	26-27
ETHRA Office Locations	29
East Tennessee Human Resource Agency 2021 Customer Service Report	30-57
East Tennessee Human Resource Agency Units of Service Table	58

East Tennessee Human Resource Agency Administrative Staff

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Building and Property Manager
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(865) 691-2551 EXT. 4204

ASSOCIATIONS AND BOARDS

East Tennessee Human Resource Agency is a member of each Chamber of Commerce in all 16 counties and remains very active with each one. East Tennessee Human Resource Agency participates in the Lunch and Learn Series, workshops and often hosts ribbon cuttings during open house and chamber coffee events. East Tennessee Human Resource Agency is also a member of the Tennessee Public Transportation Association (TPTA) is a non-profit statewide organization dedicated to improving public transportation in all Tennessee communities.

TPTA's membership includes:

- Transportation program operators
- Transportation suppliers and contractors
- Local governments
- Chambers of Commerce
- Major employers
- Small businesses
- Non-profit community organizations
- Transportation consultants

Public transportation benefits every segments of society, including individuals, families, businesses, industries and communities. Major benefits include reducing congestion and pollution, saving energy, improving air quality and providing mobility to older adults, people who are disabled, teens and those without their own transportation to reach jobs and medical care.

TPTA is committed to:

- Increasing the use of public transportation
- Advocating for increased funding for public transportation
- Sharing best practices in public transportation among members
- Disseminating public transportation research and information

2022/2023 TPTA Officers

Chris Campbell, President - Kingsport Area Transit Service
Steve Bland, Vice-President - WeGo Public Transit/RTA of Middle Tennessee

Diana Turner, Secretary/Treasurer – Southwest Human Resource Agency

Mike Patterson, Immediate Past President – East Tennessee Human Resource Agency

Mountain Valley Economic Opportunity Authority (MVEOA)

A division of the East Tennessee Human Resource Agency (ETHRA) administers the CSBG grant in the following counties: Campbell, Claiborne, Morgan, Scott, and Union. The Community Service Block Grant (CSBG) is funded through a contract with the Tennessee Department of Human Services (TDHS), which assists with utilities and other needs to support family self-sufficiency in the

low-income population as a designated Community Action Agency. Assistance in the form of vouchers paid to the vendor for past due utility assistance, which may be electric, natural gas, water, or past due rent/mortgage payments. Applicants must have experienced a loss of income or portion of income within the past 30 days or experienced an unexpected documented expense. **Housing** assistance may be provided in the form of current or past due rent/mortgage payments, rent deposits, first month's rent, utility deposits, and current or past due utility assistance. **Health** assistance with prescriptions for non-narcotic, life-sustaining medication, medical items such as glasses, dentures or other dental needs, and hearing aids. **Food** assistance is also provided by CSBG staff through quarterly Commodities food distributions. This food is provided by United States Department of Agriculture (USDA) and the Tennessee Emergency Food Assistance Program (TEFAP). **Employment** assistance provides help with purchasing special items or equipment needed to obtain a job. CSBG staff work with WIOA and Families First to assist those in need to secure or maintain employment. **Education** assistance with testing fees, tuition, books, uniforms, or school supplies may be provided in this component. CSBG staff also provide intake services for the **Low Income Home Energy Assistance Program (LIHEAP)**.

Tennessee Association of Community Action Agencies (TACA)

East Tennessee Human Resource Agency is a member of the Tennessee Association of Community Action Agencies. TACA, the Tennessee Association of Community Action, is the professional membership organization for the state's 20 Community Action Agencies. TACA serves its members with training and technical assistance, facilitating collaboration, resource development, and by leading statewide efforts to increase public awareness of Tennesseans in poverty and the strategies and solutions to improve their lives and communities.

Tennessee Association of Human Resource Agencies (TAHRA)

East Tennessee Human Resource Agency is a member of the Tennessee Association of Human Resource Agencies. Since the beginning of the Human Resource Agencies in 1974, our association (TAHRA) has established an effective statewide network to deliver social services to our communities. Every day we help more Tennesseans become self-sufficient through the effective delivery of financial support, job training, transportation, nutritional services, and many other important social services to our friends and neighbors in need. Our proven track record delivering a broad selection of programs, our strong and experienced network of employees and volunteers, and our cost-effective administrative structure make us your best choice to deliver hope to your community.

Mr. Gary Holiway served as President of the TAHRA October 2017-October 2019.

ETHRAs Board

Human Resource Agencies were authorized by Chapter 289 of the Public Acts of 1973 and operates under the authority of the amended TCA Title 13 Chapter 26. Nine (9) HRA's function within the same geographic area as development districts which encompasses all 95 counties in Tennessee. By this legislation, Human Resource Agencies are directed to be the primary service deliverer for the Department of Human Services.

ETHRA's designated service delivery area is the sixteen counties of: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier, Union; with programs in additional counties of: Bradley, Fentress, Greene, Hancock, Hawkins, Jackson, McMinn, Meigs, Putnam, and Warren.

The ETHRA Board consists of the sixteen (16) County Mayors/ Executives, three (3) Municipal Mayors selected by the County Mayors/ Executives and two (2) members of the General Assembly.

The ETHRA Board meets monthly (normally on the second Tuesday of the month) as well as one meeting annually to consider approval of the Executive Director's Annual Report, the Agency Work Programs, the Proposed Annual Budget and the election of officers for the next fiscal year.

Other Boards within ETHRA are Workforce, Mountain Valley Economic Opportunity Authority (MVEOA), ETAAAD Council on Aging and Disability, and Correctional Services.

ETHRAs financial information, audit reports and board meeting minutes can be located at: <http://www.ethra.org> under the tab labeled "board." Additional reports are available upon request.

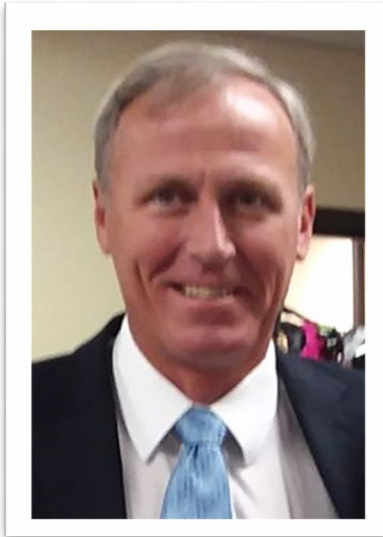
Regional Office
9111 Cross Park Drive, Suite D-100
Knoxville, TN 37923
(865) 691-2551
TTY: 800.848.0298

East Tennessee Human Resource Agency Governing Board 2021-2022 Board Officers and Tennessee General Assembly

ETHRA's Governing Board is composed of all sixteen (16) County Mayors/County Executives in the Region, three (3) Municipal Mayors, selected by County Mayors/Executives, and two(2) members of the Tennessee General Assembly. ETHRA's Officers are selected by a nominating committee for approval by the full board. Officers serve one (1) year in the approved office which normally rotates from Treasurer, Secretary, Vice-Chair, and Chair. A new Treasurer is selected each year with the Chair rotating off.



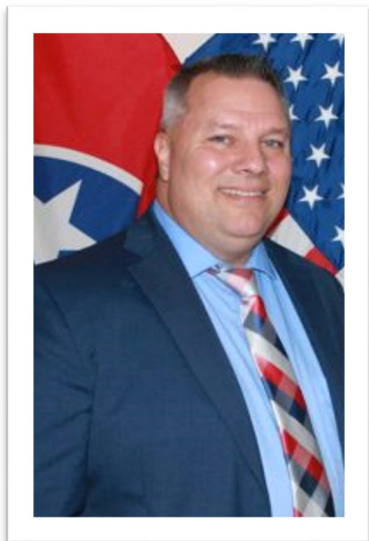
Mayor Mark Potts, Chair



Mayor Joe Brooks, Vice-Chair



Mayor Jeff Tibbals, Secretary



**County Executive Brian Langley,
Treasurer**



Senator Richard Briggs



Representative Jeremy Faison

ETHRA Board of Directors 2021/2022

Anderson County

Terry Frank – County Mayor

Blount County

Ed Mitchell – County Mayor

Campbell County

E.L. Morton – County Mayor

Claiborne County

Joe Brooks – County Mayor

Cocke County

Crystal Ottinger – County Mayor

Grainger County

Mike Byrd – County Mayor

Hamblen County

Bill Brittain – County Mayor

Jefferson County

Mark Potts – County Mayor

Knox County

Glenn Jacobs – County Mayor

Loudon County

Buddy Bradshaw – Co. Mayor

Monroe County

Mitch Ingram – County Mayor

Morgan County

Brian Langley – County Executive

Roane County

Ron Woody, County Executive

Scott County

Jeff Tibbals – County Mayor

Sevier County

Larry Waters, County Mayor

Union County

Jason Bailey – County Mayor

City Mayor

Ron Williams, Farragut Mayor

City Mayor

Trey Dykes, Newport Mayor

City Mayor

Omer Cox, Oliver Springs Mayor

State Representative

Representative Jeremy Faison

State Senator

Senator Richard Briggs

RAB Representative

Kimberly Deal

FINANCIALS

EAST TENNESSEE HUMAN RESOURCE AGENCY, INC.
Statement of Net Position
June 30, 2021

