



2023 Report to the Region

9111 Cross Park Drive, Suite D-100
Knoxville, Tennessee 37923
865-691-2551
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,

As 2022 has drawn to a close, I want to take the opportunity to look back on our year. While we certainly experienced many challenges, we also grew as an organization, continued to serve clients and it also proved how strong we are – even in the toughest of times. I take pride in the fact that while the pandemic is still wreaking havoc, the work we do is helping people to stay connected and making the difficult times hopefully a little easier.

The reliability of the services that ETHRA provides and the quality of the delivery we offer, defines us. ETHRA continues to rise to the challenge. Our networks and platforms pass the test, and we prove over and over as an organization, to be both robust and extremely flexible in the face of change. These and so many other successes were achieved in a time when we were forced to adapt to very adverse and ever-changing circumstances.

So, I want to thank the ETHRA Board all for the support and commitment they've shown over the past year. I want to thank our ETHRA staff for their diligence and exemplary character during another interesting year. I thank our donors, volunteers, partners, funding entities, and other non-profit organizations that assist us throughout the year. Our combined strength is what makes us successful as an organization.

I hope that when you look back on the year, you will do so with the same sense of accomplishment that I feel.

Respectfully,

A handwritten signature in black ink that reads "Gary W. Holiway".

Gary W. Holiway
Executive Director

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

ASSOCIATIONS AND BOARDS

ASSOCIATIONS AND BOARDS

East Tennessee Human Resource Agency (ETHRA) 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

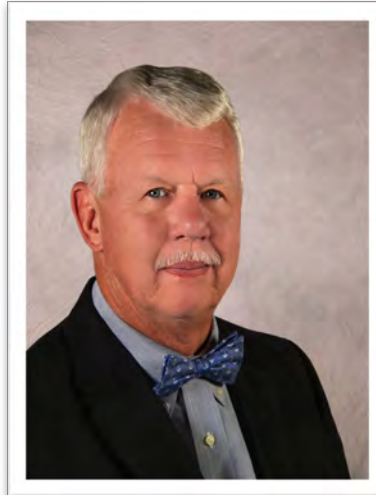
East Tennessee Human Resource Agency Governing Board

2022-2023 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 Joe Brooks, Chair



Mayor Ron Williams,
Vice-Chair



County Executive Brian Langley,
Secretary



Mayor Glenn Jacobs,
Treasurer



Senator Richard Briggs



Representative Jeremy Faison

ETHRA Board of Directors 2022/2023

ANDERSON COUNTY

Terry Frank – County Mayor

BLOUNT COUNTY

Ed Mitchell – County Mayor

CAMPBELL COUNTY

Jack Lynch – County Mayor

CLAIBORNE COUNTY

Joe Brooks – County Mayor

COCKE COUNTY

Rob Mathis – 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 – County Mayor

MONROE COUNTY

Mitch Ingram – County Mayor

MORGAN COUNTY

Brian Langley – County Executive

ROANE COUNTY

Wade Creswell, County Executive

SCOTT COUNTY

Jerried Jeffers – County Mayor

SEVIER COUNTY

Larry Waters, County Mayor

UNION COUNTY

Jason Bailey – County Mayor

LEGISLATIVE REPRESENTATIVES

Senator Richard Briggs

Representative Jeremy Faison

CITY MAYORS

Mayor Ron Williams, Farragut

Mayor Trey Dykes, Newport

Mayor Omer Cox, Oliver Springs

RAB Representative

Kimberly Deal

OFFICERS 2022-2023

Chair Mayor Joe Brooks

Vice Mayor Ron Williams

Secretary County Executive Brian Langley

Treasurer Mayor Glenn Jacobs

FINANCIALS

EAST TENNESSEE HUMAN RESOURCE AGENCY, INC.

Statement of Net Position

June 30, 2022

	Primary Government		
	Governmental Activities	Business - Type Activities	Total
Assets			
Cash and cash equivalents	\$ 7,738,464	\$ 724,228	\$ 8,462,692
Investments	22,282	-	22,282
Receivables, net of allowance for uncollectible accounts	9,580,836	18,951	9,599,787
Loans receivable	416,289	-	416,289
Deposits	10,744	500	11,244
Prepaid expenditures	188,703	-	188,703
Right of use leased assets, net of amortization	1,552,560	189,953	1,742,513
Capital assets, not being depreciated			
Land	32,614	-	32,614
Capital assets, net of accumulated depreciation			
Buildings	597,649	-	597,649
Furniture and equipment	79,600	-	79,600
Vehicles	3,442,269	28,125	3,470,394
Total capital assets, net	<u>4,152,132</u>	<u>28,125</u>	<u>4,180,257</u>
Total assets	<u>\$ 23,662,010</u>	<u>\$ 961,757</u>	<u>\$ 24,623,767</u>
Liabilities			
Accounts payable	\$ 3,055,076	\$ 18,717	\$ 3,073,793
Accrued expenses	5,243,122	-	5,243,122
Lease liability	1,597,471	194,542	1,792,013
Total liabilities	<u>9,895,669</u>	<u>213,259</u>	<u>10,108,928</u>
Net Position			
Investment in capital assets	4,152,132	28,125	4,180,257
Restricted for:			
THDA - House Loan	1,198,227	-	1,198,227
MVEOA	218,608	-	218,608
East Tennessee Foundation Investment	22,282	-	22,282
Human Resource Services	6,951,646	-	6,951,646
Unrestricted	1,223,446	720,373	1,943,819
Total net position	<u>\$ 13,766,341</u>	<u>\$ 748,498</u>	<u>\$ 14,514,839</u>

2023 BUDGET*
2022 - 2023

AGING	\$ 15,761,221.00
AAA&D Planning	\$ 699,669.00
Legal Assistance for the Elderly	\$ 110,000.00
Choices - Medicaid Waiver	\$ 1,053,835.00
Elder Abuse Training & Support	\$ 15,719.00
Health Promotion	\$ 136,900.00
HCBS Case Management	\$ 576,401.00
HCBS Options for Community Living	\$ 1,967,095.00
Options 2.0	\$ 1,697,500.00
IIIB In-Home Services	\$ 380,000.00
Information & Assistance	\$ 113,102.00
National Family Caregiver	\$ 844,200.00
Nutrition - Congregate	\$ 783,500.00
Nutrition - Home Delivered	\$ 1,814,100.00
Office on Aging	\$ 1,332,628.00
Ombudsman	\$ 148,600.00
Public Conservatorship Services	\$ 252,900.00
Senior Centers	\$ 450,400.00
VOCA-CREVA	\$ 466,000.00
ARP - American Rescue Plan	\$ 1,822,300.00
SNAP - Food Stamps	\$ 96,577.00
SHIP SMP and PPACA	\$ 224,065.00
Ombudsman CARES	\$ 38,878.00
CREST - Elderly Self-Neglect in TN	\$ 313,050.00
Vaccine - Covid Initiative	\$ 185,767.00
CARES	\$ 59,455.00
ADRC	\$ 53,528.00
COVID III Emergency	\$ 13,941.00
Alzheimer's / Dementia Respite	\$ 111,111.00
WORKFORCE DEVELOPMENT	\$ 14,665,818.00
Senior Employment - State	\$ 252,982.00
Senior Employment - SSAI	\$ 802,836.00
Workforce Development	\$ 13,610,000.00
HOUSING AND RESTORATION	\$ 7,727,000.00
LIHEAP/Weatherization	\$ 3,780,000.00
HUD	\$ 3,947,000.00
TRANSPORTATION	\$ 10,800,000.00
Public Transit	\$ 10,800,000.00
CORRECTION AND COURT SERVICES	\$ 2,432,385.00
Adult Alternative Placement	\$ 1,075,673.00
Misdemeanor Probation	\$ 1,210,000.00
Community Youth Intervention	\$ 146,712.00
CHILD DEVELOPMENT	\$ 2,790,000.00
Child Care Food - Centers	\$ 88,000.00
Child Care Food - Home	\$ 218,000.00
At-Risk	\$ 2,224,000.00
Summer Food	\$ 260,000.00
FAMILY ASSISTANCE	\$ 1,011,314.00
Commodity Food Distribution	\$ 65,000.00
Emergency Food and Shelter	\$ 1,500.00
Homemaker Aide Service - Adult	\$ 541,000.00
Jane L. Pettway Foundation	\$ 10,000.00
Mountain Valley CSBG	\$ 393,814.00
TOTAL BUDGET	\$ 55,187,738.00

*Budget is based on historical funding patterns and is subject to change.

