

# 2024 Report to the Region





# Table of Contents

About ETHRA .....	4
Letter from Executive Director .....	5
Administrative Staff.....	6
Associations and Boards .....	9
ETHRA’s Board .....	10
2023-2024 Board Officers and Tennessee General Assembly .....	11-12
TAHRA .....	13-16
Statement of Net Position.....	19
2023-2024 Budget.....	20
2024-2025 Budget.....	21
ETHRA Economic Impact Analysis.....	22
ETHRA’s Work Program.....	25-27
ETHRA’s Locations.....	28
Day-to-Day Activities.....	31-35
Community Action .....	37-40
Donors and Partners .....	41
With Your Donations.....	42
Customer Service Reports .....	45-72
Units of Service.....	73

## **About ETHRA**

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

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

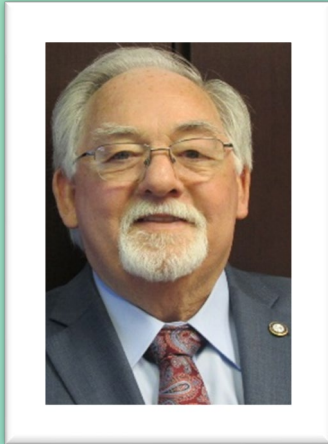
ETHRA is about real people. People from all corners of our communities and from all walks of life. People who need help and those who give it. People who care and share and give back to their community. People who work hand in hand with friends and neighbors.

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](mailto:gholiway@ethra.org)**  
**865-691-2551 ext. 4202**

Hello,

As we start the new year, I find myself looking back on all of ETHRA's activities over the last year. And what a year it was!

A new year is a time to reflect on the year that's passed as well as set intentions for the one that lies ahead. This year seems particularly meaningful to me as we embark on a new strategic plan, new ideas, and new programs that will guide ETHRA into this next decade and beyond.

I am so grateful for the trust and confidence the board of directors placed in me and staff. The ETHRA Team and Board recognized the need to fortify our internal capabilities to support our clients better and further our mission. We took strategic steps to add critical staff and expertise to our team, which has significantly enhanced our ability to address challenges and deliver greater value to our communities. Additionally, the purchase of the Knoxville office building last November, 2023, was a pivotable point for ETHRA, allowing a footprint and establishing a solid investment in our organization as well as having the right space for our clients.

I'm looking forward to the year ahead and the opportunity to build on the success and momentum from this past year.

With Appreciation,

Gary W. Holiway



**East Tennessee Human Resource Agency**  
**Administrative Staff**

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Building and Property Manager  
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# **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

## **2023/2024 TPTA Officers**

- Steve Bland, President - WeGo Public Transit/RTA of Middle Tennessee
- Diana Turner, Vice-President - Southwest Human Resource Agency
- Russ Brashear, Secretary/Treasurer – Murfreesboro Transit
- Chris Campbell, Immediate Past President – Kingston Area Transit Service

## **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.

# ETHRA's 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.

ETHRA's 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**

# ETHRA Board of Directors 2023/2024

## 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 Elaine Davis

## CITY MAYORS

Mayor Ron Williams, Farragut

Mayor Trey Dykes, Newport

Mayor Neal Pucciarelli

## RAB Representative

Kimberly Deal

## OFFICERS 2023-2024

Chair Mayor Ron Williams

Vice County Executive Brian Langley

Secretary Mayor Glenn Jacobs

Treasurer Mayor Rob Mathis

# East Tennessee Human Resource Agency Governing Board

## 2023-2024 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.



Farragut Mayor  
Ron Williams, Chair



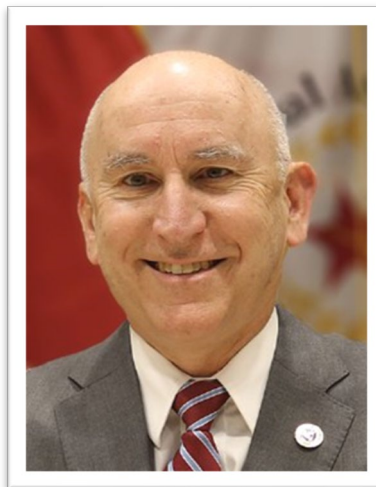
Morgan County Executive  
Brian Langley, Vice-Chair



Knox County Mayor  
Glenn Jacobs, Secretary



Cocke County Mayor  
Rob Mathis, Treasurer



Senatorial District 7  
Senator Richard Briggs



House District 18  
Representative Elaine Davis



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.

## TAHRA Background

Our association is formed by nine Human Resource Agencies delivering social services to all 95 counties in Tennessee. In 1973, the Tennessee General Assembly established the Human Resource Agencies to be the delivery system for human services throughout the state. Authorized by Chapter 289 of the Public Acts of 1973, Tennessee's Human Resource Agencies operate under the authority of Title 13, Chapter 26 of Tennessee Code Annotated.

Our agencies have pioneered many programs to help the people of Tennessee.

Our seasoned staff leads state-wide initiatives to improve efficiencies in policies and procedures, streamline processes, and train staff and volunteers. Our reputation for delivering services is one of impeccable quality and understanding compassion.

Our success is built on our staff. Over the years, our agencies have developed a strong network of over 6,500 experienced employees and dedicated volunteers. Our agencies are currently staffed with 2,682 full and part-time employees. Over 3,800 volunteers join with our staff to deliver services vital to many people in our state.

Easily accessible to the community through local county offices, each agency builds on the wealth of program knowledge and experience gained over our 35-year history to strengthen local support, improve relationships with funding sources and governing officials, and help people in need. With our established state-wide network and strong operating infrastructure, TAHRA is the best choice for delivering services to people in need throughout our state.



<https://tnhra.org/about-us>



# Member Agencies

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.