	Primary Government		
	Governmental Activities	Business-Type Activities	Total
Assets			
Cash and cash equivalents	\$ 7,525,333	\$ 660,856	\$ 8,186,189
Investments	25,356	-	25,356
Receivables, net of allowance for uncollectible accts.	8,504,949	31,169	8,536,118
Loans receivable	448,367	-	448,367
Deposits	10,244	-	10,244
Prepaid expenditures	288,290	19	288,309
Capital assets, net of accumulated depreciation			
Land	32,614	-	32,614
Capital assets, net of accumulated depreciation			
Buildings	634,646	-	634,646
Furniture and equipment	85,730	-	85,730
Vehicles	2,176,800	42,585	2,219,385
	2,929,790	42,585	2,972,375
Total capital assets, net			
Total assets	<u>\$19,732,329</u>	<u>\$ 734,629</u>	<u>\$ 20,466,958</u>
Liabilities			
Accounts payable	\$ 3,334,400	\$ 14,829	\$ 3,349,229
Accrued expenses	4,449,824	66,650	4,516,474
	7,784,224	81,479	7,865,703
Total liabilities			
Net Position			
Investment in capital assets	2,929,790	42,585	2,972,375
Restricted for:			
THDA – Home Loan	1,187,447		1,187,447
MVEOA	229,060		229,060
East Tennessee Foundation Investment	25,356		25,356
Human Resource Services	4,868,322		4,868,322
Unrestricted	2,708,130	610,565	3,318,695
Total net position	<u>\$ 11,948,105</u>	<u>\$ 653,150</u>	<u>\$ 12,601,255</u>

2022 BUDGET	
2021 - 2022	
AGING	\$ 15,947,496.00
AAA&D Planning, Monitoring, Coordir	\$ 622,849.00
Legal Assistance for the Elderly	\$ 110,000.00
Choices - Medicaid Waiver	\$ 1,053,835.00
Elder Abuse Training & Support	\$ 12,900.00
Health Promotion	\$ 96,500.00
HCBS Case Management	\$ 512,865.00
HCBS Options for Community Living	\$ 1,312,335.00
IIIB In-Home Services	\$ 100,000.00
Information & Assistance	\$ 116,054.00
National Family Caregiver	\$ 755,816.00
Nutrition - Congregate	\$ 86,877.00
Nutrition - Home Delivered	\$ 2,855,083.00
Office on Aging	\$ 865,029.00
Ombudsman	\$ 148,200.00
Public Conservatorship Services	\$ 231,100.00
Senior Centers	\$ 160,192.00
VOCA-CREVA	\$ 293,500.00
SNAP - Food Stamps	\$ 67,028.00
SHIP SMP and PPACA	\$ 220,044.00
ARP	\$ 1,822,300.00
CARES	\$ 2,730,200.00
Ombudsman CARES	\$ 106,262.00
ADRC	\$ 95,000.00
COVID Families First	\$ 915,700.00
COVID III Emergency	\$ 657,827.00
WORKFORCE DEVELOPMENT	\$ 11,928,995.00
Senior Employment - State	\$ 254,734.00
Senior Employment - SSAI	\$ 784,261.00
Workforce Development	\$ 10,890,000.00
HOUSING AND RESTORATION	\$ 10,309,910.00
LIHEAP/Weatherization	\$ 6,509,910.00
HUD	\$ 3,800,000.00
TRANSPORTATION	\$ 10,813,580.00
Public Transit	\$ 10,813,580.00
CORRECTION AND COURT SERVICES	\$ 3,092,212.00
Adult Alternative Placement	\$ 1,715,500.00
Misdemeanor Probation	\$ 1,230,000.00
Community Youth Intervention	\$ 146,712.00
CHILD DEVELOPMENT	\$ 3,347,000.00
Child Care Food - Centers	\$ 72,000.00
Child Care Food - Home	\$ 204,000.00
At-Risk	\$ 2,101,000.00
Summer Food	\$ 970,000.00
FAMILY ASSISTANCE	\$ 1,186,730.81
Commodity Food Distribution	\$ 30,000.00
Emergency Food and Shelter	\$ 1,007.00
Homemaker Aide Service - Adult	\$ 541,000.00
Homemaker Aide Service - Child	\$ 20,000.00
Jane L. Pettway Foundation	\$ 10,000.00
Mountain Valley CSBG	\$ 584,723.81
TOTAL BUDGET	\$ 56,625,923.81

2023 BUDGET* - 2022-2023	
AGING	\$ 16,308,646.00
AAA&D Planning, Monitoring, Coord	\$ 746,689.00
Legal Assistance for the Elderly	\$ 110,000.00
Choices - Medicaid Waiver	\$ 1,053,835.00
Elder Abuse Training & Support	\$ 13,000.00
Health Promotion	\$ 96,800.00
HCBS Case Management	\$ 513,410.00
HCBS Options for Community Living	\$ 1,353,327.00
IIIB In-Home Services	\$ 100,000.00
Information & Assistance	\$ 123,609.00
National Family Caregiver	\$ 593,245.00
Nutrition - Congregate	\$ 1,256,700.00
Nutrition - Home Delivered	\$ 1,517,600.00
Office on Aging	\$ 857,220.00
Ombudsman	\$ 148,600.00
Public Conservatorship Services	\$ 252,800.00
Senior Centers	\$ 160,200.00
VOCA-CREVA	\$ 293,500.00
ARP - American Rescue Plan	\$ 1,822,300.00
SNAP - Food Stamps	\$ 67,028.00
SHIP SMP and MIPPA	\$ 220,044.00
Ombudsman CARES	\$ 106,262.00
CREST - Elderly Self-Neglect in TN	\$ 313,050.00
Vaccine - Covid Initiative	\$ 190,700.00
CARES	\$ 2,730,200.00
ADRC	\$ 95,000.00
COVID Families First	\$ 915,700.00
COVID Ill Emergency	\$ 657,827.00
WORKFORCE DEVELOPMENT	\$ 14,640,000.00
Senior Employment - State	\$ 250,000.00
Senior Employment - SSAI	\$ 780,000.00
Workforce Development	\$ 13,610,000.00
HOUSING AND RESTORATION	\$ 7,376,000.00
LIHEAP/Weatherization	\$ 3,500,000.00
HUD	\$ 3,876,000.00
TRANSPORTATION	\$ 11,133,580.00
Public Transit	\$ 11,133,580.00
CORRECTION AND COURT SERVICES	\$ 4,056,712.00
Adult Alternative Placement	\$ 2,700,000.00
Misdemeanor Probation	\$ 1,210,000.00
Community Youth Intervention	\$ 146,712.00
CHILD DEVELOPMENT	\$ 3,480,000.00
Child Care Food - Centers	\$ 105,000.00
Child Care Food - Home	\$ 213,000.00
At-Risk	\$ 2,362,000.00
Summer Food	\$ 800,000.00
FAMILY ASSISTANCE	\$ 1,176,823.81
Commodity Food Distribution	\$ 30,000.00
Emergency Food and Shelter	\$ 1,100.00
Homemaker Aide Service - Adult	\$ 541,000.00
Homemaker Aide Service - Child	\$ 10,000.00
Jane L. Pettway Foundation	\$ 10,000.00
Mountain Valley CSBG	\$ 584,723.81
TOTAL BUDGET	\$ 58,171,761.81
*Budget is based on historical funding patterns and is subject to change.	

Supporting and Funding Partners

Tennessee Commission on Aging and Disability

Tennessee Department of Transportation

Federal Transit Authority

Tennessee Department of Human Services

Tennessee Housing Development Agency

Senior Services of America

Tennessee Department of Labor

Tennessee Department of Corrections

United Way of Anderson County

Lafollette Medical Foundation

Jane Pettway

TennCare

Tennessee Department of Agriculture

US Department of Housing & Urban Development

Tennessee Department of Children's Service

Donors. Grantor and Partners

Meals on Wheels

Kroger

United Way/Anderson County

Lafollette Medical Foundation

Jane Pettway

KARM

Fairview Baptist Church

Y12 Gives Grant Foundation

Amazon SMILE

Kroger Community Rewards

Free Medical Clinic

ETHRA's Work Program

AGING

Area Agency on Aging and Disability (AAAD) is responsible for developing an advocacy and service delivery system in East Tennessee for persons age sixty and over and for persons with disabilities.

Aaron Bradley; 865-691-2551 ext. 4216; ABradley@ethra.org

Health Promotion encourages older adults to maintain good health by participating in evidence based community centered health promotion and disease prevention activities.

Cynthia Rockey; 865-457-3352, ext. 4; CRockey@ethra.org

National Family Caregiver Support provides in-home and community based respite services to family caregivers along with information, referral, limited counseling services and in-home caregiver training services.

Options for Community Living is designed to assist individuals with functional limitations, remain independent at home through supportive services.

Michelle Greenway; 865-691-2551 ext. 4271; MGreenway@ethra.org

TennCare/CHOICES is designed to assist individuals with functional limitations remain independent at home through supportive services.

Mike Sokol; 865-691-2551 ext. 4316; MSokol@ethra.org

Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA) is designed to assist older or disabled individuals with emergency situations, who have been the victim of a reported crime and are referred by APS or law enforcement.

Hugh Kring; 865-691-2551 ext. 4409; HKring@ethra.org

State Health Insurance Plan (SHIP) is responsible for providing information and assistance to Medicare beneficiaries on questions they may have about coverage, co-insurance, and TennCare/Medicaid, including billing or invoice problems.

Amanda Johnson; 865-691-2551 ext. 4302; AJohnson@ethra.org

Elder Abuse & Training provides community education and serves as a focal point for advocates to reduce scams and other abuses.