2024 BUDGET*
2023 - 2024

AGING	\$ 15,457,945.00
AAA&D Planning	\$ 699,669.00
Legal Assistance for the Elderly	\$ 110,000.00
Choices - Medicaid Waiver	\$ 1,053,835.00
Elder Abuse Training & Support	\$ 15,719.00
Health Promotion	\$ 136,900.00
HCBS Case Management	\$ 576,401.00
HCBS Options for Community Living	\$ 1,967,095.00
Options 2.0	\$ 1,697,500.00
IIIB In-Home Services	\$ 380,000.00
Information & Assistance	\$ 113,102.00
National Family Caregiver	\$ 844,200.00
Nutrition - Congregate	\$ 783,500.00
Nutrition - Home Delivered	\$ 1,814,100.00
Office on Aging	\$ 1,332,628.00
Ombudsman	\$ 148,600.00
Public Conservatorship Services	\$ 252,900.00
Senior Centers	\$ 450,400.00
VOCA-CREVAA	\$ 466,000.00
ARP - American Rescue Plan	\$ 1,822,300.00
SNAP - Food Stamps	\$ 96,577.00
SHIP SMP and PPACA	\$ 224,065.00
Ombudsman ARP	\$ 48,293.00
CREST - Elderly Self-Neglect in TN	\$ 313,050.00
Alzheimer's / Dementia Respite	\$ 111,111.00
WORKFORCE DEVELOPMENT	\$ 14,820,000.00
Senior Employment - State	\$ 250,000.00
Senior Employment - SSAI	\$ 820,000.00
Workforce Development	\$ 13,750,000.00
HOUSING AND RESTORATION	\$ 7,775,000.00
LIHEAP/Weatherization	\$ 3,800,000.00
HUD	\$ 3,975,000.00
TRANSPORTATION	\$ 11,124,000.00
Public Transit	\$ 11,124,000.00
CORRECTION AND COURT SERVICES	\$ 2,452,385.00
Adult Alternative Placement	\$ 1,075,673.00
Misdemeanor Probation	\$ 1,230,000.00
Community Youth Intervention	\$ 146,712.00
CHILD DEVELOPMENT	\$ 2,874,100.00
Child Care Food - Centers	\$ 90,600.00
Child Care Food - Home	\$ 224,500.00
At-Risk	\$ 2,291,000.00
Summer Food	\$ 268,000.00
FAMILY ASSISTANCE	\$ 1,017,000.00
Commodity Food Distribution	\$ 65,000.00
Emergency Food and Shelter	\$ 1,000.00
Homemaker Aide Service - Adult	\$ 541,000.00
Jane L. Pettway Foundation	\$ 10,000.00
Mountain Valley CSBG	\$ 400,000.00
TOTAL BUDGET	\$ 55,520,430.00

*Budget is based on historical funding patterns and is subject to change.

ETHRA's WORK PROGRAM

ETHRA's WORK PROGRAM

AGING

Area Agency on Aging and Disability (AAAD)-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

Options for Community Living-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-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)-provides short-term emergency victim services to elderly and vulnerable adult victims of alleged crime(s) and responds to both their emotional and physical needs to stabilize their situation and lower the risk of ongoing or repeated harm. Advocates offer supportive services with a trauma-informed, person-centered approach.

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

Collaborative Response to End Self-Neglect in Tennessee (CREST)-addresses the unmet needs of self-neglecting APS clients to help stabilize their lives and reduce the risk of harm through provision of both emergency and long-term client-centered services.

Evan Ebuna; 865-691-2551 ext. 4348; EEbuna@ethra.org

State Health Insurance Plan (SHIP)-responsible for providing information and assistance to Medicare beneficiaries on questions 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; LEwards@ethra.org

Legal Assistance for the Elderly-assists 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 balanced nutritional meal to persons age 60+ at congregate meal sites or homebound seniors. Counties Served: Anderson, Campbell, Claiborne, Morgan, Scott, and Union.

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 helps licensed Family Home Day Cares, Group Home Day Cares and Unregulated Home Day Cares has four or less unrelated children. The program helps with meal plans and monthly food expenses.

Child Care Food for Day Care Centers assists by providing nutritious meals to children in facilities. The program aids 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 ensures that children have 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 AND ENERGY & 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.

Low Income Home Water Assistance Program helps eligible households in meeting their immediate home water and sewer needs.

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 Day Reporting Center was created to divert felony offenders from the Tennessee prison system and provide necessary treatment and supervision to offenders with the goal of reducing the probability of recidivism.

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 ETHRA's DUI School 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 by a DUI offense. ETHRA is a state-approved licensed provider of the DUI program. All instructors are certified in the Prime for Life curriculum.

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 eleven American Job Centers and an East Tennessee Mobile American Job Center. ETHRA serves as fiscal agent and staff to the Workforce Board.

E.L. Morton; 865-705-9765; emorton@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

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

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

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

2305 N Gateway
Suite 10-B
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

ACCOLADES AND INFO

ETHRA receives NEMT TransFormer Award

The East Tennessee Human Resource Agency was recognized at the Non-Emergency Medical Transportation Accreditation Commission (NEMTAC) during the 2022 annual NEMTAC Conference in New Orleans, Louisiana on September 12, 2022.

Pictured right, is Gary W. Holiway, Executive Director, with the award that was given to ETHRA and ETHRA Transportation.

ETHRA is a member of the newly created Tennessee Medicaid NEMT Credentialing Pilot Program created to test new credentialing processes and tools designed to address the compliance pressures facing the industry. In a testament to the NEMT leadership in Tennessee, the Medicaid NEMT regulator, all three managed care organizations, both brokers, and a cadre of innovation-minded transportation providers all joined together to champion the pilot.



The pilot program was led by the State of Tennessee's Medicaid program, TennCare. TennCare is served by three managed care organizations (Amerigroup, BlueCare, and United Healthcare) all of which participated in the pilot. TennCare's two brokers (Southeastrans and Tennessee Carriers) facilitate the delivery of NEMT services across the state. Both organizations participated in the pilot. Transportation providers were represented in the pilot by 1Lifeline, 901 Express Transportation, East Tennessee Human Resources Agency, and Medic Transportation.

In an act of extraordinary cooperation, collaborators and competitors from across the Non-Emergency Medical Transportation (NEMT) industry have adopted a shared vision for enhanced compliance practices, launched a credentialing improvement program, and demonstrated the program's effectiveness.

Over the course of nine months, the pilot participants digitized credentials, completed proactive compliance checks, shared credentials with partners, prepared reports, and completed audits. They utilized network credentialing strategies and NEMTCredEx, a network collaboration tool powered by a blockchain-enabled digital exchange.

While Tennessee is leading the nation with its pilot work, it is not alone in championing NEMT credentialing innovations. Over 50 transportation providers, brokers, payors, and regulators across 25 states are in various stages of launching credentialing improvement programs and demonstrating that this solution can be a transformative force in the NEMT industry.

WE LOVE OUR PARTNERS!

Pictured below are: L to R, Alicia Strange Y12 CUBDP Director/Public Relations and John Feist, Y12 Gives Grant Foundation Board Member/Powell Branch Manager, Gary W. Holiway, ETHRA Executive Director and Cynthia Plemens, Administration and Grant writer/requestor, receiving a \$10,000 Grant Request in September



Pictured left, ETHRA At-Risk and Summer Food Program receive \$10K Grant to combat childhood hunger

Pictured below, right, ETHRA Sr. Nutrition Program Manager, Alicia Davis, receives a \$1300 Grant to help serve elderly clients home-delivered meals by NorthWind Company, Oak Ridge/Lenoir City, Tennessee. October 2022

Pictured below left, are staff from America's Home Place, Alicia Davis, ETHRA Sr. Nutrition Program Manager and Cynthia Plemens, ETHRA Admin at the check presentation for \$500 to assist with ETHRA's Nutrition Program. Thank you, America's Home Place! August 2022



Lakeway Transit/TN Arts Commission Grant featured in the Citizen Tribune Over 50 Magazine

The Art of Movement: Rouse's artwork lightens journey for Lakeway Transit riders

By Glenna Howington, Assistant Editor, *Morristown Times*, Aug 1, 2022

The new art installation on the corner of Sherwood Drive and Terrace View in Morristown is no ordinary work hanging in just any gallery. Instead, the piece by Carol Rouse, East High art teacher, titled "View of Downtown Morristown From Class-room 305," will inevitably brighten the day of those who arrive at the bus stop for the city's transit system. The view from the third floor of the school where Rouse has taught for decades features as landmarks First Baptist Church and the Hamblen County Courthouse, along with a mosaic of the downtown business district. The piece was named the winner of the public voting that took place on the Lakeway Transit web site. "Last year we applied for and were granted an Arts Build Communities Grant from the Tennessee Arts Commission to fund a Public Arts Display here in Morristown," Shannon Collins, Lakeway Transit Manager, said. The goals of the project were to beautify the community, encourage local artists, and to draw attention to the system's bus stops. The goal was met and exceeded, as evidenced by the merits of the nine works of art completed by local artists. "As you may know, public transit and the arts complement each other very well in cities across the country and this has been a great partnership for us. We're astounded by the talent of our local artists' submissions for the project," Collins said. In addition to the Sherwood-Terrace View stop, the art signs can be viewed at the following locations:

- Algonquin Drive at Debi Circle: artist, Emily Szolnoki – "Lonely Cottage Among Hidden Hills."
- Montvue Avenue at Inman Street: artist, Carol Rouse – "Morristown Hamblen High School East."
- East Main Street at Lowland Credit Union: artist, Carol Rouse – "Bank of Cherokee Lake."
- Lincoln Avenue at Jackson Street: artist, Alissa Rowe – "Smoky Mountain Sunset."
- West Economy Road at Rand Apartments: artist, Michaela Jones – "What Could've Been."
- Walters State Community College: artist, Alissa Rowe – "Papaw's Guitar."
- Lakeway Transit Center: artist, Alissa Rowe – "Witching Season."
- Morris Boulevard at Locust Street: artist Carol Rouse – "Burke Toney Stadium."