## REGIONS

**DELTA HRA**

**EAST TN HRA**

**FIRST TN HRA**

**MID-CUMBERLAND HRA**

**NORTHWEST HRA**

**SOUTH CENTRAL HRA**

**SOUTHEAST HRA**

**SOUTHWEST HRA**

**UPPER CUMBERLAND HRA**

Our agencies operate under a broad mandate to deliver social services across the state. Each agency, under the guidance of their 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 our association. A comprehensive listing of services delivered through our agencies includes hundreds of individual contracts funded through various federal, state, and local sources.

These programs illustrate the breadth and depth of expertise represented by our association, and the value of service we provide to the people in need throughout our state. For planning process and for this Statement of Services Report, we organized our individual contacts into standard program descriptions and then grouped them into nine major service categories.



Our vision for our association is to become the first choice to deliver social services to our area and provide the opportunity for each person to have a sense of self-worth and well-being; accept responsibility for self, family, and community; and have the capacity to be productive and independent.

Our five year mission is to strengthen our association by unifying our individual agencies through collaboration and cooperation; become better known by our key partners and local communities through targeted marketing; become the leader in new technologies; and improve our effectiveness through innovation and by adopting common best practices statewide.

# ABOUT US

Our association is formed by nine Human Resource Agencies delivering social services to all 95 counties in Tennessee. In 1973, the Tennessee General Assembly established the Human Resource Agencies to be the delivery system for human services throughout the state. Authorized by Chapter 289 of the Public Acts of 1973, Tennessee's Human Resource Agencies operate under the authority of Title 13, Chapter 26 of Tennessee Code Annotated.



## OUR LEGISLATIVE BOARD



*Senator*  
**Paul Rose**  
DeltaHRA



*Senator*  
**Bill Powers**  
MCHRA



*Representative*  
**Ron Travis**  
SETHRA



*Representative*  
**Debra Moody**  
DeltaHRA



*Representative*  
**Jay Reedy**  
MCHRA



*Senator*  
**Page Walley**  
SWHRA



*Senator*  
**Richard Briggs**  
ETHRA



*Senator*  
**John Stevens**  
NWITHRA



*Representative*  
**Kirk Haston**  
SWHRA



*Representative*  
**Elaine Davis**  
ETHRA



*Representative*  
**Tandy Darby**  
NWITHRA



*Speaker*  
**Cameron Sexton**  
UCHRA



*Senator*  
**Rusty Crowe**  
FTHRA



*Senator*  
**Joey Hensley**  
SCHRA



*Senator*  
**Paul Bailey**  
UCHRA



*Representative*  
**David Hawk**  
FTHRA



*Representative*  
**Iris Rudder**  
SCHRA



# CHANGING LIVES ACROSS TENNESSEE



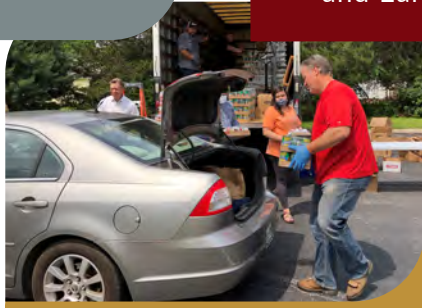
THOUSANDS OF SENIORS have seen improved quality of life through Elder Services programs



THOUSANDS OF KIDS have improved their chances of success in school through Head Start and Early Head Start



THOUSANDS OF JOBS were provided to unemployed clients through American Job Centers



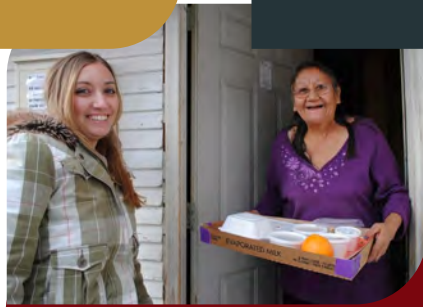
THOUSANDS OF FAMILIES can rely on more food on the table thanks to USDA Commodities distributions



MILLIONS OF RIDES have been given to clients living in rural areas through Rural Public Transportation



THOUSANDS OF HOMES have stayed warm during the colder months through LIHEAP & Weatherization



MILLIONS OF MEALS have been served through Meals on Wheels and Congregate Meal programs



THOUSANDS OF LIVES are changed for the better through Recovery Court and Justice Services



# **FINANCIALS**



EAST TENNESSEE HUMAN RESOURCE AGENCY, INC.

Statement of Net Position

June 30, 2023

	Primary Government		
	Governmental Activities	Business - Type Activities	Total
<b>Assets</b>			
Cash and cash equivalents	\$ 8,246,387	\$ 792,536	\$ 9,038,923
Investments	23,955	-	23,955
Receivables, net of allowance for uncollectible accounts	11,755,796	25,235	11,781,031
Loans receivable	395,755	-	395,755
Deposits	11,344	900	12,244
Prepaid expenditures	165,329	-	165,329
Right of use leased assets, net of amortization	1,335,611	142,724	1,478,335
Capital assets, not being depreciated			
Land	32,614	-	32,614
Capital assets, net of accumulated depreciation			
Buildings	560,652	-	560,652
Furniture and equipment	73,470	-	73,470
Vehicles	2,479,586	20,892	2,500,478
Total capital assets, net	<u>3,146,322</u>	<u>20,892</u>	<u>3,167,214</u>
Total assets	<u>\$ 25,080,499</u>	<u>\$ 982,287</u>	<u>\$ 26,062,786</u>
<b>Liabilities</b>			
Accounts payable	\$ 4,632,386	\$ 18,285	\$ 4,650,671
Accrued expenses	5,531,138	112	5,531,250
Lease liability	1,378,064	143,836	1,521,900
Total liabilities	<u>11,541,588</u>	<u>162,233</u>	<u>11,703,821</u>
<b>Net Position</b>			
Investment in capital assets	3,103,869	19,780	3,123,649
Restricted for:			
THDA - House Loan	1,206,814	-	1,206,814
MVEOA	194,536	-	194,536
East Tennessee Foundation Investment	23,955	-	23,955
Human Resource Services	5,028,902	-	5,028,902
Unrestricted	3,980,835	800,274	4,781,109
Total net position	<u>\$ 13,538,911</u>	<u>\$ 820,054</u>	<u>\$ 14,358,965</u>