John Bender; 865-691-2551 ext. 4234; JBender@ethra.org

Guardianship for the Elderly provides court appointed guardianship/conservatorship services to persons who need someone to make decisions on their behalf due to loss of capacity.

Lynette Edwards; 865-691-2551 ext. 4218; LEdwards@ethra.org

Legal Assistance for the Elderly is to assist senior citizens (age 60 or above) in the service counties with various legal matters regardless of their income. Legal Assistance for the Elderly also offers education presentations on legal issues pertaining to seniors throughout the region.

Baily Bowers; 865-691-2551 ext. 4212; BBowers@ethra.org

Long Term Care Ombudsman protects the federally mandated rights of residents of long-term care facilities.

Thomas Kahler; 865-691-2551 ext. 4223; TKahler@ethra.org

Senior Nutrition provides a nutritious meal to persons age 60+ and their spouses at group sites or by home delivery.

Alicia Davis; 865-691-2551 ext. 4210; AMDavis@ethra.org

Senior Centers provide a community focal point for activities and information for seniors.

Veronica Stephens; 865-691-2551 ext. 4229; VStephens@ethra.org

Senior Employment assists persons who are fifty-five years of age or older and economically disadvantaged with training and supervision while they seek employment in business and industry.

Arlita Brisbin; 865-691-2551 ext. 4307; ABrisbin@ethra.org

CHILD DEVELOPMENT

Child Care Food for Homes assists licensed Family Home Day Cares, Group Home Day Cares and Unregulated Home Day Cares that care for four or fewer unrelated children. The program provides help with meal planning and monthly food expenses.

Child Care Food for Day Care Centers assists by providing nutritious meals to children in facilities. The program provides assistance to the day care facility with approving income applications, meal planning and monthly food expenses.

At Risk Supper Program assists schools that have a free or reduced meal percentage of 50% or more; that have an education or enrichment after school program for ages 2-18, regardless of income.

Summer Food insures that children have good, nutritious meals during the summer when school meals are not available.

Veronica Stephens; 865-691-2551 ext. 4229; VStephens@ethra.org

FAMILY ASSISTANCE

Protective Service Homemaker helps stabilize and maintain families in their own home. Services are provided where there are problems of abuse, neglect, or potential exploitation.

Pam Morgan; 865-691-2551 ext. 4246; PMorgan@ethra.org

Commodity distribution provides quarterly supplemental food to help enrich meals for eligible households.

Community Services Block Grant provides emergency assistance with rent, mortgage, utilities, and other needs to support family self-sufficiency in low income populations.

Jane Pettway Grant provides services to support single women who are victims of domestic violence, or unemployed, or working in low paying jobs who need assistance with utilities, rent or mortgage.

Emergency Food and Shelter (FEMA) assists in crisis situations with rent, mortgage, or utilities.

Alicia King; (423) 286-6929 ext.6701; agking@ethra.org

HOUSING & RESTORATION

Low Income Home Energy Assistance helps eligible households in meeting their immediate home energy needs. Most are paying a large portion of their income for heating and cooling.

Weatherization assists low-income households in reducing their fuel costs and contributes to national energy conservation through increased energy efficiency and consumer education.

Housing Choice Voucher (rental assistance) helps low income families obtain safe and sanitary housing at an affordable price.

Steve Bandy or *Lisa Condrey*; 865-691-2551 ext. 4262 ext.4248; SBandy@ethra.org; LCondrey@ethra.org

CORRECTION & COURT SERVICES

Community Corrections was created to divert felony offenders from the Tennessee prison system and provide necessary supervision and service to the offenders with the goal of reducing the probability of *Katie Somoza*; 865-691-2551 ext. 4247; KSomoza@ethra.org

Community Intervention provides intensive supervision to juvenile offenders while allowing these offenders to remain in their home and community. Providing supervision at home reduces the number of commitments to state custody which creates significant savings in state dollars.
Sherry Seal; 865-691-2551 ext. 4450; SSeal@ethra.org

Misdemeanor Probation is offered to counties at no cost to the government or taxpayers, operating entirely on fees collected from offenders. The program diverts offenders from the court system and provides necessary supervision and resources to help the clients become more productive in the community, reducing the probability of continual criminal behavior. Staff monitors the payment of court costs and fines, drug screening, in-patient and out-patient treatment classes, education, DUI classes and job search.

DUI Education Class uses the Prime for Life curriculum which is the only DUI curriculum accepted by the State of Tennessee to reinstate a driver's license that has been revoked.
Judy Brewer; 423-587-6511; JBrewer@ethra.org

TRANSPORTATION

Transportation provides mobility to citizens in a sixteen county area who need access to services, employment, health care and more.

Mike Patterson at 865-691-2551 ext. 4263; MPatterson@ethra.org

Job Access & Reverse Commute (JARC) provides transportation services to various job sites for low-income individuals who reside in the non-urbanized areas of East Tennessee.

Mobility Management considers the transportation needs of persons with disabilities that go beyond those required by the Americans with Disabilities Act.

Teresa Hickman; 865-691-2551 ext. 4280; THickman@ethra.org

WORKFORCE SERVICES

Workforce Services in collaboration with the local workforce board, serves two primary customers in the sixteen county East Tennessee Local Workforce Development Area: employers who seek skilled labor and job seekers who seek self-sufficient employment. Workforce services are delivered through a network of sixteen American Job Centers and an East Tennessee Mobile American Job Center. ETHRA serves as fiscal agent and staff to the Workforce Board.

Bill Walker; 865-705-9765; BWalker@ethra.org

Employers Services including incumbent Worker Training grants and Registered Apprenticeships

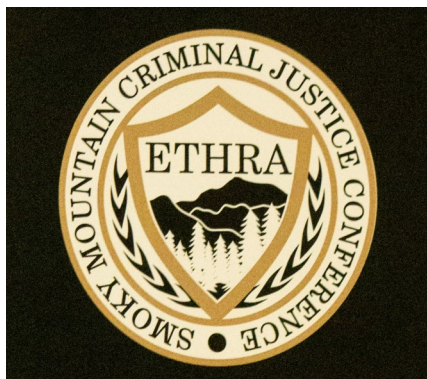
Tonya Randolph; 865-813-0281 ext. 7106; TRandolph@ethra.org

Job Seeker Services including employment placement and advanced training through the American Job Center Service Delivery System.

Jennifer Eppley; 865-594-0319

25th Annual Smoky Mountain Criminal Justice Conference

Gatlinburg, Tennessee, on November 1—5, 2021



The Twenty-Fifth Smoky Mountain Criminal Justice Conference was held at the Edgewater Hotel in Gatlinburg, Tennessee, on November 1—5, 2021.

Ms. Judy Brewer, East Tennessee Human Resource Agency Program Manager of Misdemeanor and Conference Director secured an impressive list of speakers.



Photo credits: Corrine Vitek

This exclusive conference is designed for law enforcement, corrections, probations officers, police offices, detectives and all others associated with the law enforcement field.

The Conference is approved for 32 hours standard training (P.O.S.T) certified hours for law enforcement officers, (meets all state required mandates except firearms). Also, Tennessee Commission C.L.E. and specialization, continuing legal credits approved. The Smoky Mountain Criminal Justice Conference offers many opportunities to obtain certified and professional training that enhances field knowledge and information on numerous issues concerning law enforcement today.

The Smoky Mountain Criminal Justice Conference was sponsored by East Tennessee Human Resource Agency and Co-Sponsored by the Tennessee Law Enforcement Training Academy and Hamblen County, Tennessee, Sheriff's office.

25th Annual Smoky Mountain Criminal Justice Conference

Gatlinburg, Tennessee, on November 1—5, 2021



Many topics were presented and discussed during the Conference such as crime prevention, school safety, home safety, vehicle safety, teen killers and school shooters and the acclaimed Kinesic Technique. Four days were packed with speakers, presentations and training.

Photo credits: Corrine Vitek



Annual TAHRA Conference, Embassy Suites, Franklin/Cool Springs, Tennessee August 24—27, 2021

Mike Smith, TAHRA President, pictured right, made the opening remarks and welcomed everyone to the 2022 Annual Conference in Franklin, Tennessee.



Powerful speakers and presentations along with round table discussions, concurrent workshops, team-building activities and networking opportunities filled the 4 day event. More than 160 attended the conference with more expected to attend the 2022 conference. Seen left, middle, Senator Marsha Blackburn stopped by for a speaking engagement.



**Annual TAHRA Conference, Embassy Suites, Franklin/Cool Springs, Tennessee
August 24—27, 2021.**

Pictured right, Gary W. Holiway, Executive Director for East Tennessee Human Resource Agency, facilitates a workshop.

Below, Department Commissioners and Executive Directors during a Question and Answer session.

Bottom right and left, feature dinner entertainment and group presentations.



ETHRA Transportation Annual TPTA Roadeo Competition—2021



Pictured above, several ETHRA Managers and staff attend and support the ETHRA Transportation Department and participants during the 2021 Annual TPTA Roadeo Competition held on October 18—22, 2021 in Franklin, Tennessee.



Pictured upper right, are Caleb Dyer (left) and Mike Patterson, ETHRA Transportation Director, right. Caleb Dyer placed 1st in his division while competing in the Annual TPTA Roadeo. Seen holding his trophy and steering wheel, he represented ETHRA very well.

Caleb Dyer, and Drew Downey, pictured bottom, right, competed in the Bus competition and Scott (Sumo) Simmerly, pictured bottom, left, competed in the maintenance division.