"Of course, people can hop on a Lakeway Transit bus and ride the routes to see the artwork as well," Collins said. Information about Lakeway Transit bus stops can be accessed on the Transit website and also through Google Maps. When using the Google app, select the bus icon for the location of the nearest bus stop and when the next bus will arrive. For example, after typing in WSCC as the location and the MATS shelter as the destination on Wednesday evening, the app indicated the next bus would arrive at the stop at approximately 7:18 a.m. on Thursday. After clicking on the 'details' prompt, the app identified the trip would be on the Orange Route for Lakeway Transit and that the journey will take approximately 19 minutes, with five stops. Collins said stops will be added to the system's Orange, Blue and Green routes in the future, with an official announcement regarding immediate new stops expected in the next few weeks. Plans are to continue to add stops moving forward.

"There is a game plan for adding stops. It will shorten the walk for people," she said.

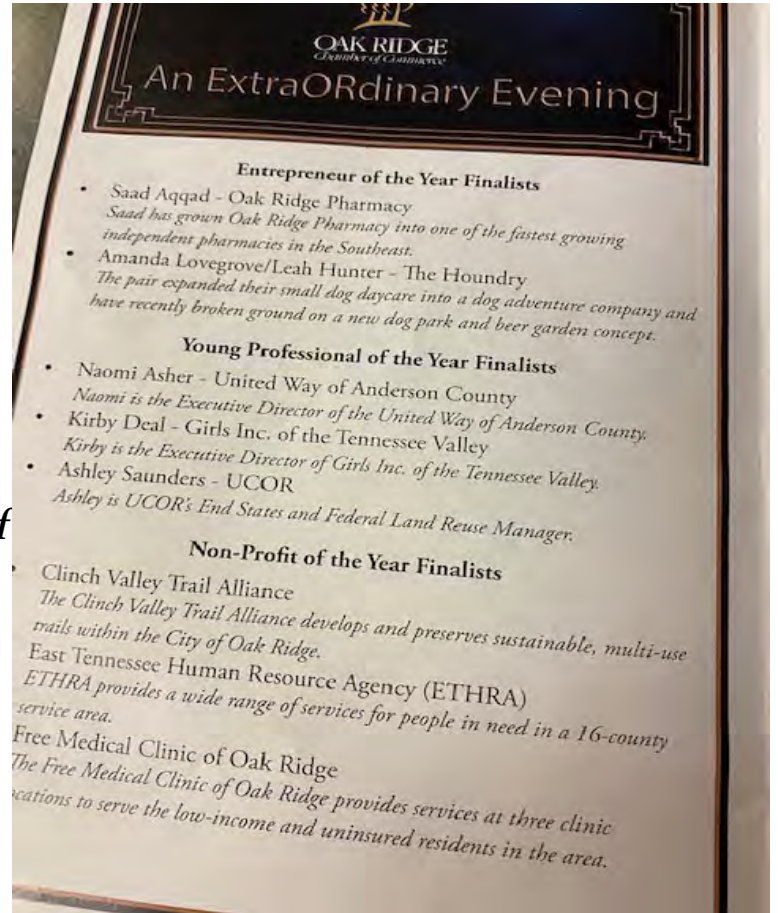
For more information about Lakeway Transit, or to request special transportation for persons with disabilities, call 1-833-923-0032.

ETHRA nominated—in top 3 finalist for Non-profit of the year at ORCC

ETHRA was nominated and acknowledged on Friday, January 7, 2022, at the Children’s Museum in Oak Ridge, Tennessee, at the annual Oak Ridge Chamber of Commerce Gala.

As one of three finalists, ETHRA was asked to submit a video and services provided with Anderson County, Tennessee, as well as the city of Oak Ridge. ETHRA was honored to be nominated!

“Thank you Oak Ridge Chamber of Commerce and all our partners, sister agencies, friends, family, clients, and supporters for your vote and confidence in us!”
Gary W. Holiway
Executive Director



VOLUNTEER OPPORTUNITIES



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

Volunteering with ETHRA is one of the most rewarding ways to give back to your community.

Many of our programs depend on volunteers. Please consider volunteering your time and skills. You can choose from many areas:

- Train to Advocate for the Elderly
- Delivering or Serving Meals to the Elderly
 - Serve Meals to Children
 - Clerical
 - Working Booths
 - Train to be a Medicare Counselor
 - Volunteer to Lead an Exercise Class
 - Volunteer to Work in a Senior Center
 - And many more!

There are many ways to help people in our community through ETHRA programs. We need your volunteer time and your financial support to continue our mission of serving and helping individuals and families remain independent and with opportunities to succeed.

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.

**Volunteer
Hours
Contributed
Last Year!
32,788**

With Your Donations Last Year

Giving to others – whether it’s our time, our financial resources or both – can confer a multitude of benefits.

Dear Volunteer:

We are writing to ask if you could spare some time to work with us as a volunteer.

There’s no special expertise required, and you don’t have to have a degree! All you need is the belief that our clients, your community and neighbors are worth volunteering for. There’s phone calling to be done, envelope stuffing, typing, data entry, deliveries...you name it. There’s a lot to do, and we need your help!

Give us a call today to if you would like to spend even a few hours a week as a volunteer. Our contact address, e-mail, phone number and web site are to the noted on the left. It’ll be one of the most fulfilling things you have ever done.

Thank you for your time and consideration. We look forward to hearing from you.

Warm Regards,

Cynthia Plemens



9111 Cross Park Drive,
Suite D-100, Knoxville,
TN 37923



865-691-2551
ext. 4208



cplemens@ethra.org



www.ethra.org



Delivering Hope to
Our Communities



About Us

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.

HRA Services

The HRAs operate under a broad mandate to deliver social services across the state. Each agency, under the guidance of a governing board, is continuously assessing the needs specific to their area and planning services best suited for their region. Accordingly, a broad array of services is provided across the state through the association. A comprehensive listing of these programs includes hundreds of individual contracts funded through various federal, state, and local sources – illustrating the breadth and depth of expertise represented by the association, and the value of service the HRAs provide to the people in need throughout the state.

**CONFERENCES, MEETINGS AND
DAY-TO-DAY ACTIVITIES**

Mountain Valley Economic Opportunity Authority Board Meeting
Thursday, December 15, 2022
The Olde Church, Cumberland Gap, Tennessee



Pictured left, Board Chair, Betsy Shoffner and to her right, Mayor Joe Brooks and other board members attend the MVEOA Board meeting.

MVEOA Board meets quarterly, December's meeting was held at The Olde Church Venue

Seen below, other board members enjoying their lunch and Christmas decorations.

Photos: Cynthia Plemens





ETHRA 2022 Legislative Breakfast deemed a Success!

ETHRA hosted their Legislative Breakfast on Thursday, December 1, 2022, at the Executive offices, 9111 Cross Park Drive, Suite D-100, Knoxville.

Pictured above, ***Lt. Governor Randy McNally*** speaking to a full house that included several Senators, State Representatives, County Mayors and ETHRA Board members alongside ETHRA and ETDD staff. Pictured upper right, is ***Gary W. Holiway, Executive Director***, as he welcomes all attendees for the day. More than 50 were in attendance with various speakers and information.



2022 TAHRA Conference

Gatlinburg, Tennessee – August 16-19



Pictured above, Gary W. Holiway, Executive Director, and his wife, Vicki, enjoy the banquet at the 2022 TAHRA Conference held at the Park Vista in Gatlinburg, TN. Pictured are some of the ETHRA staff enjoying and learning while attending.



ETHRA Hosts an Elder Abuse & Financial Exploitation Breakfast

The Elder Justice Legislative Breakfast and Discussion held at
ETHRA Executive offices on
Wednesday, September 21, 2022.

Welcome! Attendees included Representative Dennis Powers; Amy Heaslet, TN Banker's Association; Senator Richard Briggs; Lt. Governor Randy McNally; TBI Director David Rausch; Senator Becky Massey; Knox County District Attorney General Charme Allen; Detective Nina Hummel, Knox County Sherriff's office, ETHRA AAAD Staff and other employees.



Pictured below left, Governor Bill Lee speaks at the annual Tennessee Elder Justice Conference. Also, seen below right, Aaron Bradley, ETHRA AAAD Director and Governor Bill Lee at the Tennessee Elder Justice Conference, May, 2022.



ETHRA finishes strong in the 2022 Annual Tennessee Public Transportation Association Roadeo Competition



ETHRA Transportation competed in the 2022 Annual Tennessee Public Transportation Association (TPTA) Roadeo Competition in Franklin TN. TPTA organizes the annual Roadeo championship event which ranks transit agencies across the state. The Roadeo is a competition among the best drivers and mechanics from transit agencies across Tennessee. Competitors compete in driving courses and mechanical issues that test the skill, knowledge, and experience of those that operate and maintain our vehicles for the public.