**2024 BUDGET\***  
**2023 - 2024**

<b>AGING</b>	<b>\$ 15,457,945.00</b>
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 ARP	\$ 48,293.00
CREST - Elderly Self-Neglect in TN	\$ 313,050.00
Alzheimer's / Dementia Respite	\$ 111,111.00
<b>WORKFORCE DEVELOPMENT</b>	<b>\$ 14,820,000.00</b>
Senior Employment - State	\$ 250,000.00
Senior Employment - SSAI	\$ 820,000.00
Workforce Development	\$ 13,750,000.00
<b>HOUSING AND RESTORATION</b>	<b>\$ 7,775,000.00</b>
LIHEAP/Weatherization	\$ 3,800,000.00
HUD	\$ 3,975,000.00
<b>TRANSPORTATION</b>	<b>\$ 11,124,000.00</b>
Public Transit	\$ 11,124,000.00
<b>CORRECTION AND COURT SERVICES</b>	<b>\$ 2,452,385.00</b>
Adult Alternative Placement	\$ 1,075,673.00
Misdemeanor Probation	\$ 1,230,000.00
Community Youth Intervention	\$ 146,712.00
<b>CHILD DEVELOPMENT</b>	<b>\$ 2,874,100.00</b>
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
<b>FAMILY ASSISTANCE</b>	<b>\$ 1,017,000.00</b>
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
<b>TOTAL BUDGET</b>	<b>\$ 55,520,430.00</b>

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

**2025 BUDGET\***  
**2024 - 2025**

<b>AGING</b>	<b>\$ 15,183,792.00</b>
AAA&D Planning	\$ 965,602.00
Legal Assistance for the Elderly	\$ 136,500.00
Choices - Medicaid Waiver	\$ 1,159,219.00
Elder Abuse Training & Support	\$ 13,896.00
Health Promotion	\$ 113,243.00
HCBS Case Management	\$ 636,350.00
HCBS Options for Community Living	\$ 1,326,846.00
Options 2.0	\$ 1,905,855.00
IIIB In-Home Services	\$ 527,953.00
Information & Assistance	\$ 119,824.00
National Family Caregiver	\$ 724,710.00
Nutrition - Congregate	\$ 1,281,105.00
Nutrition - Home Delivered	\$ 1,938,615.00
Office on Aging	\$ 865,000.00
Ombudsman	\$ 213,410.00
Public Conservatorship Services	\$ 280,560.00
Senior Centers	\$ 238,700.00
VOCA-CREVA	\$ 372,800.00
ARP - American Rescue Plan	\$ 1,804,501.00
SNAP - Food Stamps	\$ 92,668.00
SHIP SMP and PPACA	\$ 221,006.00
CREST - Elderly Self-Neglect in TN	\$ 134,318.00
Alzheimer's / Dementia Respite	\$ 111,111.00
<b>WORKFORCE DEVELOPMENT</b>	<b>\$ 10,433,000.00</b>
Senior Employment - State	\$ 254,000.00
Senior Employment - SSAI	\$ 825,000.00
Workforce Development	\$ 9,354,000.00
<b>HOUSING AND RESTORATION</b>	<b>\$ 8,454,749.00</b>
LIHEAP/Weatherization	\$ 3,487,830.00
HUD	\$ 4,966,919.00
<b>TRANSPORTATION</b>	<b>\$ 11,700,000.00</b>
Public Transit	\$ 11,700,000.00
<b>CORRECTION AND COURT SERVICES</b>	<b>\$ 2,422,385.00</b>
Day Reporting Centers	\$ 1,075,673.00
Misdemeanor Probation	\$ 1,200,000.00
Community Youth Intervention	\$ 146,712.00
<b>CHILD DEVELOPMENT</b>	<b>\$ 4,636,000.00</b>
Child Care Food - Centers	\$ 73,000.00
Child Care Food - Home	\$ 235,000.00
At-Risk	\$ 2,655,000.00
Summer Food	\$ 1,673,000.00
<b>FAMILY ASSISTANCE</b>	<b>\$ 1,039,500.00</b>
Commodity Food Distribution	\$ 67,500.00
Emergency Food and Shelter	\$ 2,000.00
Homemaker Aide Service - Adult	\$ 541,000.00
Mountain Valley CSBG	\$ 389,000.00
Jane L. Pettway Foundation	\$ 10,000.00
LaFollette Medical Foundation	\$ 30,000.00
<b>TOTAL BUDGET</b>	<b>\$ 53,869,426.00</b>

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

**East Tennessee Human Resource Agency**

**Economic Impact Analysis**

<b>Annual Impact of Operations</b>	
Employment, Direct (New full-time equivalent jobs) *	345
Wages & Benefits, Direct*	\$ 14,232,825
Direct Effect Employment Multiplier <sup>1</sup>	1.4448
<b>Total Employment</b>	<b>498</b>
Employment, Indirect	153
Regional Projected 2023 Annual Average Wage <sup>2</sup>	\$ 57,279
Wages, Indirect	\$ 8,776,995
<b>Total Wages</b>	<b>\$ 23,009,820</b>
State Sales Tax Revenue (Indirect) <sup>3</sup>	\$ 945,473
Local Sales Tax Revenue (Indirect) <sup>3</sup>	\$ 337,669
Other Local Tax Revenue (Indirect) <sup>4</sup>	\$ 41,533
Indirect Local Property Tax Revenue <sup>5</sup>	\$ 533,767
<b>Total Tax Revenue</b>	<b>\$ 1,858,443</b>
Annual Operating Budget*	\$ 55,187,738
Final Demand Output Multiplier <sup>6</sup>	1.9941
<b>Economic Impact from Operations</b>	<b>\$ 110,049,868</b>

*\*Provided by ETHRA.*

*The East Tennessee HRA service area include the following counties:  
Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson,  
Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier and Union.*

# **ETHRA's WORK PROGRAM**





# ETHRA's WORK PROGRAM

## AGING

**Area Agency on Aging and Disability (AAAD)**-the AAAD is a state designated regional office is responsible for developing a comprehensive service delivery system for persons age sixty and over and for persons with physical disabilities. We are also mandated by federal law to be an advocate for older Tennesseans in our service area. A few of our primary services include, home delivered meals, senior centers, county offices on aging, nursing home ombudsman services, legal services, home support services, caregiver support services, public guardianship services, support for victims of crime, and the annual Tennessee Elder Justice Conference.