2021 ETHRA Strategic Planning, September 28 and 29, 2021

Bridgewater Conference Center, Knoxville, Tennessee



ETHRA Managers participated in a 2-day Strategic Planning Session. Many productive workshops, team building activities and discussions proved to be advantageous. New plans, ideas and a more informed team were only a few of the positive outcomes.

Photo credits: Cynthia Plemens



VOLUNTEER OPPORTUNITIES

Volunteers contribute thousands of hours of service, helping the people of our region. They are many hands working to fulfill ETHRA's mission and purpose.



Many of our programs depend on volunteers. Please consider volunteering your time and skills. You can choose areas such as training to be a Volunteer Ombudsman or a Medicare Counselor, delivering meals to elderly individuals, helping serve meals to the elderly or to children in group settings.



Volunteers assist with Guardianship of vulnerable elderly people

Volunteers visit assisted living and nursing home facilities

Volunteer in programs that feed children

Volunteers distribute commodities in the community

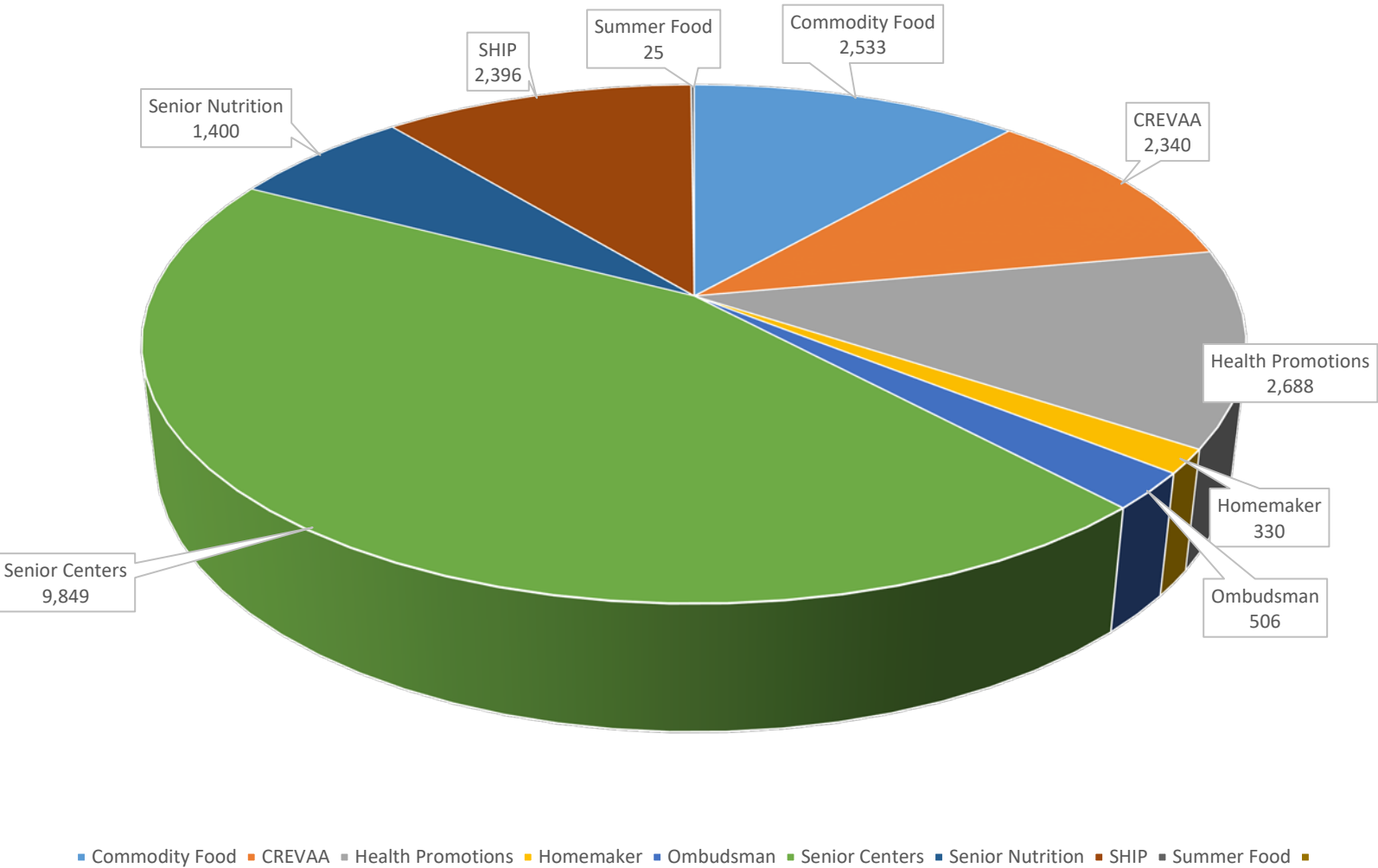
Volunteers cook and deliver meals to the elderly

Volunteers educate people about Medicare

Volunteers work in Senior Centers

Volunteers lead exercise classes

Volunteer Hours Contributed in FY 20-21



There are many ways to help people in your community through ETHRA programs. We need your volunteer time and your financial support.

Volunteering with ETHRA is one of the most rewarding ways to give back. ETHRA requires a national criminal background check. Typical turn around time is up to 10 days but may vary.



Your Donation Makes a Difference

Many of our elderly neighbors struggle to have nutritious food. Some may be victims of abuse in the form of financial, physical, or emotional bullying. Some have lost the ability to care for themselves. If you would like to make a difference in the lives of these members of our communities, please consider volunteering your time or providing financial support to extend our services to more people in need.

With Your Donations Last Year

With the addition of volunteer hours and cash donations we were able to provide ombudsman services to identify, investigate, and resolve complaints from residents of 130 long-term facilities in 16 counties of East Tennessee.

Volunteers provided the eyes and ears to the public guardian for frail client residents. More than 538,000 meals were served to elderly individuals in home delivered settings but there are others on the waiting list. Volunteers monitored children's nutritional lunches and, as a result, more meals could be provided.



6,299
Children fed
last summer



218,000
Individuals
served
in Tennessee



Over 2 Million
units of service
extended last
year

ETHRA's Locations

Regional Office

ETHRA Regional
9111 Cross Park Drive
STE D100
Knoxville, TN 37923
Phone: (865) 691-2551