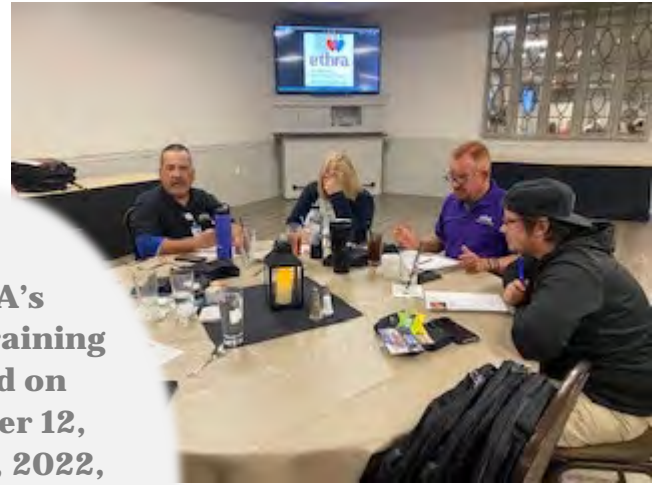
ETHRA employee ***Matt Smith, pictured above center***, placed 3rd place in the Cutaway Bus Maintenance completion, also pictured to the left of Matt, is Mike Patterson, Transportation Director and shown to the right, is Ty Hicks, Vehicle Maintenance Manager. We also want to congratulate ETHRA employees ***Drew Downey and Sherry Jones, pictured below, right corner, with Mike Patterson and Brent Gagley, Assistant Transportation Director***, on their participation during the statewide Roadeo competition.

Congratulations to our ETHRA Team showcasing their skills during the state Roadeo competition! ~***Mike Patterson, Transportation Director***.

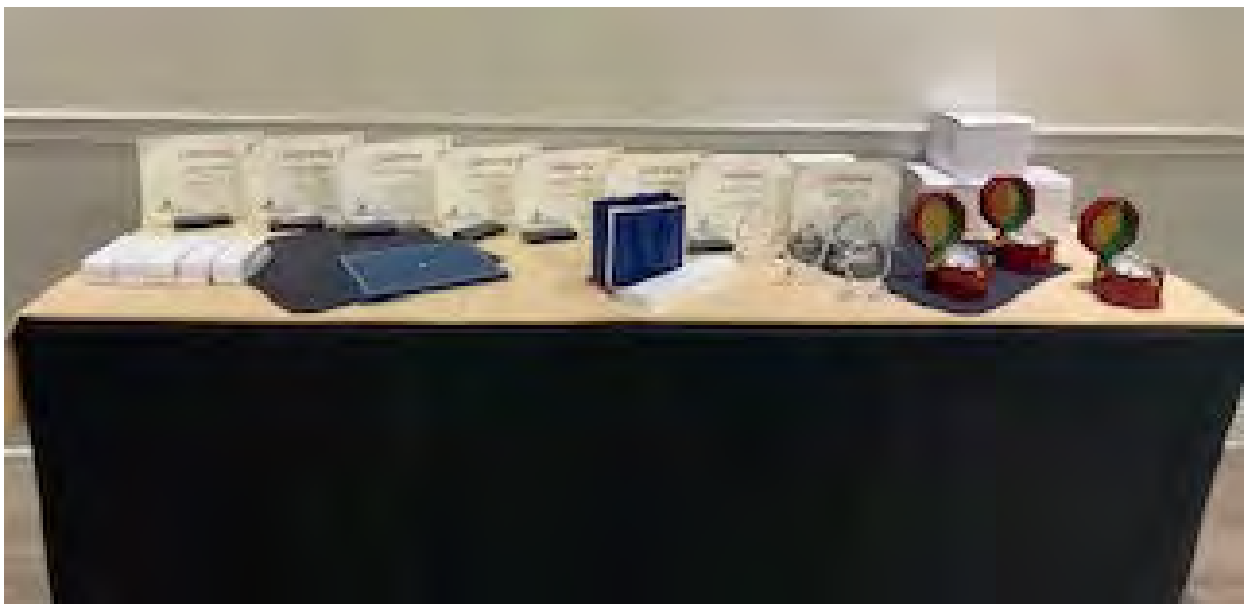
Pictured below, are many of the ETHRA staff who came to cheer on and support the ETHRA competitors!



Annual Training 2022



**ETHRA's
Annual Training
was held on
September 12,
13, and 15, 2022,
at the Buddy's
Event Center,
Bearden,
Tennessee.**



**ETHRA offices and staff wear purple in support of
Elder Abuse Awareness Day
June 15, 2022**



**Pictured left,
employees from the Monroe County office
showing some love for the purple!**

World Elder Abuse Awareness Day (WEAAD) was launched on June 15, 2006 by the International Network for the Prevention of Elder Abuse and the World Health Organization at the United Nations.

The purpose of WEAAD is to provide an opportunity for communities around the world to promote a better understanding of abuse and neglect of older persons by raising awareness of the cultural, social, economic and demographic processes affecting elder abuse and neglect.

Feet on the Ground

The revelations of a CCFP/SFSP monitor

The successful 2022 Summer Food Program at ETHRA is winding down. It's almost time for school. It is on the horizon. The At Risk Afterschool CCFP is about to start again. ETHRA's SFSP sponsored Loudon, Warren, Anderson, Scott and Grainger Counties this year giving them the ability to serve good quality summer meals to the children in East Tennessee.

I wish you could see what we see.

Rows and rows of children eagerly awaiting mealtime distributed by their onsite supervisors and workers who are trained and ready to comply.

I wish you could see what we see.

I watched as a girl patiently waited on her turn in line to receive her meal and be seated. As she bit into the apple that was served as the fruit of the day, she rolled her eyes upward and ummm'd. What is a UMM, you say? It tasted that good, no words, just UMMM! A boy, eagerly washing his hands eyed the food on the serving table, his belly would soon be full of that day's good healthy meal. Oh! They love that chocolate milk!

I wished you could see what we see.

A teenager, too cool to expose his hunger, checked out his plate all the way to the table and visited the share table. A wee little girl asks, 'Who are you?' I answer, 'I work for the organization that helps pay for your food'And I get a big hug! I wish you could feel what I feel.

The servers, meal-preppers, site supervisors and monitors are grateful, so grateful, to have such a good Program to rely on.

Renee Burchfield, CCFP



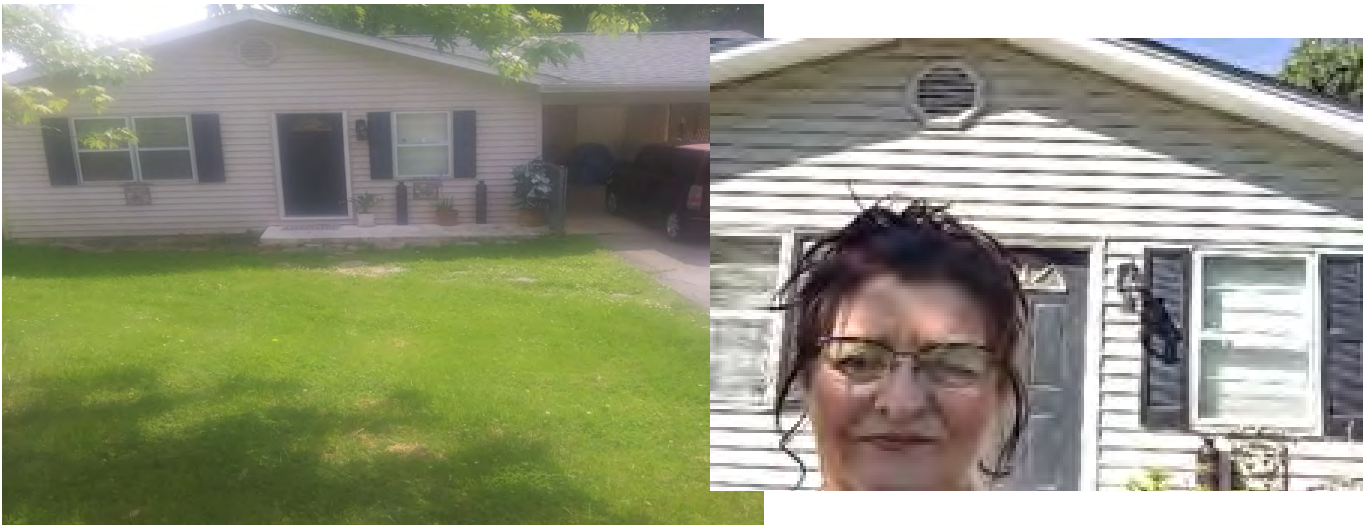


SUCCESS STORY!

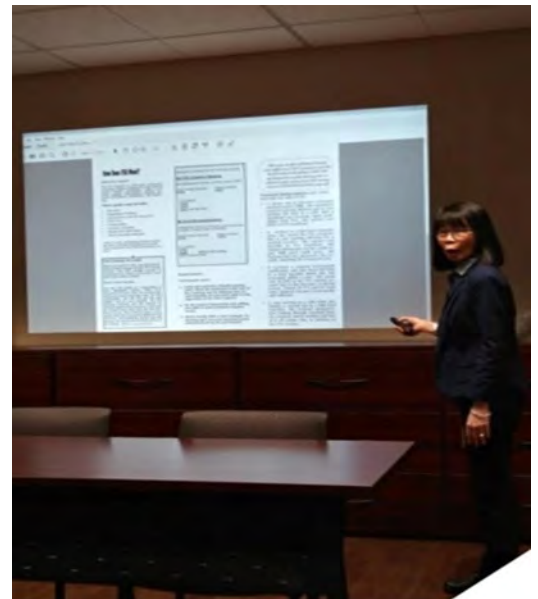
By: Cynthia Bender

“This success story is being published with permission from the individual, Debra.”