*Aaron Bradley*; 865-691-2551 ext. 4216; [ABradley@ethra.org](mailto:ABradley@ethra.org)

**Health Promotion**-delivers evidence-based health promotion services in the community and through numerous senior centers in the region with a focus on improving an individual's health status.

*Cynthia Rockey*; 865-457-3352, ext. 4; [CRockey@ethra.org](mailto:CRockey@ethra.org)

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

**Alzheimer's Respite AD Grant**-designed to assist caregivers caring for an individual that has been diagnosed with Dementia/Alzheimer's with Respite or Adult Day Services.

**National Family Caregiver Program**-designed to assist individuals with functional limitations, remain independent at home through supportive services.

*Michelle Greenway*; 865-691-2551 ext. 4271; [MGreenway@ethra.org](mailto:MGreenway@ethra.org); *Alice Mounger* 865-691-2551 ext.4348  
[AMounger@ethra.org](mailto:AMounger@ethra.org)

**TennCare/CHOICES**-the AAAD serves as the Single Point of Entry for the Bureau of TennCare to provide intake and screening services, home assessment services and assistance with the Medicaid financial applications to access home and community based services through Medicaid.

*Mike Sokol*; 865-691-2551 ext. 4316; [MSokol@ethra.org](mailto: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.

*Rebecca Veazey*; 865-691-2551 ext. 4420; [RVeazey@ethra.org](mailto:RVeazey@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](mailto:EEbuna@ethra.org)

**State Health Insurance Program (SHIP)**-provides guidance through trained and certified insurance counselors in assistance to Medicare and Medicaid beneficiaries on questions about coverage, co-insurance, and billing or invoice problems.

*Amanda Johnson*; 865-691-2551 ext. 4302; [AJohnson@ethra.org](mailto:AJohnson@ethra.org)

**Elder Abuse & Training**-provides staff support to the East Tennessee Elder Justice Coalition and we provide all the planning and administrative support for the Tennessee Elder Justice Conference to provide community education and focus attention on reducing frauds, scams and other forms of abuse.

*Melissa Cameron*; 865-691-2551 ext. 4293; [MCameron@ethra.org](mailto:MCameron@ethra.org)

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

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

**Legal Assistance for the Elderly**-provides legal support services to persons age 60 or above with a focus on public benefits, housing challenges, and other legal concerns that impact older adults. This service support clients in Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Jefferson, Hamblen, Loudon, Monroe, Morgan, Roane, Scott, Sevier and Union counties.

*Baily Bowers*; 865-691-2551 ext.42121 BBowers@ethra.org

**Long-Term Care Ombudsman**-protects the federally mandated rights of residents in long-term care facilities through direct advocacy and support of residents exercising their rights guaranteed by law. The Long-Term Care Ombudsman provides community education & outreach to increase public awareness involving long-term care, and maintains a regular presence at long-term care facilities to ensure residents receive the highest quality of life and care possible.

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

**Nutrition-Seniors**-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.

*Stephen Woodward* 865-691-2551 ext. 4210; SWoodward@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.

*Rena Hawkins*; 865-691-2551 ext. 4307; RHawkins@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.

**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**-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 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*

**Juvenile Justice Prevention Program**-provides intensive supervision to juvenile offenders while allowing these offenders to remain in their home and community. 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**-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.

**DUI Education Class**-uses the Prime for Life curriculum, which is the ONLY DUI curriculum accepted by the State of Tennessee to reinstate a driver's license that has been revoked by a DUI offense.  
*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.

**Oak Ridge Transit**-is operated by the East Tennessee Human Resource Agency. Services are provided within the city limits of Oak Ridge. Oak Ridge Transit is available Monday – Saturday, 8:00 am to 4:30 pm.

**Lakeway Transit**-began operating in 2021, and provides 3 fixed bus routes on a pulse system throughout the city of Morristown. Lakeway Transit operates 4 vehicles on a fixed route service Monday - Friday, 7:00 am to 6:00 pm. The system also operates 2 vehicles for Lift passengers during the same service hours.  
*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**

2030 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 E. Plaza Shopping  
Center Street  
Newport, TN 37821  
(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 108  
Harriman, TN 37748  
Phone: (865) 376-3319