Anderson County

125 Leinart St., Ste. 5
Clinton, TN 37716
Phone: (865) 457-3352

Blount County

2008 E. Lamar Alexander
Pkwy.
Maryville, TN 37804
Phone: (865) 681-9161

Campbell County

2301 Jacksboro Pike
Ste. 4B
LaFollette, TN 37766
Phone: (423) 562-2948

Claiborne County

1720 Church Street, Ste. 2
P.O. Box 586
Tazewell, TN 37879
Phone: (423) 973-3669

Cocke County

440 Eastern Plaza Way
Newport, TN 37821
Main: (423) 623-7296

Fentress County

304 W Central Ave
P. O. Box 201
Jamestown, TN 38556
Phone: (931) 879-3406

Grainger County

270 Justice Center Dr.
Rutledge, TN 37861
Phone: (865) 828-5161

Greene County

1324 Tusculum Blvd
Greeneville, TN 37745
Phone: (423) 798-9625

Hamblen County

2800 W. Andrew Johnson
Hwy.
Morristown, TN 37814
Phone: (423) 587-6511

Hancock County

154 Campbell Drive,
Suite C
Sneedville, TN 37869
Phone: (423) 733-8987

Hawkins County

203 E. Washington St.
Unit 1
Rogersville, TN 37857
Phone: (423) 272-5419

Jefferson County

1248 Gay Street
P. O. Box 1367
Dandridge, TN 37725
Phone: (865) 397-1085

Knox County

9111 Cross Park Drive
STE D100
Knoxville, TN 37923
Phone: (865) 691-2551

Loudon County

298 Blair Bend Road
Loudon, TN 37774
Phone: (865) 408-1775

Meigs County

345 N. Main Street
Decatur, TN 37322
Phone: (423) 334-9004

Monroe County

415 Isbill, Suite F
Madisonville, TN 37354
Phone: (423) 442-5311

Morgan County

1111 Knoxville Highway
P. O. Drawer 406
Wartburg, TN 37887
Main: (423) 346-6651

Roane County

2317 S. Roane St.
Harriman, TN 37748
Phone: (865) 376-3319

Scott County

727 West Third Avenue
Oneida, TN 37841
Phone: (423) 286-6929

Sevier County

717 W. Main Street
Sevierville, TN 37862
Phone: (865) 429-6067

Union County

1401 Main Street
P.O. Box 547
Maynardville, TN 37807
Phone: (865) 992-8816

ETHRA			
CUSTOMER SERVICE REPORT 2021			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly	349	649	67,527
Choices - Medicaid Waiver	2,880	4,859	967,942
CREVAA	888	932	398,468
Elder Abuse	833	6	10,765
Health Promotion	247	2,295	82,002
HCBS Case Management	1,015	4,357	471,060
HCBS Options Community Living	631	79,899	1,367,723
III-B In-Home Services	136	7,047	118,014
Information & Assistance	8,178	12,652	77,011
National Family Caregiver	311	30,806	599,636
Nutrition - Congregate	*See below		258,510
Nutrition - Home Delivered	4,092	538,406	2,892,520
Nutrition - COVID	4,214	197,766	308,938
Office on Aging	8,695	54,318	1,107,784
Ombudsman	129	690	141,483
Public Guardianship	69	3,754	228,380
Senior Centers	5,974	52,841	262,975
SHIP, SMP and MIPPA	16,077	18,158	213,248
SNAP - Food Stamps	1,412	5,266	58,306
WORKFORCE DEVELOPMENT			
Senior Employment - State	13	59	164,186
Senior Employment -SSA	140	3,360	891,506
Workforce Development	1,317	4,610	8,161,978
HOUSING AND RESTORATION			
LIHEAP	12,724	6,657	4,270,755
HUD Home Ownership	20	226	113,616
HUD Family Self-Sufficiency	92	359	47,698
HUD Voucher	583	6,733	3,537,624
Weatherization	43	43	318,140
Mainstream Voucher	4	17	7,638
TRANSPORTATION			
Public Transit	8,823	199,262	10,058,636
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	1,411	8,244	1,682,182
Misdemeanor Probation	4,563	36,010	1,019,670
Community Youth Intervention	20	136	138,703
CHILD DEVELOPMENT			
Child Care Food - Home	2,073	38,068	216,732
Child Care Food - Centers	3,372	49,315	100,663
Child Care Food - At-Risk Program	111,210	941,947	2,682,791
Summer Food	6,299	119,762	986,623
FAMILY ASSISTANCE			
Commodity Food Distribution	8,872	8,872	59,951
Emergency Food and Shelter	7	7	2,084
Homemaker Aide Service - Adult	99	12,319	383,784
Homemaker Aide Service - Child	18	72	4,108
Jane L. Pettway Foundation	23	23	9,657
Mountain Valley CSBG	273	273	504,821
TOTAL	218,129	2,451,075	
Total ETHRA FUNDS INVESTED			\$44,995,838

*Nutrition Congregate: Due to COVID, no meal sites. Given choice to transfer to Home Delivery

ETHRA Employees 387
 ETHRA Payroll \$14,395,638

Anderson			
CUSTOMER SERVICE REPORT 2021			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly	119	240	24,971
Choices - Medicaid Waiver	195	347	69,124
CREVAA	65	70	29,928
Elder Abuse	126	1	1,794
Health Promotion			
HCBS Case Management	74	353	38,165
HCBS Options Community Living	46	5,334	91,308
III-B In-Home Services	1	12	201
Information & Assistance	768	1,910	11,626
National Family Caregiver	19	2,111	41,090
Nutrition - Congregate			
Nutrition - Home Delivered	220	27,836	149,545
Nutrition - COVID	183	10,878	16,993
Office on Aging	1,063	12,770	260,437
Ombudsman	3	65	13,383
Public Guardianship	5	299	18,190
Senior Centers	634	9,797	48,757
SHIP, SMP and MIPPA	949	1,129	13,259
SNAP - Food Stamps	189	496	5,492
WORKFORCE DEVELOPMENT			
Senior Employment - State			
Senior Employment -SSA	20	480	127,358
Workforce Development	84	294	520,525
HOUSING AND RESTORATION			
LIHEAP	2,602	1,297	832,082
HUD Home Ownership	6	72	36,196
HUD Family Self-Sufficiency	33	114	15,146
HUD Voucher	162	1,897	996,714
Weatherization	6	6	44,392
Mainstream Voucher			
TRANSPORTATION			
Public Transit	1,208	16,818	848,963
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	48	307	62,643
Misdemeanor Probation			
Community Youth Intervention			
CHILD DEVELOPMENT			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program	2,124	16,767	47,755
Summer Food	1,361	27,222	224,260
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	8	1,288	40,126
Homemaker Aide Service - Child	8	32	1,826
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	12,329	140,242	
Total ETHRA FUNDS INVESTED			\$4,632,250

ETHRA Employees
ETHRA Payroll

24
\$767,262

Blount			
CUSTOMER SERVICE REPORT 2021			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly	54	104	10,821
Choices - Medicaid Waiver	237	460	91,635
CREVAA	75	77	32,921
Elder Abuse	98	1	1,794
Health Promotion	17	17	607
HCBS Case Management	74	316	34,165
HCBS Options Community Living	44	4,312	73,813
III-B In-Home Services	5	406	6,799
Information & Assistance	618	760	4,626
National Family Caregiver	18	1,283	24,973
Nutrition - Congregate			
Nutrition - Home Delivered	458	66,623	357,924
Nutrition - COVID	425	24,693	38,574
Office on Aging	771	4,342	88,553
Ombudsman	9	54	11,044
Public Guardianship	2	113	6,875
Senior Centers	583	11,457	57,018
SHIP, SMP and MIPPA			
SNAP - Food Stamps	101	383	4,241
WORKFORCE DEVELOPMENT			
Senior Employment - State			
Senior Employment -SSA	15	360	95,519
Workforce Development	104	364	644,460
HOUSING AND RESTORATION			
LIHEAP			
HUD Home Ownership	3	36	18,098
HUD Family Self-Sufficiency	22		
HUD Voucher	63	744	390,909
Weatherization			
Mainstream Voucher	1	5	2,246
TRANSPORTATION			
Public Transit	914	25,788	1,301,764
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	240	1,000	204,049
Misdemeanor Probation			
Community Youth Intervention			
CHILD DEVELOPMENT			
Child Care Food - Home	98	1,891	10,766
Child Care Food - Centers	525	7,968	16,264
Child Care Food - At-Risk Program			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	6	1,234	38,444
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	5,580	154,791	
Total ETHRA FUNDS INVESTED			\$3,568,902

ETHRA Employees
ETHRA Payroll

20
\$581,208

Bradley			
CUSTOMER SERVICE REPORT 2021			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly			
Choices - Medicaid Waiver			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Home Delivered			
Nutrition - COVID			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment - State			
Senior Employment -SSA			
Workforce Development			
HOUSING AND RESTORATION			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher			
Weatherization			
Mainstream Voucher			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Adult Alternative Placement			
Misdemeanor Probation			
Community Youth Intervention			
CHILD DEVELOPMENT			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program	9,889	105,153	299,490
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	9889	105,153	
Total ETHRA FUNDS INVESTED			\$299,490

Campbell			
CUSTOMER SERVICE REPORT 2021			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly	11	15	1,561
Choices - Medicaid Waiver	78	121	24,104
CREVAA	28	29	12,399
Elder Abuse			
Health Promotion			
HCBS Case Management	32	107	11,568
HCBS Options Community Living	49	3,086	52,827
III-B In-Home Services	5	683	11,438
Information & Assistance	246	436	2,654
National Family Caregiver	15	1,971	38,365
Nutrition - Congregate			
Nutrition - Home Delivered	118	17,294	92,910
Nutrition - COVID	61	2,622	4,096
Office on Aging	301	8,739	178,227
Ombudsman	2	26	5,293
Public Guardianship	8	450	27,376
Senior Centers	112	542	2,697
SHIP, SMP and MIPPA	520	571	6,706
SNAP - Food Stamps	72	158	1,749
WORKFORCE DEVELOPMENT			
Senior Employment - State	7	32	88,408
Senior Employment -SSA			
Workforce Development	148	518	917,116
HOUSING AND RESTORATION			
LIHEAP	2,344	1,288	826,308
HUD Home Ownership			
HUD Family Self-Sufficiency	2	2	266
HUD Voucher	17	196	102,981
Weatherization	3	3	22,196
Mainstream Voucher			
TRANSPORTATION			
Public Transit	458	13,218	667,237
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	30	161	32,852
Misdemeanor Probation	268	2,493	70,593
Community Youth Intervention			
CHILD DEVELOPMENT			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution	1,343	1,343	9,075
Emergency Food and Shelter			
Homemaker Aide Service - Adult	9	1,351	42,089
Homemaker Aide Service - Child	1	4	228
Jane L. Pettway Foundation			
Mountain Valley CSBG	37	37	68,419
TOTAL	6,326	57,496	
Total ETHRA FUNDS INVESTED			\$3,322,036

ETHRA Employees
ETHRA Payroll

18
\$515,603

Claiborne			
CUSTOMER SERVICE REPORT 2021			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly	5	6	624
Choices - Medicaid Waiver	59	98	19,522
CREVAA	31	33	14,109
Elder Abuse			
Health Promotion			
HCBS Case Management	37	129	13,947
HCBS Options Community Living	27	5,651	96,735
III-B In-Home Services	6	652	10,919
Information & Assistance	144	263	1,601
National Family Caregiver	11	1,867	36,341
Nutrition - Congregate			
Nutrition - Home Delivered	164	13,449	72,253
Nutrition - COVID	182	17,447	27,255
Office on Aging	180	1,911	38,974
Ombudsman	2	15	3,122
Public Guardianship			
Senior Centers	100	1,185	5,897
SHIP, SMP and MIPPA	489	500	5,872
SNAP - Food Stamps	59	179	1,982
WORKFORCE DEVELOPMENT			
Senior Employment - State	1	5	12,630
Senior Employment -SSA			
Workforce Development	61	214	378,886
HOUSING AND RESTORATION			
LIHEAP	2,303	1,330	853,253
HUD Home Ownership	1	12	6,033
HUD Family Self-Sufficiency			
HUD Voucher	19	214	112,439
Weatherization	3	3	22,196
Mainstream Voucher			
TRANSPORTATION			
Public Transit	223	2,413	121,807
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	26	179	36,525
Misdemeanor Probation	253	3,217	91,094
Community Youth Intervention	2	111	113,206
CHILD DEVELOPMENT			
Child Care Food - Home	116	1,293	7,361
Child Care Food - Centers			
Child Care Food - At-Risk Program	6,374	42,543	121,168
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution	2,298	2,298	15,528
Emergency Food and Shelter	1	1	298
Homemaker Aide Service - Adult	1	139	4,330
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG	33	33	61,022
TOTAL	13,211	97,390	
Total ETHRA FUNDS INVESTED			\$2,306,928