One Section 8 HCV participant, Debra, had worked 3 years to become a homebuyer. Along the way, she improved her credit score, saved money, submitted multiple mortgage applications, and encountered lots of discouragement....**BUT**, a ray of hope came to light in January 2022, when Clinch-Powell LLC., committed to join her in the home buying process, and on April 20, 2022, she became a **HOMEOWNER!!!**



Pictured below, are attendees in a learning session of Section 8 Housing hosted by ETHRA at the executive office in Knoxville, Tennessee. Seen right, is Cynthia Bender with ETHRA’s HUD program giving a presentation on housing vouchers and affordable loan options.



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
Tennessee Department of Labor
Tennessee Department of Corrections
TennCare
Tennessee Department of Agriculture
US Department of Housing & Urban Development
Tennessee Department of Children's Services

Donors, Grantors, and Partners

United Way of Anderson County
Kroger/Kroger Community Rewards
Housing Media
Lafollette Medical Foundation
Jane Pettway
Kroger
KARM
Fairview Baptist Church
Y12 Gives Grant Foundation
Free Medical Clinic
North Wind Solutions
Free Medical Clinic

CUSTOMER SERVICE REPORTS

ETHRA			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver	3,365	5,348	1,028,918
COVID OOA Services	392	17,462	58,335
CREST	27	27	20,972
CREVAA	500	1,183	292,672
Elder Abuse	731	731	68,321
Health Promotion	1,208	29,698	88,613
HCBS Case Management	1,195	4,371	487,298
HCBS Options Community Living	900	75,615	1,255,904
III-B In-Home Services	410	24,176	97,568
Information & Assistance	7,986	12,448	70,341
Legal Assistance for the Elderly	272	412	74,955
National Family Caregiver	274	27,523	566,722
Nutrition - Congregate	436	12,653	295,475
Nutrition - COVID	3,856	209,414	150,281
Nutrition - Home Delivered	4,979	698,661	2,558,337
Office on Aging	4,598	53,800	1,022,649
Ombudsman	570	2,042	147,078
Public Guardianship	99	4,323	249,410
Senior Centers	8,555	190,660	187,687
SHIP, SMP and MIPPA	16,718	17,771	224,170
SNAP - Food Stamps	1,434	4,554	51,847
WORKFORCE DEVELOPMENT			
Senior Employment -SSA	136	3,264	886,634
Senior Employment - State	9	41	119,996
Workforce Development	2,235	8,907	8,769,301
HOUSING AND RESTORATION			
Emergency Housing Voucher	24	171	145,141
LIHEAP	10,456	10,456	3,990,006
LIHWAP	324	324	50,358
HUD Family Self-Sufficiency	87	332	51,838
HUD Home Ownership	17	204	109,112
HUD Voucher	573	6,528	3,559,428
Mainstream Voucher	39	313	128,100
Weatherization	40	40	377,668
TRANSPORTATION			
Public Transit	9,821	229,595	11,676,211
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	1,326	13,588	1,695,199
Community Youth Intervention	52	534	145,426
DUI Program	430	430	34,607
Misdemeanor Probation	5,334	25,336	1,142,057
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program	103,279	777,007	3,111,441
Child Care Food - Centers	2,740	37,118	85,616
Child Care Food - Home	2,312	37,798	208,267
Summer Food	2,687	40,890	436,520
FAMILY ASSISTANCE			
Commodity Food Distribution	1,636	6,546	45,684
Emergency Food and Shelter	11	11	2,542
Homemaker Aide Service - Adult	185	6,841	463,185
Jane L. Pettway Foundation	28	28	8,467
Mountain Valley CSBG	533	533	640,992
TOTAL	202,819	2,599,706	
Total ETHRA FUNDS INVESTED			\$46,881,349

ETHRA Employees
ETHRA Payroll

403
\$15,530,897

Anderson			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver	204	330	63,490
COVID OOA Services	19	1,787	5,970
CREST	3	3	2,330
CREVAA	36	85	21,029
Elder Abuse	38	38	3,552
Health Promotion			
HCBS Case Management	72	300	33,445
HCBS Options Community Living	63	6,804	113,009
III-B In-Home Services	23	1,799	7,260
Information & Assistance	712	1,102	6,227
Legal Assistance for the Elderly	43	72	13,099
National Family Caregiver	16	1,975	40,667
Nutrition - Congregate			
Nutrition - COVID	186	13,278	9,529
Nutrition - Home Delivered	260	36,796	134,739
Office on Aging	706	4,758	90,442
Ombudsman	41	160	11,517
Public Guardianship	6	259	14,943
Senior Centers	749	44,467	43,774
SHIP, SMP and MIPPA	818	845	10,659
SNAP - Food Stamps	229	530	6,034
WORKFORCE DEVELOPMENT			
Senior Employment -SSA	22	528	143,426
Senior Employment - State			
Workforce Development	154	683	672,441
HOUSING AND RESTORATION			
Emergency Housing Voucher	11	85	72,146
LIHEAP	1,839	1,839	701,762
LIHWAP			
HUD Family Self-Sufficiency	28	98	15,302
HUD Home Ownership	6	72	38,510
HUD Voucher	161	1,892	1,031,623
Mainstream Voucher	5	37	15,143
Weatherization	4	4	37,767
TRANSPORTATION			
Public Transit	1,298	19,761	1,004,959
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	33	213	26,573
Community Youth Intervention			
DUI Program			
Misdemeanor Probation			
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program	1,983	13,185	52,798
Child Care Food - Centers			
Child Care Food - Home			
Summer Food	530	9,186	98,065
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	21	565	38,255
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	10,319	163,536	
Total ETHRA FUNDS INVESTED			\$4,580,482

ETHRA Employees
ETHRA Payroll

21
\$919,665

Blount			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver	275	534	102,738
COVID OOA Services	25	1,572	5,252
CREST			
CREVAA	34	63	15,586
Elder Abuse	109	109	10,187
Health Promotion	97	1,202	3,587
HCBS Case Management	77	221	24,638
HCBS Options Community Living	57	4,608	76,535
III-B In-Home Services	34	1,672	6,748
Information & Assistance	728	933	5,272
Legal Assistance for the Elderly	40	41	7,459
National Family Caregiver	13	949	19,541
Nutrition - Congregate	53	3,766	87,944
Nutrition - COVID	346	24,770	17,776
Nutrition - Home Delivered	398	74,730	273,644
Office on Aging	566	2,620	49,802
Ombudsman	66	162	11,703
Public Guardianship	4	173	9,981
Senior Centers	1,359	36,989	36,412
SHIP, SMP and MIPPA			
SNAP - Food Stamps	86	394	4,486
WORKFORCE DEVELOPMENT			
Senior Employment -SSA	12	288	78,232
Senior Employment - State			
Workforce Development	136	550	541,497
HOUSING AND RESTORATION			
Emergency Housing Voucher	3	10	8,488
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency	24	69	10,774
HUD Home Ownership	2	24	12,837
HUD Voucher	64	736	401,308
Mainstream Voucher	6	45	18,417
Weatherization			
TRANSPORTATION			
Public Transit	952	27,303	1,388,513
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	233	2,807	350,193
Community Youth Intervention			
DUI Program			
Misdemeanor Probation			
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program			
Child Care Food - Centers	458	6,772	15,620
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	6	387	26,203
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	6,263	194,499	
Total ETHRA FUNDS INVESTED			\$3,621,371

ETHRA Employees
ETHRA Payroll

17
\$617,912

Bradley			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver			
COVID OOA Services			
CREST			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - COVID			
Nutrition - Home Delivered			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher			
Mainstream Voucher			
Weatherization			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Adult Alternative Placement			
Community Youth Intervention			
DUI Program			
Misdemeanor Probation			
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program	3,633	26,137	104,663
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	3633	26,137	
Total ETHRA FUNDS INVESTED			\$104,663

Campbell			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver	89	145	27,897
COVID OOA Services	20	315	1,052
CREST	1	1	777
CREVAA	25	59	14,596
Elder Abuse	21	21	1,963
Health Promotion			
HCBS Case Management	60	234	26,087
HCBS Options Community Living	57	3,711	61,637
III-B In-Home Services	16	1,016	4,100
Information & Assistance	298	714	4,035
Legal Assistance for the Elderly	13	21	3,821
National Family Caregiver	16	2,067	42,561
Nutrition - Congregate			
Nutrition - COVID	130	9,928	7,125
Nutrition - Home Delivered	165	25,814	94,525
Office on Aging	385	11,721	222,797
Ombudsman	41	130	9,390
Public Guardianship	9	389	22,443
Senior Centers	326	8,599	8,465
SHIP, SMP and MIPPA	647	675	8,515
SNAP - Food Stamps	49	225	2,562
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State	4	18	53,332
Workforce Development	224	1,067	1,050,505
HOUSING AND RESTORATION			
Emergency Housing Voucher	3	19	16,127
LIHEAP	1,868	1,868	712,828
LIHWAP	27	27	4,197
HUD Family Self-Sufficiency	2	7	1,093
HUD Home Ownership			
HUD Voucher	12	136	74,155
Mainstream Voucher			
Weatherization	4	4	37,767
TRANSPORTATION			
Public Transit	1,157	16,475	837,847
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	36	294	36,679
Community Youth Intervention			
DUI Program			
Misdemeanor Probation	426	1,968	88,710
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution	261	1,044	7,286
Emergency Food and Shelter			
Homemaker Aide Service - Adult	20	1,024	69,332
Jane L. Pettway Foundation			
Mountain Valley CSBG	88	88	105,830
TOTAL	6,500	89,824	
Total ETHRA FUNDS INVESTED			\$3,660,033