## **Scott County**

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

## **Scott County**

**Misdemeanor Office**  
575 Scott High Drive  
Huntsville, TN 37755

## **Sevier County**

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

## **Union County**

1401 Main Street  
Suite 1  
Maynardville, TN 37807  
Phone: (865) 992-8816

## **DAY-TO-DAY ACTIVITIES**







# ETHRA'S 2023 TRANSPORTATION ROADEO





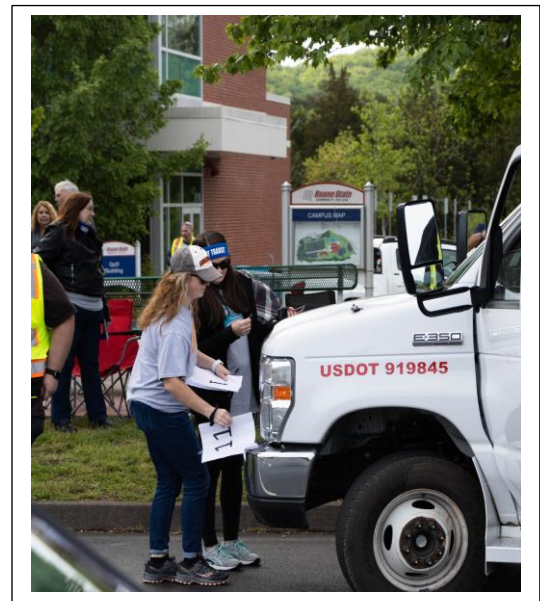
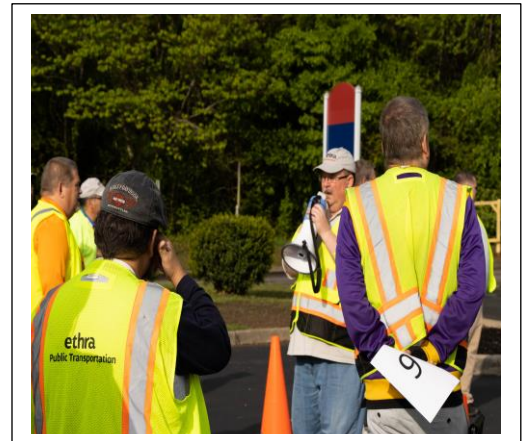


## THE 2023 ETHRA BUS ROADEO

Was held on April 22, 2023, at the Roane State Community College, Oak Ridge, TN campus. Winners of the local roadeo would go on to represent ETHRA at the State Roadeo that was held in Memphis later in 2023.

Other ETHRA employees who were not drivers assisted in judging, scoring, registration and setting up the course and picture-taking to commemorate the event. Prizes were given for 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> place winners.

Friendly competition was had for most of the day and as well as complimentary breakfast, ETHRA swag and t-shirts and lots of fun. This event is an annual event and always a highly favored amongst transportation drivers.



*Thank you Roane State Community College,  
Oak Ridge, for allowing ETHRA  
Transportation to hold the annual Bus  
Transportation Roadeo! We love our Partners!  
“Teamwork makes the Dream Work!”*



# ETHRA and Lakeway Transit Fixed Bus Route Service

**Fixed Route Bus Service** operating in Morristown, provides three (3) routes, that includes over 100 bus stops at health-care facilities, shopping destinations, the health department/library, and public housing.



Federal Transit Administration



Two (2) of the routes will have one (1) bus that will circulate approximately once every hour. The third (3rd) route, which runs along West Andrew Johnson Hwy and East/ West Morris Blvd, will have two (2) buses which means riders will have to wait no longer than 30 minutes for a bus.



## Study Purpose

- Lakeway Transit's Growing Operations
- 3 Fixed Routes
- 2 Dedicated ADA Vehicles
- Connections to ETHRA Demand Responsive Service
- Operations Monday-Friday 7 am-6 pm
- Approximately 30,000 trips in 2022



## • Cost Estimate



Transit Center Cost Estimate				
Unadjusted Construction Costs				
Line Item	Quantity	Unit (Sq Ft or Acres)	Unit Price (\$)	Cost
Site Prep	6.82	AC	\$6,500	\$44,318.18
Utility Work	1.70	AC	\$50,000	\$85,227.27
General Grading	6.82	AC	\$35,000	\$238,636.36
Passenger Vehicle Paving	110,000	SF	\$6	\$660,000.00
Bus Paving	83,300	SF	\$18	\$1,499,400.00
Vegetation Area	40,000	SF	\$3	\$120,000.00
Stormwater Area	20,000	SF	\$8	\$160,000.00
Passenger Waiting Pavers	14,700	SF	\$6	\$88,200.00
Passenger Transit Facility	6,000	SF	\$320	\$1,920,000.00
Passenger Waiting Canopy	8,000	SF	\$65	\$520,000.00
Passenger Amenities	1	AL	\$50,000	\$50,000.00
Maintenance Facility	14,000	SF	\$170	\$2,380,000.00
Maintenance Facility Equipment	1	AL	\$800,000	\$800,000.00
Site Lighting	6.82	AC	\$5,000	\$34,090.91
Communications	20,000	SF	\$12	\$240,000.00
Signage and Wayfinding	1	AL	\$35,000	\$35,000.00
<b>Total Unadjusted Costs (\$)</b>				<b>\$8,954,872.73</b>

Construction Cost Adjustments (Contingencies, Overhead, Profit, Fees, Other Conditions)		
	Contingency %	Cost
Design Contingency	20%	\$1,790,974.55
Special Conditions	10%	\$1,074,584.73
General Conditions	25%	\$2,955,108.00
Contractor Overhead and Profit	15%	\$2,216,331.00
Inflation	14.75%	\$2,506,300.97
Design Fee	12%	\$2,339,780.64
General Owner Contingency	10%	\$1,949,817.20
<b>Construction Cost Award Price (\$)</b>		<b>\$19,498,171.97</b>
<b>Total Estimated Cost (\$)</b>		<b>\$23,787,769.81</b>



# ETHRA STAFF ATTEND 2023 TAHRA CONFERENCE

THE ANNUAL TENNESSEE HUMAN RESOURCE AGENCIES CONFERENCE WAS HELD ON AUGUST 22-25, 2023. The conference was hosted at the Embassy Suites, Franklin, Tennessee.

With key note speakers, attendees also gained training in many of the program areas, took advantage of networking, and workshops.

The annual HRA Conference is planned to be held in Chattanooga, Tennessee, on September 10-13, 2024, at the Marriott- Chattanooga.

The theme for the 2023 Conference was *"Celebrating the Past.....Inspiring the Future".....*

With program roundtables, concurrent workshops and sharing ideas, we feel this mission was accomplished!





# TENNESSEE ELDER JUSTICE CONFERENCE - 2023

[tnelderjustice.org](http://tnelderjustice.org)



Embracing Elder Justice all day, every day, and one day at a time. We educate and recruit communities, build partnerships and support legislation to improve the quality of life of Older and Dependent and Vulnerable Adult Tennesseans.