ETHRA Employees
ETHRA Payroll

18
\$284,915

Cocke			
CUSTOMER SERVICE REPORT 2021			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly	31	57	5,931
Choices - Medicaid Waiver	79	137	27,291
CREVAA	52	55	23,515
Elder Abuse			
Health Promotion	25	162	5,788
HCBS Case Management	59	261	28,218
HCBS Options Community Living	35	5,150	88,158
III-B In-Home Services	13	854	14,302
Information & Assistance	290	353	2,149
National Family Caregiver	15	2,022	39,358
Nutrition - Congregate			
Nutrition - Home Delivered	100	14,633	78,614
Nutrition - COVID	88	4,712	7,361
Office on Aging	258	1,790	36,506
Ombudsman	3	19	3,967
Public Guardianship	2	113	6,875
Senior Centers	85	206	1,025
SHIP, SMP and MIPPA	788	801	9,407
SNAP - Food Stamps	51	182	2,015
WORKFORCE DEVELOPMENT			
Senior Employment - State			
Senior Employment -SSA	24	576	152,830
Workforce Development			
HOUSING AND RESTORATION			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher	2	24	12,610
Weatherization	4	4	29,594
Mainstream Voucher			
TRANSPORTATION			
Public Transit	443	11,038	557,192
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	37	723	147,528
Misdemeanor Probation	248	2,107	59,662
Community Youth Intervention	0	25	25,497
CHILD DEVELOPMENT			
Child Care Food - Home	105	1,581	9,001
Child Care Food - Centers			
Child Care Food - At-Risk Program			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	8	1,288	40,126
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	2,845	48,873	
Total ETHRA FUNDS INVESTED			\$1,414,520

ETHRA Employees
ETHRA Payroll

15
\$522,452

Fentress			
CUSTOMER SERVICE REPORT 2021			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly			
Choices - Medicaid Waiver			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Home Delivered			
Nutrition - COVID			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment - State			
Senior Employment -SSA			
Workforce Development			
HOUSING AND RESTORATION			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher			
Weatherization			
Mainstream Voucher			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	54	166	\$33,872
Misdemeanor Probation			
Community Youth Intervention			
CHILD DEVELOPMENT			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	54	166	
Total ETHRA FUNDS INVESTED			\$33,872

Grainger			
CUSTOMER SERVICE REPORT 2021			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly	6	3	312
Choices - Medicaid Waiver	53	82	16,335
CREVAA	15	16	6,841
Elder Abuse			
Health Promotion	4	108	3,859
HCBS Case Management	20	90	9,730
HCBS Options Community Living	9	1,693	28,981
III-B In-Home Services	4	213	3,567
Information & Assistance	157	326	1,984
National Family Caregiver	10	961	18,706
Nutrition - Congregate			
Nutrition - Home Delivered	84	11,374	61,105
Nutrition - COVID			
Office on Aging	159	3,487	71,115
Ombudsman	1	8	1,585
Public Guardianship			
Senior Centers	67	274	1,364
SHIP, SMP and MIPPA	415	423	4,968
SNAP - Food Stamps	67	186	2,059
WORKFORCE DEVELOPMENT			
Senior Employment - State			
Senior Employment -SSA	5	120	31,840
Workforce Development			
HOUSING AND RESTORATION			
LIHEAP			
HUD Home Ownership	1	12	6,033
HUD Family Self-Sufficiency			
HUD Voucher	4	48	25,220
Weatherization	2	2	14,797
Mainstream Voucher			
TRANSPORTATION			
Public Transit	190	7,349	370,973
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	25	276	56,318
Misdemeanor Probation	263	2,729	77,275
Community Youth Intervention			
CHILD DEVELOPMENT			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program			
Summer Food	415	2,074	17,086
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	1	139	4,330
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	1,977	31,993	
Total ETHRA FUNDS INVESTED			\$836,383

ETHRA Employees
ETHRA Payroll

5
\$236,570

Greene			
CUSTOMER SERVICE REPORT 2021			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly			
Choices - Medicaid Waiver			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Home Delivered			
Nutrition - COVID			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment - State			
Senior Employment -SSA			
Workforce Development			
HOUSING AND RESTORATION			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher			
Weatherization			
Mainstream Voucher			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	65	333	67,948
Misdemeanor Probation	135	1,249	35,367
Community Youth Intervention			
CHILD DEVELOPMENT			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program	1326	13,824	39,373
Summer Food	183	3,660	30,152
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	1709	19,066	
Total ETHRA FUNDS INVESTED			\$172,840

ETHRA Employees
ETHRA Payroll

2
\$67,464

Hamblen			
CUSTOMER SERVICE REPORT 2021			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly	14	20	2,081
Choices - Medicaid Waiver	173	291	57,969
CREVAA	44	45	19,239
Elder Abuse			
Health Promotion	19	197	7,039
HCBS Case Management	64	282	30,489
HCBS Options Community Living	42	8,316	142,355
III-B In-Home Services	11	359	6,012
Information & Assistance	819	922	5,612
National Family Caregiver	17	3,076	59,874
Nutrition - Congregate			
Nutrition - Home Delivered	206	27,944	150,126
Nutrition - COVID	161	6,336	9,898
Office on Aging	1,341	5,181	105,663
Ombudsman	23	47	9,635
Public Guardianship	2	113	6,875
Senior Centers	1,375	5,580	27,770
SHIP, SMP and MIPPA	837	849	9,971
SNAP - Food Stamps	53	248	2,746
WORKFORCE DEVELOPMENT			
Senior Employment - State			
Senior Employment -SSA	23	552	146,462
Workforce Development	215	752	1,331,412
HOUSING AND RESTORATION			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency	4	19	2,524
HUD Voucher	32	357	187,573
Weatherization	9	9	66,587
Mainstream Voucher			
TRANSPORTATION			
Public Transit	725	25,560	1,290,255
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	167	1,201	245,063
Misdemeanor Probation	1,068	7,633	216,138
Community Youth Intervention			
CHILD DEVELOPMENT			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	7	973	30,313
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	7,451	96,862	
Total ETHRA FUNDS INVESTED			\$4,169,680

ETHRA Employees
ETHRA Payroll

29
\$1,065,744

Hancock			
CUSTOMER SERVICE REPORT 2021			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly			
Choices - Medicaid Waiver			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Home Delivered			
Nutrition - COVID			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment - State			
Senior Employment -SSA			
Workforce Development			
HOUSING AND RESTORATION			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher	3	36	18,915
Weatherization			
Mainstream Voucher			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	54	298	60,807
Misdemeanor Probation	203	1,709	48,393
Community Youth Intervention			
CHILD DEVELOPMENT			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	260	2,043	
Total ETHRA FUNDS INVESTED			\$128,114

ETHRA Employees
ETHRA Payroll

3
\$73,839

Hawkins			
CUSTOMER SERVICE REPORT 2021			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly			
Choices - Medicaid Waiver			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Home Delivered			
Nutrition - COVID			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment - State			
Senior Employment -SSA			
Workforce Development			
HOUSING AND RESTORATION			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher			
Weatherization			
Mainstream Voucher			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	45	199	40,606
Misdemeanor Probation	25	414	11,723
Community Youth Intervention			
CHILD DEVELOPMENT			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	70	613	
Total ETHRA FUNDS INVESTED			\$52,329

ETHRA Employees
ETHRA Payroll

2
\$23,920

Jackson			
CUSTOMER SERVICE REPORT 2021			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly			
Choices - Medicaid Waiver			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Home Delivered			
Nutrition - COVID			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment - State			
Senior Employment -SSA			
Workforce Development			
HOUSING AND RESTORATION			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher			
Weatherization			
Mainstream Voucher			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Adult Alternative Placement			
Misdemeanor Probation			
Community Youth Intervention			
CHILD DEVELOPMENT			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program	5,553	35,352	100,687
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	5553	35,352	
Total ETHRA FUNDS INVESTED			\$100,687

Jefferson			
CUSTOMER SERVICE REPORT 2021			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly	9	14	1,457
Choices - Medicaid Waiver	86	157	31,275
CREVAA	47	48	20,522
Elder Abuse			
Health Promotion			
HCBS Case Management	57	224	24,218
HCBS Options Community Living	34	5,992	102,572
III-B In-Home Services	11	114	1,909
Information & Assistance	408	565	3,439
National Family Caregiver	25	2,753	53,587
Nutrition - Congregate			
Nutrition - Home Delivered	150	20,731	111,375
Nutrition - COVID	154	8,234	12,863
Office on Aging	551	2,094	42,706
Ombudsman	5	46	9,447
Public Guardianship	3	150	9,125
Senior Centers	353	4,639	23,087
SHIP, SMP and MIPPA	701	765	8,984
SNAP - Food Stamps	54	185	2,048
WORKFORCE DEVELOPMENT			
Senior Employment - State			
Senior Employment -SSA	11	264	70,047
Workforce Development			
HOUSING AND RESTORATION			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher	10	109	57,270
Weatherization	3	3	22,196
Mainstream Voucher			
TRANSPORTATION			
Public Transit	445	14,721	743,108
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	42	299	61,011
Misdemeanor Probation	963	4,501	127,452
Community Youth Intervention			
CHILD DEVELOPMENT			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	7	973	30,313
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	4,129	67,581	
Total ETHRA FUNDS INVESTED			\$1,570,010