ETHRA Employees
ETHRA Payroll

19
\$620,164

Claiborne			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver	78	115	22,125
COVID OOA Services	21	551	1,841
CREST			
CREVAA	13	32	7,917
Elder Abuse	15	15	1,402
Health Promotion			
HCBS Case Management	51	198	22,074
HCBS Options Community Living	43	5,933	98,542
III-B In-Home Services	21	1,139	4,597
Information & Assistance	138	443	2,503
Legal Assistance for the Elderly			
National Family Caregiver	11	1,405	28,930
Nutrition - Congregate			
Nutrition - COVID	170	15,486	11,113
Nutrition - Home Delivered	243	30,162	110,446
Office on Aging	181	2,198	41,780
Ombudsman	12	44	3,144
Public Guardianship			
Senior Centers	220	6,866	6,759
SHIP, SMP and MIPPA	892	1,082	13,649
SNAP - Food Stamps	31	116	1,321
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State	2	9	26,666
Workforce Development	83	312	307,177
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP	2,000	2,000	763,199
LIHWAP	297	297	46,162
HUD Family Self-Sufficiency			
HUD Home Ownership	1	12	6,418
HUD Voucher	17	197	107,415
Mainstream Voucher	2	15	6,139
Weatherization	6	6	56,650
TRANSPORTATION			
Public Transit	252	3,696	187,963
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	27	289	36,055
Community Youth Intervention	3	46	12,527
DUI Program			
Misdemeanor Probation	295	1,675	75,503
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program	4,994	32,444	129,919
Child Care Food - Centers			
Child Care Food - Home	96	1,107	6,100
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution	410	1,639	11,438
Emergency Food and Shelter			
Homemaker Aide Service - Adult	6	263	17,807
Jane L. Pettway Foundation			
Mountain Valley CSBG	79	79	95,006
TOTAL	10,710	109,871	
Total ETHRA FUNDS INVESTED			\$2,270,287

ETHRA Employees
ETHRA Payroll

14
\$264,480

Cocke			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver	88	149	28,667
COVID OOA Services	8	257	859
CREST	4	4	3,107
CREVAA	32	56	13,854
Elder Abuse	19	19	1,776
Health Promotion	38	470	1,402
HCBS Case Management	74	344	38,351
HCBS Options Community Living	48	5,242	87,065
III-B In-Home Services	22	1,471	5,937
Information & Assistance	187	228	1,288
Legal Assistance for the Elderly			
National Family Caregiver	16	1,641	33,790
Nutrition - Congregate			
Nutrition - COVID	66	3,924	2,816
Nutrition - Home Delivered	117	16,859	61,734
Office on Aging	41	472	8,972
Ombudsman	16	45	3,272
Public Guardianship	2	87	5,019
Senior Centers	73	537	529
SHIP, SMP and MIPPA	864	909	11,466
SNAP - Food Stamps	39	165	1,879
WORKFORCE DEVELOPMENT			
Senior Employment -SSA	25	600	162,984
Senior Employment - State			
Workforce Development			
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher	2	24	13,086
Mainstream Voucher			
Weatherization	3	3	28,325
TRANSPORTATION			
Public Transit	436	8,383	426,323
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	29	481	60,008
Community Youth Intervention	13	105	28,595
DUI Program	38	38	3,058
Misdemeanor Probation	214	1,127	50,801
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home	133	1,602	8,827
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	9	406	27,489
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	2,656	45,648	
Total ETHRA FUNDS INVESTED			\$1,121,279

ETHRA Employees
ETHRA Payroll

14
\$420,246

Fentress			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver			
COVID OOA Services			
CREST			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - COVID			
Nutrition - Home Delivered			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher			
Mainstream Voucher			
Weatherization			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	51	171	\$21,333
Community Youth Intervention			
DUI Program			
Misdemeanor Probation			
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	51	171	
Total ETHRA FUNDS INVESTED			\$21,333

Grainger			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver	45	72	13,852
COVID OOA Services	3	113	377
CREST			
CREVAA	7	20	4,948
Elder Abuse	12	12	1,122
Health Promotion	10	244	728
HCBS Case Management	23	78	8,696
HCBS Options Community Living	18	1,382	22,954
III-B In-Home Services	9	439	1,772
Information & Assistance	133	183	1,034
Legal Assistance for the Elderly	8	15	2,729
National Family Caregiver	8	771	15,876
Nutrition - Congregate			
Nutrition - COVID			
Nutrition - Home Delivered	125	16,486	60,368
Office on Aging	106	1,529	29,064
Ombudsman	8	80	5,776
Public Guardianship			
Senior Centers	60	213	210
SHIP, SMP and MIPPA	420	432	5,449
SNAP - Food Stamps	23	86	979
WORKFORCE DEVELOPMENT			
Senior Employment -SSA	4	96	26,077
Senior Employment - State			
Workforce Development	50	214	210,692
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership	1	12	6,418
HUD Voucher	4	41	22,355
Mainstream Voucher			
Weatherization	3	3	28,325
TRANSPORTATION			
Public Transit	207	9,443	480,230
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	53	685	85,459
Community Youth Intervention	8	62	16,885
DUI Program	9	9	724
Misdemeanor Probation	293	920	41,470
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food	214	2,298	24,532
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	3	162	10,969
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	1,867	36,100	
Total ETHRA FUNDS INVESTED			\$1,130,070

ETHRA Employees
ETHRA Payroll

7
\$296,872

Greene			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver			
COVID OOA Services			
CREST			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - COVID			
Nutrition - Home Delivered			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher			
Mainstream Voucher			
Weatherization			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	47	405	50,527
Community Youth Intervention			
DUI Program	10	10	805
Misdemeanor Probation	97	761	34,303
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program	2080	14,808	59,297
Child Care Food - Centers			
Child Care Food - Home			
Summer Food	326	4,929	52,619
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	2560	20,913	
Total ETHRA FUNDS INVESTED			\$197,551

ETHRA Employees
ETHRA Payroll

2
\$81,229

Hamblen			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver	184	296	56,948
COVID OOA Services	33	4,188	13,991
CREST			
CREVAA	23	48	11,875
Elder Abuse	29	29	2,710
Health Promotion	50	808	2,411
HCBS Case Management	72	333	37,124
HCBS Options Community Living	76	8,618	143,138
III-B In-Home Services	41	4,626	18,669
Information & Assistance	718	802	4,532
Legal Assistance for the Elderly	21	39	7,095
National Family Caregiver	16	2,522	51,930
Nutrition - Congregate	13	53	1,238
Nutrition - COVID	119	4,368	3,135
Nutrition - Home Delivered	256	32,289	118,235
Office on Aging	329	7,685	146,079
Ombudsman	100	276	19,863
Public Guardianship	4	173	9,981
Senior Centers	1,477	11,536	11,356
SHIP, SMP and MIPPA	759	785	9,902
SNAP - Food Stamps	48	192	2,186
WORKFORCE DEVELOPMENT			
Senior Employment -SSA	21	504	136,907
Senior Employment - State			
Workforce Development	187	680	669,487
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency	4	16	2,498
HUD Home Ownership			
HUD Voucher	29	325	177,208
Mainstream Voucher			
Weatherization	2	2	18,883
TRANSPORTATION			
Public Transit	635	45,223	2,299,847
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	104	1,500	187,136
Community Youth Intervention	18	204	55,556
DUI Program	106	106	8,531
Misdemeanor Probation	1,158	4,637	209,020
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	13	234	15,843
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	6,645	133,097	
Total ETHRA FUNDS INVESTED			\$4,453,315

ETHRA Employees
ETHRA Payroll

38
\$1,477,310

Hancock			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver			
COVID OOA Services			
CREST			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - COVID			
Nutrition - Home Delivered			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher	3	28	15,267
Mainstream Voucher			
Weatherization			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	85	381	47,532
Community Youth Intervention			
DUI Program	1	1	80
Misdemeanor Probation	208	1,085	48,908
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	297	1,495	
Total ETHRA FUNDS INVESTED			\$111,788

ETHRA Employees
ETHRA Payroll

2
\$61,895

Hawkins			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver			
COVID OOA Services			
CREST			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - COVID			
Nutrition - Home Delivered			
Office on Aging			
Ombudsman			
Public Guardianship	1	43	\$2,481
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher			
Mainstream Voucher			
Weatherization			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	63	322	40,172
Community Youth Intervention			
DUI Program	1	1	80
Misdemeanor Probation	32	255	11,494
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	97	621	
Total ETHRA FUNDS INVESTED			\$54,228

ETHRA Employees
ETHRA Payroll

2
\$40,940

Jackson			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver			
COVID OOA Services			
CREST			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - COVID			
Nutrition - Home Delivered			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher			
Mainstream Voucher			
Weatherization			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Adult Alternative Placement			
Community Youth Intervention			
DUI Program			
Misdemeanor Probation			
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program	4,436	28,178	112,836
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	4436	28,178	
Total ETHRA FUNDS INVESTED			\$112,836