**June 27, 28 & 29, 2023**

**Crowne Plaza,  
Knoxville, TN**



<https://www.facebook.com/TNElderJusticeConference/>

# Community Action



**Client Success  
Stories**

## **Campbell County Office**

May 2023

*My story is about a time when I was able to help a lady named Ms. S. and her household. She came into the office seeking help with an electric bill. If she wasn't able to get assistance, her utilities would be disconnected and she was in fear of losing their home if this happened. After some life-altering events, there was no income in the household. Ms. S. found out about ETHRA and contacted me. She did not know that ETHRA had services to help with utilities and other needs. After helping Ms. S. with the LIHEAP application, their household was approved. Ms. S. was so fearful and upset when she came into our office but soon left less stressed and happy. I am so glad that we can make a positive difference in their life!*

*D. Sharp, CSBG Program Tech I*

## **Claiborne County Office**

May 2023

*Ms. C. has been in the Claiborne County office on a few occasions for assistance with electricity. We have a friendly conversation each time she visits and I get to know her and the family a bit better each time she comes in. One day, Ms. C. came into the office very upset and could barely talk. After calming her down, we realized she was in an abusive relationship and now homeless with her son. Her comment was "You/ETHRA, were the first place I thought of when this happened because you are always so kind to me and ETHRA always seems to help." With some of our partners in the area, we were able to get safe shelter for them. Three months later, she came to our office with an update that she and her son are now doing much better! My heart felt full knowing that I/ETHRA made a difference in Ms. C's life.*

*C. Sweet, CSBG Program Tech II*

## **Morgan County Office**

May 2023

*My story is about a 49-year man, Mr. E. He contacted the Morgan County office for assistance with vision. Mr. E. was referred to our office by his mother-in-law for possible help with glasses. When he came into the office, he wore sunglasses-the light bothered him a lot and caused bad glare in his vision. He even was using magnifying glasses to read. He had insurance but the eye exam would not be covered. He had a limited income and stated he had no way to pay for the prescription or exam. We helped him make an appointment and it was discovered that he had cataracts in both eyes. CSBG was able to help pay for the costs of the eye exam and thankfully, his insurance paid for the surgery. Mr. E. told us later that he can see so much better and had he not contacted the ETHRA office for glasses, then he would have never known about the cataracts.*

*B. Bales, CSBG Program Tech II*

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**Scott County Office**  
May 2023

**“With  
CSGB,  
LIHEAP,  
and  
LIHWAP,  
Ms. A. said  
she felt like  
a weight  
had been  
lifted off of  
her.”**

*Ms. A. is an elderly lady that came into our office seeking assistance with her mortgage. Her husband had recently passed away and she was hurt, lost and was losing most of the household income. She was struggling to pay the bills and was only receiving enough benefits to barely cover her utilities, much less her mortgage. Ms. A. was referred to ETHRA/CSBG by a friend. Ms. A. was so hopeful that we could help but at the same time, terrified. I reassured her that, yes, we do assist people in need. I helped her fill out an application. I also gave her a list of other resources in the county to assist her with various areas of support. Ms. A. was approved for not only mortgage assistance but we also helped her with heating assistance, water assistance and partner resources. It is clients such as Ms. A. that make my job a true blessing.*

*B. Banegas, CSBG Program  
Coordinator*

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## **Union County Office**

May 2023

*Ms. K. was homeless and had been sleeping in her car. She found a home in an apartment complex in our county but she didn't have the money to get in or the deposit. She needed to pay the first months' rent, the rent deposit and have the electricity turned on.*

*At first, I helped her with the rental deposit thru CSBG Housing Program. At the time, I didn't realize I could also help with CSBG and the Jane Pettway program. I asked and my supervisor told me that we/ETHRA could help in this area as well. Because Ms. K. was a single female with no dependents or other family members, she qualified for the Jane Pettway Program. I was then able to use these funds to get the electricity turned on in her new home. Ms. K. now has a real home to sleep in and no longer in her car!*

*When she left our office, she was in tears. Ms. K. had finally obtained some stability and she was so very grateful.*

*I love my job. I love what we do. I love seeing the smiles on our client's faces when we are able to help them. Being able to touch the lives of those in need and having even just a small impact in their lives is rewarding!*

*L. Hensley, CSBG Program Tech II*

## **Scott County Office**

May 2023

My story is about Ms. C. She came in seeking assistance with rental deposits for a new apartment. She had recently divorced and was only given a short time to vacate of what had been a long-term home for her. Feeling defeated and living on a fixed income, she found herself needing help and came into the ETHRA office.

I helped her gather her documents and filled out the application. CSBG was able to help pay for the rental deposit and help her get a new start. We also gave her resources for other ETHRA programs in which we felt she may qualify for. When she realized she was approved and was going to have a place to live, she stood up, took a few steps and turned around and said *"you know, it's people like you/ETHRA that really make it possible for people like me in these situations and to give us hope."*

N. Collett, CSBG Program Tech I



*“As I was talking to Mr. J. in sign language, he told me that he had been losing weight because they had been living on crackers and water for two weeks...”*

## **Campbell County Office**

May 2023

Two people came into the office seeking help. A couple, who were married named Mr. J and Ms. L. They came in scared and through sign language, we learned that their electricity had been shut off. Additionally, we discovered they were having trouble making ends meet with adequate nutrition. After meeting with them, and learning that their income qualified them for LIHEAP assistance. We were successful in getting this assistance but also worked diligently and got their electricity turned back on while they were in the office.

While we then began to gather resources, list of other area partners in the community to help, our staff gathered food for them. We then contacted the ETHRA Office on Aging to help them with emergency food. We were able to fill their refrigerator and assist them with future nutritional needs.

The clients saw everything that we had done for them and thanked us and Mr. J. signed to me *“thank you so much for helping us with the electric and for bringing us food..”*

Mr. J. and Ms. L left more at ease and immediately made a forever connection to our staff at the office when they learned that I could communicate via sign language. Their faces lit up and it was the most precious thing I had ever seen!