ETHRA Employees
ETHRA Payroll

12
\$424,761

Knox			
CUSTOMER SERVICE REPORT 2021			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly			
Choices - Medicaid Waiver	1,183	1,853	369,129
CREVAA	266	276	118,001
Elder Abuse	534	3	5,383
Health Promotion	89	676	24,154
HCBS Case Management	330	1,411	152,551
HCBS Options Community Living	205	18,428	315,453
III-B In-Home Services	56	2,541	42,553
Information & Assistance	3,015	4,550	27,695
National Family Caregiver	107	7,923	154,220
Nutrition - Congregate			
Nutrition - Home Delivered	1,784	232,733	1,250,329
Nutrition - COVID	2,217	67,810	105,929
Office on Aging	2,363	7,717	157,384
Ombudsman	51	271	55,539
Public Guardianship	35	1,914	116,441
Senior Centers	1,416	9,787	48,707
SHIP, SMP and MIPPA	5,575	6,730	79,037
SNAP - Food Stamps	434	1,928	21,347
WORKFORCE DEVELOPMENT			
Senior Employment - State			
Senior Employment -SSA			
Workforce Development	208	728	1,288,920
HOUSING AND RESTORATION			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher			
Weatherization			
Mainstream Voucher			
TRANSPORTATION			
Public Transit	1,398	14,985	756,435
CORRECTION AND COURT SERVICES			
Adult Alternative Placement			
Misdemeanor Probation			
Community Youth Intervention			
CHILD DEVELOPMENT			
Child Care Food - Home	1,152	23,880	135,956
Child Care Food - Centers	1,225	19,962	40,747
Child Care Food - At-Risk Program			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	29	2,137	66,576
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	23,672	428,243	
Total ETHRA FUNDS INVESTED			\$5,332,486

ETHRA Employees
ETHRA Payroll

144
\$7,100,658

Loudon			
CUSTOMER SERVICE REPORT 2021			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly	20	30	3,121
Choices - Medicaid Waiver	118	214	42,630
CREVAA	42	43	18,384
Elder Abuse			
Health Promotion	17	308	11,005
HCBS Case Management	29	150	16,217
HCBS Options Community Living	11	2,403	41,135
III-B In-Home Services	2	166	2,780
Information & Assistance	413	501	3,050
National Family Caregiver	11	1,142	22,229
Nutrition - Congregate			
Nutrition - Home Delivered	171	25,225	135,518
Nutrition - COVID	58	5,261	8,218
Office on Aging	447	646	13,175
Ombudsman	12	32	6,607
Public Guardianship	1	38	2,312
Senior Centers	191	2,029	10,098
SHIP, SMP and MIPPA	682	710	8,338
SNAP - Food Stamps	42	177	1,960
WORKFORCE DEVELOPMENT			
Senior Employment - State			
Senior Employment -SSA	4	96	25,472
Workforce Development	69	242	428,460
HOUSING AND RESTORATION			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher	25	273	143,438
Weatherization			
Mainstream Voucher			
TRANSPORTATION			
Public Transit	367	8,071	407,420
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	88	536	109,370
Misdemeanor Probation	433	2,637	74,670
Community Youth Intervention			
CHILD DEVELOPMENT			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program	1224	5,805	16,533
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	2	178	5,545
Homemaker Aide Service - Child	2	8	456
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	4481	56,921	
Total ETHRA FUNDS INVESTED			\$1,558,143

ETHRA Employees
ETHRA Payroll

22
\$651,349

McMinn			
CUSTOMER SERVICE REPORT 2021			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly			
Choices - Medicaid Waiver			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Home Delivered			
Nutrition - COVID			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment - State			
Senior Employment -SSA			
Workforce Development			
HOUSING AND RESTORATION			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher			
Weatherization			
Mainstream Voucher			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Adult Alternative Placement			
Misdemeanor Probation			
Community Youth Intervention			
CHILD DEVELOPMENT			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program	2,293	28,733	81,835
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	2293	28,733	
Total ETHRA FUNDS INVESTED			\$81,835

Meigs

CUSTOMER SERVICE REPORT 2021

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly			
Choices - Medicaid Waiver			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Home Delivered			
Nutrition - COVID			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment - State			
Senior Employment -SSA			
Workforce Development			
HOUSING AND RESTORATION			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher			
Weatherization			
Mainstream Voucher			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	17	109	22,241
Misdemeanor Probation	5	40	1,133
Community Youth Intervention			
CHILD DEVELOPMENT			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	22	149	
Total ETHRA FUNDS INVESTED			\$23,374

Monroe			
CUSTOMER SERVICE REPORT 2021			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly	7	13	1,353
Choices - Medicaid Waiver	109	175	34,861
CREVAA	28	32	13,681
Elder Abuse			
Health Promotion	42	549	19,616
HCBS Case Management	44	180	19,461
HCBS Options Community Living	20	2,542	43,514
III-B In-Home Services	5	464	7,770
Information & Assistance	150	217	1,321
National Family Caregiver	7	1,094	21,295
Nutrition - Congregate			
Nutrition - Home Delivered	143	20,919	112,385
Nutrition - COVID	93	2,479	3,873
Office on Aging			
Ombudsman	3	19	3,930
Public Guardianship	1	38	2,312
Senior Centers	129	1,193	5,937
SHIP, SMP and MIPPA	877	914	10,734
SNAP - Food Stamps	50	213	2,358
WORKFORCE DEVELOPMENT			
Senior Employment - State			
Senior Employment -SSA	23	552	146,462
Workforce Development	17	60	106,230
HOUSING AND RESTORATION			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher	39	431	226,454
Weatherization	3	3	22,196
Mainstream Voucher	1	5	2,246
TRANSPORTATION			
Public Transit	464	15,536	784,249
CORRECTION AND COURT SERVICES			
Adult Alternative Placement			
Misdemeanor Probation			
Community Youth Intervention			
CHILD DEVELOPMENT			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	4	456	14,206
Homemaker Aide Service - Child	3	12	685
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	2262	48,096	
Total ETHRA FUNDS INVESTED			\$1,607,128

ETHRA Employees
ETHRA Payroll

12
\$340,564

Morgan			
CUSTOMER SERVICE REPORT 2021			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly			
Choices - Medicaid Waiver	47	75	14,940
CREVAA	17	19	8,123
Elder Abuse			
Health Promotion	13	79	2,823
HCBS Case Management	15	66	7,136
HCBS Options Community Living	11	1,583	27,098
III-B In-Home Services	1	6	100
Information & Assistance	204	405	2,465
National Family Caregiver	3	197	3,835
Nutrition - Congregate			
Nutrition - Home Delivered	32	6,641	35,678
Nutrition - COVID	41	1,946	3,040
Office on Aging			
Ombudsman	1	5	974
Public Guardianship			
Senior Centers	94	384	1,911
SHIP, SMP and MIPPA	308	363	4,263
SNAP - Food Stamps	21	55	609
WORKFORCE DEVELOPMENT			
Senior Employment - State	2	9	25,259
Senior Employment -SSA			
Workforce Development	134	469	830,362
HOUSING AND RESTORATION			
LIHEAP	1,492	779	499,762
HUD Home Ownership	1	6	3,016
HUD Family Self-Sufficiency			
HUD Voucher	18	208	109,286
Weatherization			
Mainstream Voucher			
TRANSPORTATION			
Public Transit	214	5,524	278,848
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	31	305	62,235
Misdemeanor Probation	153	1,815	51,394
Community Youth Intervention			
CHILD DEVELOPMENT			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program	7,605	76,347	217,446
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution	1,678	1,678	11,339
Emergency Food and Shelter	5	5	1,489
Homemaker Aide Service - Adult	3	117	3,645
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG	63	63	116,497
TOTAL	12,207	99,149	
Total ETHRA FUNDS INVESTED			\$2,323,575

ETHRA Employees
ETHRA Payroll

11
\$373,652

Putnam			
CUSTOMER SERVICE REPORT 2021			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly			
Choices - Medicaid Waiver			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Home Delivered			
Nutrition - COVID			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment - State			
Senior Employment -SSA			
Workforce Development			
HOUSING AND RESTORATION			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher			
Weatherization			
Mainstream Voucher			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Adult Alternative Placement			
Misdemeanor Probation			
Community Youth Intervention			
CHILD DEVELOPMENT			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program	34,909	352,206	1,003,130
Summer Food	2,812	56,240	463,316
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	37,721	408,446	
Total ETHRA FUNDS INVESTED			\$1,466,446

Roane			
CUSTOMER SERVICE REPORT 2021			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly	18	56	5,827
Choices - Medicaid Waiver	152	282	56,176
CREVAA	52	55	23,515
Elder Abuse			
Health Promotion	1	3	107
HCBS Case Management	67	351	37,949
HCBS Options Community Living	41	5,971	102,212
III-B In-Home Services	4	245	4,103
Information & Assistance	381	640	3,896
National Family Caregiver	16	899	17,499
Nutrition - Congregate			
Nutrition - Home Delivered	157	24,984	134,223
Nutrition - COVID	149	17,879	27,929
Office on Aging	591	1,504	30,673
Ombudsman	7	33	6,759
Public Guardianship	2	113	6,875
Senior Centers	286	1,021	5,081
SHIP, SMP and MIPPA	725	808	9,489
SNAP - Food Stamps	86	347	3,842
WORKFORCE DEVELOPMENT			
Senior Employment - State			
Senior Employment -SSA	7	168	44,575
Workforce Development	99	346	612,591
HOUSING AND RESTORATION			
LIHEAP			
HUD Home Ownership	1	12	6,033
HUD Family Self-Sufficiency	5	16	2,126
HUD Voucher	45	505	265,335
Weatherization			
Mainstream Voucher			
TRANSPORTATION			
Public Transit	475	5,975	301,615
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	105	376	76,723
Misdemeanor Probation	27	427	12,091
Community Youth Intervention			
CHILD DEVELOPMENT			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	7	973	30,313
Homemaker Aide Service - Child	1	4	228
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	3,507	63,993	
Total ETHRA FUNDS INVESTED			\$1,827,784