Jefferson			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver	111	176	33,861
COVID OOA Services	12	424	1,416
CREST	1	1	777
CREVAA	26	67	16,576
Elder Abuse	26	26	2,430
Health Promotion			
HCBS Case Management	62	257	28,651
HCBS Options Community Living	47	4,220	70,091
III-B In-Home Services	20	516	2,082
Information & Assistance	268	320	1,808
Legal Assistance for the Elderly	26	32	5,822
National Family Caregiver	18	1,895	39,020
Nutrition - Congregate			
Nutrition - COVID	112	5,833	4,186
Nutrition - Home Delivered	192	25,071	91,804
Office on Aging	87	898	17,069
Ombudsman	37	106	7,665
Public Guardianship	4	173	9,981
Senior Centers	391	10,486	10,322
SHIP, SMP and MIPPA	752	813	10,255
SNAP - Food Stamps	42	181	2,061
WORKFORCE DEVELOPMENT			
Senior Employment -SSA	12	288	78,232
Senior Employment - State			
Workforce Development			
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher	8	92	50,164
Mainstream Voucher	1	1	409
Weatherization	3	3	28,325
TRANSPORTATION			
Public Transit	396	12,610	641,290
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	55	777	96,936
Community Youth Intervention	10	117	31,863
DUI Program	89	89	7,163
Misdemeanor Probation	1,267	4,644	209,335
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	10	279	18,890
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	4,085	70,395	
Total ETHRA FUNDS INVESTED			\$1,518,487

ETHRA Employees
ETHRA Payroll

11
\$366,168

Knox			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver	1,437	2,148	413,260
COVID OOA Services	157	680	2,272
CREST	7	7	5,437
CREVAA	173	484	119,741
Elder Abuse	303	303	28,319
Health Promotion	715	22,361	66,721
HCBS Case Management	405	1,368	152,511
HCBS Options Community Living	269	16,902	280,729
III-B In-Home Services	111	3,036	12,253
Information & Assistance	3,015	4,814	27,203
Legal Assistance for the Elderly	30	40	7,277
National Family Caregiver	87	6,800	140,018
Nutrition - Congregate	198	2,737	63,915
Nutrition - COVID	2,167	102,811	73,780
Nutrition - Home Delivered	2,216	295,542	1,082,207
Office on Aging	844	4,007	76,166
Ombudsman	133	446	32,156
Public Guardianship	51	2,248	129,696
Senior Centers	1,428	34,058	33,527
SHIP, SMP and MIPPA	4,394	4,710	59,414
SNAP - Food Stamps	577	1,622	18,466
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development	390	1,514	1,490,594
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher			
Mainstream Voucher			
Weatherization			
TRANSPORTATION			
Public Transit	1,656	16,534	840,848
CORRECTION AND COURT SERVICES			
Adult Alternative Placement			
Community Youth Intervention			
DUI Program			
Misdemeanor Probation			
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program			
Child Care Food - Centers	1,179	15,811	36,469
Child Care Food - Home	1,506	25,558	140,825
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	56	1,941	131,420
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	23,504	568,482	
Total ETHRA FUNDS INVESTED			\$5,465,222

ETHRA Employees
ETHRA Payroll

162
\$7,369,146

Loudon			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver	141	239	45,982
COVID OOA Services	13	1,442	4,817
CREST	1	1	777
CREVAA	26	44	10,886
Elder Abuse	33	33	3,084
Health Promotion	41	1,229	3,667
HCBS Case Management	45	215	23,969
HCBS Options Community Living	32	2,014	33,451
III-B In-Home Services	16	1,674	6,756
Information & Assistance	407	501	2,831
Legal Assistance for the Elderly	26	29	5,276
National Family Caregiver	14	1,299	26,748
Nutrition - Congregate	44	2,566	59,922
Nutrition - COVID	77	2,363	1,696
Nutrition - Home Delivered	183	25,853	94,668
Office on Aging	106	1,676	31,858
Ombudsman	11	100	7,217
Public Guardianship	2	87	5,019
Senior Centers	289	4,114	4,050
SHIP, SMP and MIPPA	547	581	7,329
SNAP - Food Stamps	54	218	2,482
WORKFORCE DEVELOPMENT			
Senior Employment -SSA	4	96	26,077
Senior Employment - State			
Workforce Development	76	320	315,053
HOUSING AND RESTORATION			
Emergency Housing Voucher	2	18	15,278
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher	27	314	171,210
Mainstream Voucher	1	12	4,911
Weatherization			
TRANSPORTATION			
Public Transit	401	9,220	468,889
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	82	206	25,700
Community Youth Intervention			
DUI Program	73	73	5,875
Misdemeanor Probation	649	3,346	150,826
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program	1809	11,875	47,552
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	8	288	19,500
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	5240	72,046	
Total ETHRA FUNDS INVESTED			\$1,633,355

ETHRA Employees
ETHRA Payroll

21
\$692,917

McMinn			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver			
COVID OOA Services			
CREST			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate	6	10	234
Nutrition - COVID			
Nutrition - Home Delivered			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher			
Mainstream Voucher			
Weatherization			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Adult Alternative Placement			
Community Youth Intervention			
DUI Program			
Misdemeanor Probation			
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program	5,327	43,294	173,366
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	5333	43,304	
Total ETHRA FUNDS INVESTED			\$173,600

Meigs			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver			
COVID OOA Services			
CREST	8	8	\$6,214
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - COVID			
Nutrition - Home Delivered			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher			
Mainstream Voucher			
Weatherization			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	45	250	31,189
Community Youth Intervention			
DUI Program			
Misdemeanor Probation	2	3	135
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	55	261	
Total ETHRA FUNDS INVESTED			\$37,538

Monroe			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver	146	208	40,018
COVID OOA Services	17	1,517	5,068
CREST			
CREVAA	15	20	4,948
Elder Abuse	24	24	2,243
Health Promotion	91	1,183	3,530
HCBS Case Management	56	143	15,942
HCBS Options Community Living	36	3,319	55,126
III-B In-Home Services	23	1,620	6,538
Information & Assistance	138	210	1,187
Legal Assistance for the Elderly	10	21	3,821
National Family Caregiver	14	1,093	22,506
Nutrition - Congregate	62	858	20,036
Nutrition - COVID	90	2,388	1,714
Nutrition - Home Delivered	171	26,006	95,228
Office on Aging	304	2,125	40,393
Ombudsman	11	33	2,394
Public Guardianship	2	87	5,019
Senior Centers	327	6,879	6,772
SHIP, SMP and MIPPA	1,312	1,340	16,903
SNAP - Food Stamps	52	22	250
WORKFORCE DEVELOPMENT			
Senior Employment -SSA	23	552	149,945
Senior Employment - State			
Workforce Development	38	89	87,624
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher	33	367	200,109
Mainstream Voucher	2	17	6,958
Weatherization	4	4	37,767
TRANSPORTATION			
Public Transit	466	15,520	789,280
CORRECTION AND COURT SERVICES			
Adult Alternative Placement			
Community Youth Intervention			
DUI Program			
Misdemeanor Probation			
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	12	432	29,250
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	3479	66,077	
Total ETHRA FUNDS INVESTED			\$1,650,567

ETHRA Employees
ETHRA Payroll

11
\$403,449

Morgan			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver	64	109	20,971
COVID OOA Services	7	198	661
CREST			
CREVAA	10	26	6,432
Elder Abuse	9	9	841
Health Promotion	24	839	2,503
HCBS Case Management	12	49	5,463
HCBS Options Community Living	8	867	14,400
III-B In-Home Services	6	197	795
Information & Assistance	174	442	2,498
Legal Assistance for the Elderly	10	23	4,184
National Family Caregiver	2	83	1,709
Nutrition - Congregate			
Nutrition - COVID	15	767	550
Nutrition - Home Delivered	34	5,736	21,004
Office on Aging	167	4,903	93,198
Ombudsman	2	4	258
Public Guardianship			
Senior Centers	148	1,092	1,075
SHIP, SMP and MIPPA	358	366	4,617
SNAP - Food Stamps	23	99	1,127
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State	2	9	26,666
Workforce Development	174	687	676,379
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP	1,356	1,356	517,449
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher	16	172	93,784
Mainstream Voucher	1	8	3,274
Weatherization	4	4	37,767
TRANSPORTATION			
Public Transit	217	1,919	97,592
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	62	214	26,698
Community Youth Intervention			
DUI Program	6	6	483
Misdemeanor Probation	166	1,281	57,743
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program	12,007	91,202	365,209
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution	302	1,209	8,438
Emergency Food and Shelter	11	11	2,542
Homemaker Aide Service - Adult	4	144	9,750
Jane L. Pettway Foundation			
Mountain Valley CSBG	134	134	161,150
TOTAL	15,535	114,165	
Total ETHRA FUNDS INVESTED			\$2,267,210

ETHRA Employees
ETHRA Payroll

11
\$371,085

Putnam			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver			
COVID OOA Services			
CREST			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - COVID			
Nutrition - Home Delivered			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher			
Mainstream Voucher			
Weatherization			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Adult Alternative Placement			
Community Youth Intervention			
DUI Program			
Misdemeanor Probation			
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program	29,907	269,666	1,079,849
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	29,907	269,666	
Total ETHRA FUNDS INVESTED			\$1,079,849