R. Patty  
CSBG Program Tech II



*Thank you to our Funding Partners, Supporters and Donors!*

**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  
KARM  
Fairview Baptist Church  
Y12 Gives Grant Foundation  
Free Medical Clinic  
North Wind Solutions

# WITH YOUR DONATIONS

*“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. We have many areas in which you could assist and support.*

*There’s no special expertise required, no special degree, just a willingness to help your community! All you need is the belief that our clients 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 right. 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*

## VOLUNTEER HOURS LAST YEAR

**192,155 HOURS**

## WANT TO VOLUNTEER?

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

## CONTACT

**Cynthia Plemens**  
[cplemens@ethra.org](mailto:cplemens@ethra.org)  
865-691-2551 ext. 4208  
9111 Cross Park Drive,  
Suite D-100, Knoxville, TN  
37923  
<http://www.ethra.org>

# **CUSTOMER SERVICE REPORTS**



# ETHRA

## CUSTOMER SERVICE REPORT 2023

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Alzheimer's & Dementia Respite Care	45	1,624	39,047
Choices - Medicaid Waiver	4,392	6,061	1,052,980
CREST	297	440	247,500
CREVAA	2,205	3,975	325,111
Elder Abuse Awareness	2,140	3,282	31,644
Health Promotions	996	22,254	101,893
Information & Assistance, Intake & Screening	2,208	3,703	113,435
Legal Assistance for the Elderly	232	1,374	106,709
National Family Caregiver	474	29,721	632,809
Nutrition - Congregate	1,097	47,005	757,315
Nutrition - Seniors	4,318	570,025	2,268,193
Office on Aging	5,080	98,215	1,322,311
Ombudsman	1,432	4,881	220,547
Options / OOA HCBS	786	71,599	2,194,773
Public Guardianship	92	4,693	275,016
Senior Centers	9,438	182,394	376,018
SHIP, SMP and MIPPA	16,780	17,470	229,005
SNAP - Food Stamps	1,185	4,853	86,699
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment -SSA	113	2,717	861,112
Senior Employment - State	10	40	124,588
Workforce Development	2,401	10,722	7,689,121
<b>HOUSING AND RESTORATION</b>			
Emergency Housing Voucher	31	332	254,672
LIHEAP	11,166	6,047	3,974,363
LIHWAP	2,980	2,980	775,354
HUD Family Self-Sufficiency	37	402	60,805
HUD Home Ownership	17	198	128,033
HUD Voucher	564	6,408	3,667,232
Mainstream Voucher	44	451	222,598
Weatherization	32	20	248,327
<b>TRANSPORTATION</b>			
Public Transit	8,156	221,425	12,271,287
<b>CORRECTION AND COURT SERVICES</b>			
Community Corrections / Day Reporting Centers	5	307	906,111
Juvenile Justice Prevention Program	67	558	152,658
DUI Program	509	1,018	36,796
Misdemeanor Probation	5,038	25,872	1,185,415
<b>CHILD DEVELOPMENT</b>			
Child Care Food - At-Risk Program	78,770	578,646	2,198,947
Child Care Food - Centers	2,701	39,704	108,688
Child Care Food - Home	2,036	35,410	237,039
Summer Food	14,710	272,012	1,858,736
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution	1,626	6,500	52,319
Emergency Food and Shelter	15	15	3,055
Homemaker Aide Service - Adult	177	8,801	446,091
Jane L. Pettway Foundation	40	40	9,962
Mountain Valley CSBG	592	592	515,771
<b>TOTAL</b>	<b>184,989</b>	<b>2,293,162</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$50,504,781</b>

ETHRA Employees  
ETHRA Payroll

428  
\$16,057,795

# Anderson

## CUSTOMER SERVICE REPORT 2023

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Alzheimer's & Dementia Respite Care	3	114	2,741
Choices - Medicaid Waiver	265	365	63,412
CREST	6	9	6,939
CREVAA	68	93	9,763
Elder Abuse Awareness	152	223	2,150
Health Promotions	34	108	494
Information & Assistance, Intake & Screening	288	463	14,183
Legal Assistance for the Elderly	31	93	7,223
National Family Caregiver	30	1,399	29,787
Nutrition - Congregate	33	528	8,507
Nutrition - Seniors	199	22,682	90,254
Office on Aging	400	15,977	215,105
Ombudsman	112	439	19,836
Options / OOA HCBS	55	4,017	123,136
Public Guardianship	5	281	16,467
Senior Centers	743	29,671	61,169
SHIP, SMP and MIPPA	981	1,018	13,344
SNAP - Food Stamps	110	456	8,146
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment -SSA	20	480	152,129
Senior Employment - State			
Workforce Development	224	934	669,804
<b>HOUSING AND RESTORATION</b>			
Emergency Housing Voucher	13	144	110,460
LIHEAP	2,117	1,103	724,942
LIHWAP	660	660	171,723
HUD Family Self-Sufficiency	16	193	29,192
HUD Home Ownership	6	72	46,557
HUD Voucher	160	1,870	1,070,182
Mainstream Voucher	6	66	32,575
Weatherization	12	4	49,665
<b>TRANSPORTATION</b>			
Public Transit	1,152	24,771	1,372,799
<b>CORRECTION AND COURT SERVICES</b>			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program			
Misdemeanor Probation			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - At-Risk Program	625	4,161	15,812
Child Care Food - Centers			
Child Care Food - Home			
Summer Food	361	5,420	37,036
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	15	850	43,083
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>8,899</b>	<b>118,550</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$5,215,877</b>