ETHRA Employees
ETHRA Payroll

9
\$174,788

Scott			
CUSTOMER SERVICE REPORT 2021			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly	2	1	104
Choices - Medicaid Waiver	49	89	17,729
CREVAA	14	14	5,986
Elder Abuse			
Health Promotion			
HCBS Case Management	33	111	12,001
HCBS Options Community Living	17	3,852	65,939
III-B In-Home Services	4	44	737
Information & Assistance	180	253	1,540
National Family Caregiver	14	1,237	24,078
Nutrition - Congregate			
Nutrition - Home Delivered	30	5,900	31,697
Nutrition - COVID	62	3,270	5,108
Office on Aging	167	2,111	43,053
Ombudsman	2	22	4,408
Public Guardianship			
Senior Centers	20	24	119
SHIP, SMP and MIPPA	267	307	3,605
SNAP - Food Stamps	23	76	841
WORKFORCE DEVELOPMENT			
Senior Employment - State	3	14	37,889
Senior Employment -SSA			
Workforce Development	63	221	391,279
HOUSING AND RESTORATION			
LIHEAP	2,048	1,055	676,828
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher	9	108	56,745
Weatherization	1	1	7,399
Mainstream Voucher			
TRANSPORTATION			
Public Transit	216	7,690	388,187
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	49	205	41,830
Misdemeanor Probation			
Community Youth Intervention			
CHILD DEVELOPMENT			
Child Care Food - Home	517	8,223	46,816
Child Care Food - Centers			
Child Care Food - At-Risk Program	2,277	24,615	70,107
Summer Food	633	12,661	104,304
FAMILY ASSISTANCE			
Commodity Food Distribution	2,030	2,030	13,717
Emergency Food and Shelter			
Homemaker Aide Service - Adult	2	178	5,545
Homemaker Aide Service - Child	1	4	228
Jane L. Pettway Foundation			
Mountain Valley CSBG	79	79	146,084
TOTAL	8,812	74,394	
Total ETHRA FUNDS INVESTED			\$2,203,904

ETHRA Employees
ETHRA Payroll

19
\$491,395

Sevier			
CUSTOMER SERVICE REPORT 2021			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly	32	45	4,682
Choices - Medicaid Waiver	237	424	84,463
CREVAA	99	106	45,319
Elder Abuse	75	1	1,794
Health Promotion			
HCBS Case Management	69	287	31,029
HCBS Options Community Living	29	3,547	60,718
III-B In-Home Services	6	127	2,127
Information & Assistance	306	444	2,703
National Family Caregiver	21	1,970	38,346
Nutrition - Congregate			
Nutrition - Home Delivered	210	16,488	88,580
Nutrition - COVID	215	18,789	29,351
Office on Aging	342	1,386	28,267
Ombudsman	4	22	4,408
Public Guardianship	5	299	18,190
Senior Centers	449	3,815	18,986
SHIP, SMP and MIPPA	1,511	1,681	19,742
SNAP - Food Stamps	91	384	4,252
WORKFORCE DEVELOPMENT			
Senior Employment - State			
Senior Employment -SSA	8	192	50,943
Workforce Development	115	402	711,739
HOUSING AND RESTORATION			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency	1	13	1,727
HUD Voucher	26	296	155,523
Weatherization	7	7	51,790
Mainstream Voucher			
TRANSPORTATION			
Public Transit	893	19,367	977,635
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	273	1,384	282,404
Misdemeanor Probation	269	1,854	52,498
Community Youth Intervention			
CHILD DEVELOPMENT			
Child Care Food - Home	85	1,200	6,832
Child Care Food - Centers	1,257	18,879	38,536
Child Care Food - At-Risk Program			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	5	895	27,883
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	6,640	94,304	
Total ETHRA FUNDS INVESTED			\$2,840,468

ETHRA Employees
ETHRA Payroll

13
\$489,443

Union			
CUSTOMER SERVICE REPORT 2021			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly	16	23	2,393
Choices - Medicaid Waiver	25	54	10,757
CREVAA	13	14	5,986
Elder Abuse			
Health Promotion			
HCBS Case Management	11	39	4,217
HCBS Options Community Living	11	2,039	34,904
III-B In-Home Services	2	161	2,696
Information & Assistance	79	107	651
National Family Caregiver	2	300	5,839
Nutrition - Congregate			
Nutrition - Home Delivered	65	5,632	30,257
Nutrition - COVID			
Office on Aging	161	640	13,052
Ombudsman	1	7	1,384
Public Guardianship			
Senior Centers	80	908	4,519
SHIP, SMP and MIPPA	240	264	3,100
SNAP - Food Stamps	19	69	764
WORKFORCE DEVELOPMENT			
Senior Employment - State			
Senior Employment -SSA			
Workforce Development			
HOUSING AND RESTORATION			
LIHEAP	1,935	908	582,521
HUD Home Ownership	7	76	38,207
HUD Family Self-Sufficiency			
HUD Voucher	109	1,287	676,210
Weatherization	2	2	14,797
Mainstream Voucher	2	7	3,145
TRANSPORTATION			
Public Transit	190	5,209	262,947
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	15	187	38,157
Misdemeanor Probation	250	3,185	90,187
Community Youth Intervention			
CHILD DEVELOPMENT			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution	1,523	1,523	10,291
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Homemaker Aide Service - Child	2	8	456
Jane L. Pettway Foundation	23	23	9,657
Mountain Valley CSBG	61	61	112,799
TOTAL	4,844	22,733	
Total ETHRA FUNDS INVESTED			\$1,959,897

ETHRA Employees
ETHRA Payroll

9
\$210,052

Warren			
CUSTOMER SERVICE REPORT 2021			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Legal Assistance for the Elderly			
Choices - Medicaid Waiver			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Home Delivered			
Nutrition - COVID			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment - State			
Senior Employment -SSA			
Workforce Development			
HOUSING AND RESTORATION			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher			
Weatherization			
Mainstream Voucher			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Adult Alternative Placement			
Misdemeanor Probation			
Community Youth Intervention			
CHILD DEVELOPMENT			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program	32,224	212,687	605,761
Summer Food	895	17,905	147,505
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	33,119	230,592	
Total ETHRA FUNDS INVESTED			\$753,266

Other Programs and Contracts	CUSTOMER SERVICE REPORT 2021		
			Total Dollars
Area Agency on Aging and Disability			
Planning & QA			464,251
SAIL - Falls Prevention			8,664
SVTN - Volunteer Assist. Transit 60+			6,704
Nutrition Assessments			168,450
AOA CARES			1,395,278
Housing and Restoration			
HUD - COVID 19			167,842
Family Assistance			
LaFollette Medical Foundation			22,729
TN Community CARES			357,391
Total ETHRA FUNDS INVESTED			\$2,591,309

SERVICES PROVIDED

AGING	
Legal Assistance for the Elderly	One Hour Of Service
Choices - Medicaid Waiver	One Hour Of Service
CREVAA	One Contact or Service Provided
Elder Abuse	One Contact or Service Provided
Health Promotion	One Contact or Service Provided
HCBS Case Management	One Contact or Service Provided
HCBS Options Community Living	One Contact or Service Provided
III-B In-Home Services	One Contact or Service Provided
Information & Assistance	One Contact or Service Provided
National Family Caregiver	One Contact or Service Provided
Nutrition - Congregate	One Meal
Nutrition - Home Delivered	One Meal
Nutrition - COVID	One Meal
Office on Aging	One Contact or Service Provided
Ombudsman	One Hour Of Service
Public Guardianship	One Contact or Service Provided
Senior Centers	One Contact or Service Provided
SHIP, SMP and MIPPA	One Contact or Service Provided
SNAP - Food Stamps	One Contact or Service Provided
WORKFORCE DEVELOPMENT	
Senior Employment - State	One Contact or Service Provided
Senior Employment -SSA	One Contact or Service Provided
Workforce Development	One Contact or Service Provided
HOUSING AND RESTORATION	
LIHEAP	One Household Assisted
HUD Home Ownership	One Household Assisted
HUD Family Self-Sufficiency	One Class
HUD Voucher	One Household Assisted
Weatherization	One Home Weatherized
Mainstream Voucher	One Household Assisted
TRANSPORTATION	
Public Transit	One Ride
CORRECTION AND COURT SERVICES	
Adult Alternative Placement	One Supervised Contact
Misdemeanor Probation	One Supervised Contact
Community Youth Intervention	One Supervised Contact
CHILD DEVELOPMENT	
Child Care Food - Home	One Meal
Child Care Food - Centers	One Meal
Summer Food	One Meal
FAMILY ASSISTANCE	
Commodity Food Distribution	One Household Assisted
Emergency Food and Shelter	One Household Assisted
Homemaker Aide Service - Adult	One Hour Of Service
Homemaker Aide Service - Child	One Hour Of Service
Jane L. Pettway Foundation	One Household Assisted
Mountain Valley CSBG	One Household Assisted



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