Roane			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver	153	254	48,868
COVID OOA Services	28	1,783	5,956
CREST	1	1	777
CREVAA	30	81	20,039
Elder Abuse	30	30	2,804
Health Promotion	71	630	1,880
HCBS Case Management	69	278	30,993
HCBS Options Community Living	48	4,622	76,768
III-B In-Home Services	25	1,876	7,571
Information & Assistance	388	711	4,018
Legal Assistance for the Elderly	17	21	3,821
National Family Caregiver	13	1,482	30,516
Nutrition - Congregate	14	242	5,651
Nutrition - COVID	139	10,461	7,507
Nutrition - Home Delivered	263	46,084	168,749
Office on Aging	362	2,635	50,087
Ombudsman	29	200	14,431
Public Guardianship	3	130	7,500
Senior Centers	411	4,531	4,460
SHIP, SMP and MIPPA	846	869	10,962
SNAP - Food Stamps	66	237	2,698
WORKFORCE DEVELOPMENT			
Senior Employment -SSA	6	144	39,116
Senior Employment - State			
Workforce Development	202	846	832,921
HOUSING AND RESTORATION			
Emergency Housing Voucher	1	10	8,488
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency	4	19	2,967
HUD Home Ownership	1	12	6,418
HUD Voucher	42	470	256,270
Mainstream Voucher	3	22	9,004
Weatherization			
TRANSPORTATION			
Public Transit	495	7,718	392,504
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	69	277	34,558
Community Youth Intervention			
DUI Program			
Misdemeanor Probation	18	175	7,888
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	9	406	27,489
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	3,856	87,257	
Total ETHRA FUNDS INVESTED			\$2,123,678

ETHRA Employees
ETHRA Payroll

2
\$50,586

Scott			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver	68	103	19,816
COVID OOA Services	2	167	558
CREST			
CREVAA	7	13	3,216
Elder Abuse	9	9	841
Health Promotion			
HCBS Case Management	35	110	12,263
HCBS Options Community Living	33	2,181	36,225
III-B In-Home Services	5	183	739
Information & Assistance	164	296	1,673
Legal Assistance for the Elderly	6	13	2,365
National Family Caregiver	10	1,914	39,411
Nutrition - Congregate			
Nutrition - COVID	1	20	14
Nutrition - Home Delivered	25	3,922	14,361
Office on Aging	165	3,049	57,956
Ombudsman	37	102	7,328
Public Guardianship			
Senior Centers	45	51	50
SHIP, SMP and MIPPA	531	543	6,850
SNAP - Food Stamps	25	91	1,036
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State	1	5	13,333
Workforce Development	157	631	621,245
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP	1,724	1,724	657,878
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher	11	103	56,161
Mainstream Voucher	6	62	25,374
Weatherization	2	2	18,883
TRANSPORTATION			
Public Transit	215	8,494	431,968
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	28	214	26,698
Community Youth Intervention			
DUI Program			
Misdemeanor Probation			
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program	3,405	28,507	114,153
Child Care Food - Centers	175	1,930	4,452
Child Care Food - Home	498	8,388	46,218
Summer Food	547	6,018	64,245
FAMILY ASSISTANCE			
Commodity Food Distribution	380	1,521	10,615
Emergency Food and Shelter			
Homemaker Aide Service - Adult	1	45	3,047
Jane L. Pettway Foundation			
Mountain Valley CSBG	113	113	135,895
TOTAL	8,431	70,523	
Total ETHRA FUNDS INVESTED			\$2,434,868

ETHRA Employees
ETHRA Payroll

23
\$637,456

Sevier			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver	244	408	78,496
COVID OOA Services	23	2,409	8,048
CREST			
CREVAA	41	81	20,039
Elder Abuse	45	45	4,206
Health Promotion			
HCBS Case Management	69	181	20,179
HCBS Options Community Living	50	3,120	51,821
III-B In-Home Services	29	2,689	10,852
Information & Assistance	468	685	3,871
Legal Assistance for the Elderly	22	45	8,187
National Family Caregiver	18	1,426	29,363
Nutrition - Congregate			
Nutrition - COVID	188	11,463	8,226
Nutrition - Home Delivered	261	31,657	115,921
Office on Aging	186	3,129	59,477
Ombudsman	19	131	9,407
Public Guardianship	8	346	19,962
Senior Centers	1,168	15,662	15,418
SHIP, SMP and MIPPA	2,279	2,437	30,741
SNAP - Food Stamps	76	313	3,563
WORKFORCE DEVELOPMENT			
Senior Employment -SSA	7	168	45,636
Senior Employment - State			
Workforce Development	106	400	393,816
HOUSING AND RESTORATION			
Emergency Housing Voucher	1	4	3,395
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency	2	11	1,718
HUD Home Ownership			
HUD Voucher	34	345	188,113
Mainstream Voucher	4	26	10,641
Weatherization	2	2	18,883
TRANSPORTATION			
Public Transit	844	21,289	1,082,667
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	194	3,864	482,061
Community Youth Intervention			
DUI Program	93	93	7,485
Misdemeanor Probation	297	2,092	94,300
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program			
Child Care Food - Centers	928	12,605	29,075
Child Care Food - Home	79	1,143	6,298
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	7	265	17,942
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	7,792	118,534	
Total ETHRA FUNDS INVESTED			\$2,879,805

ETHRA Employees
ETHRA Payroll

16
\$555,933

Union			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver	38	62	11,928
COVID OOA Services	4	59	197
CREST	1	1	777
CREVAA	2	4	990
Elder Abuse	9	9	841
Health Promotion			
HCBS Case Management	13	62	6,912
HCBS Options Community Living	15	2,072	34,414
III-B In-Home Services	9	223	900
Information & Assistance	50	64	362
Legal Assistance for the Elderly			
National Family Caregiver	2	201	4,139
Nutrition - Congregate	46	2,421	56,536
Nutrition - COVID			
Nutrition - Home Delivered	70	5,654	20,704
Office on Aging	63	395	7,508
Ombudsman	7	22	1,558
Public Guardianship			
Senior Centers	84	4,580	4,509
SHIP, SMP and MIPPA	273	285	3,595
SNAP - Food Stamps	14	63	717
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
HOUSING AND RESTORATION			
Emergency Housing Voucher	3	25	21,219
LIHEAP	1,669	1,669	636,890
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership	6	72	38,510
HUD Voucher	110	1,286	701,199
Mainstream Voucher	8	68	27,830
Weatherization	3	3	28,325
TRANSPORTATION			
Public Transit	194	6,007	305,490
CORRECTION AND COURT SERVICES			
Adult Alternative Placement	30	238	29,692
Community Youth Intervention			
DUI Program	4	4	322
Misdemeanor Probation	212	1,367	61,620
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution	283	1,133	7,907
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation	28	28	8,467
Mountain Valley CSBG	119	119	143,111
TOTAL	3,369	28,196	
Total ETHRA FUNDS INVESTED			\$2,167,168

ETHRA Employees
ETHRA Payroll

12
\$274,003

Warren			
CUSTOMER SERVICE REPORT 2022			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Choices - Medicaid Waiver			
COVID OOA Services			
CREST			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - COVID			
Nutrition - Home Delivered			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher			
Mainstream Voucher			
Weatherization			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Adult Alternative Placement			
Community Youth Intervention			
DUI Program			
Misdemeanor Probation			
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program	27,188	186,584	747,156
Child Care Food - Centers			
Child Care Food - Home			
Summer Food	829	14,445	154,207
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	28,017	201,029	
Total ETHRA FUNDS INVESTED			\$901,363

SERVICES PROVIDED

AGING	
Choices - Medicaid Waiver	One Hour Of Service
COVID OOA Services	One Contact or Service Provided
CREST	One Contact or Service Provided
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
Legal Assistance for the Elderly	One Hour Of Service
National Family Caregiver	One Contact or Service Provided
Nutrition - Congregate	One Meal
Nutrition - COVID	One Meal
Nutrition - Home Delivered	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 -SSA	One Contact or Service Provided
Senior Employment - State	One Contact or Service Provided
Workforce Development	One Contact or Service Provided
HOUSING AND RESTORATION	
Emergency Housing Voucher	One Household Assisted
HUD Family Self-Sufficiency	One Class
HUD Home Ownership	One Household Assisted
HUD Voucher	One Household Assisted
LIHEAP	One Household Assisted
LIHWAP	One Household Assisted
Mainstream Voucher	One Household Assisted
Weatherization	One Home Weatherized
TRANSPORTATION	
Public Transit	One Ride
CORRECTION AND COURT SERVICES	
Adult Alternative Placement	One Supervised Contact
Community Youth Intervention	One Supervised Contact
DUI Program	One Supervised Contact
Misdemeanor Probation	One Supervised Contact
CHILD DEVELOPMENT	
Child Care Food - At-Risk Program	One Meal
Child Care Food - Centers	One Meal
Child Care Food - Home	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
Jane L. Pettway Foundation	One Household Assisted
Mountain Valley CSBG	One Household Assisted



East Tennessee Human Resource Agency, Inc. is an Equal Employment Opportunity (EEO) employer and welcomes all qualified applicants. Applicants will receive fair and impartial consideration without regard to race, sex, color, religion, national origin, age, disability, veteran status, genetic data, sexual orientation, gender identity, or other legally protected status.

**Real Services. Real Heart.
Real Impact.**