ETHRA Employees  
ETHRA Payroll

25  
\$1,058,934

# Blount

## CUSTOMER SERVICE REPORT 2023

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Alzheimer's & Dementia Respite Care	1	1	24
Choices - Medicaid Waiver	353	487	84,607
CREST	9	13	10,023
CREVAA	87	207	21,730
Elder Abuse Awareness	189	418	4,030
Health Promotions	137	2,607	11,937
Information & Assistance, Intake & Screening	181	325	9,956
Legal Assistance for the Elderly	27	81	6,291
National Family Caregiver	24	719	15,309
Nutrition - Congregate	48	3,350	53,973
Nutrition - Seniors	329	49,594	197,340
Office on Aging	407	13,493	181,662
Ombudsman	147	539	24,355
Options / OOA HCBS	63	3,521	107,932
Public Guardianship	2	94	5,509
Senior Centers	757	25,058	51,659
SHIP, SMP and MIPPA	1,067	1,098	14,393
SNAP - Food Stamps	71	337	6,021
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment -SSA	13	312	98,884
Senior Employment - State			
Workforce Development	66	245	175,698
<b>HOUSING AND RESTORATION</b>			
Emergency Housing Voucher	3	36	27,615
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency	6	70	10,588
HUD Home Ownership	2	24	15,519
HUD Voucher	59	662	378,856
Mainstream Voucher	6	61	30,107
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit	838	27,240	1,509,630
<b>CORRECTION AND COURT SERVICES</b>			
Community Corrections / Day Reporting Centers	3	202	596,203
Juvenile Justice Prevention Program			
DUI Program			
Misdemeanor Probation			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - At-Risk Program			
Child Care Food - Centers	129	2,072	5,672
Child Care Food - Home	96	1,809	12,110
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	11	530	26,864
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>5,130</b>	<b>135,204</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$3,694,471</b>

ETHRA Employees  
ETHRA Payroll

24  
\$884,667

# Bradley

## CUSTOMER SERVICE REPORT 2023

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Alzheimer's & Dementia Respite Care			
Choices - Medicaid Waiver			
CREST			
CREVAA			
Elder Abuse Awareness			
Health Promotions			
Information & Assistance, Intake & Screening			
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Seniors			
Office on Aging			
Ombudsman			
Options / OOA HCBS			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
<b>HOUSING AND RESTORATION</b>			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher			
Mainstream Voucher			
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit			
<b>CORRECTION AND COURT SERVICES</b>			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program			
Misdemeanor Probation			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - At-Risk Program	4,663	29,844	113,412
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>4,663</b>	<b>29,844</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$113,412</b>



# Campbell

## CUSTOMER SERVICE REPORT 2023

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Alzheimer's & Dementia Respite Care			
Choices - Medicaid Waiver	110	152	26,407
CREST	4	6	4,626
CREVAA	25	42	4,409
Elder Abuse Awareness	51	51	492
Health Promotions	12	55	252
Information & Assistance, Intake & Screening	80	142	4,350
Legal Assistance for the Elderly	4	12	932
National Family Caregiver	25	1,836	39,091
Nutrition - Congregate	16	345	5,558
Nutrition - Seniors	125	17,660	70,271
Office on Aging	177	6,943	93,477
Ombudsman	28	98	4,428
Options / OOA HCBS	50	5,233	160,411
Public Guardianship	13	704	41,255
Senior Centers	329	12,893	26,580
SHIP, SMP and MIPPA	518	523	6,856
SNAP - Food Stamps	54	165	2,948
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment -SSA			
Senior Employment - State	6	24	74,753
Workforce Development	323	1,756	1,259,289
<b>HOUSING AND RESTORATION</b>			
Emergency Housing Voucher	4	48	36,820
LIHEAP	2,132	1,199	788,037
LIHWAP	705	705	183,431
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher	11	127	72,681
Mainstream Voucher	2	8	3,949
Weatherization	3	3	37,249
<b>TRANSPORTATION</b>			
Public Transit	474	14,637	811,177
<b>CORRECTION AND COURT SERVICES</b>			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program	1	2	72
Misdemeanor Probation	361	2,089	95,715
<b>CHILD DEVELOPMENT</b>			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution	269	1,076	8,661
Emergency Food and Shelter			
Homemaker Aide Service - Adult	16	480	24,329
Jane L. Pettway Foundation			
Mountain Valley CSBG	139	139	121,102
<b>TOTAL</b>	<b>6,067</b>	<b>69,153</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$4,009,607</b>

ETHRA Employees  
ETHRA Payroll

26  
\$721,303

# Claiborne

## CUSTOMER SERVICE REPORT 2023

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Alzheimer's & Dementia Respite Care	6	155	3,727
Choices - Medicaid Waiver	102	141	24,496
CREST	4	6	4,626
CREVAA	33	40	4,199
Elder Abuse Awareness	42	123	1,186
Health Promotions	32	369	1,690
Information & Assistance, Intake & Screening	50	85	2,604
Legal Assistance for the Elderly			
National Family Caregiver	16	1,613	34,343
Nutrition - Congregate	37	125	2,014
Nutrition - Seniors	184	17,099	68,039
Office on Aging	106	4,703	63,319
Ombudsman	32	195	8,811
Options / OOA HCBS	52	5,638	172,825
Public Guardianship	1	47	2,754
Senior Centers	198	8,735	18,008
SHIP, SMP and MIPPA	1,078	1,086	14,236
SNAP - Food Stamps	33	178	3,180
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development	146	498	357,133
<b>HOUSING AND RESTORATION</b>			
Emergency Housing Voucher			
LIHEAP	2,105	1,220	801,839
LIHWAP	524	524	136,337
HUD Family Self-Sufficiency			
HUD Home Ownership	1	12	7,760
HUD Voucher	18	213	121,898
Mainstream Voucher	2	13	6,416
Weatherization	3	2	24,833
<b>TRANSPORTATION</b>			
Public Transit	248	5,751	318,718
<b>CORRECTION AND COURT SERVICES</b>			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program	10	96	26,264
DUI Program	4	8	289
Misdemeanor Probation	260	1,782	81,648
<b>CHILD DEVELOPMENT</b>			
Child Care Food - At-Risk Program	7,300	41,209	156,601
Child Care Food - Centers			
Child Care Food - Home			
Summer Food	10,267	205,339	1,403,140
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution	392	1,566	12,605
Emergency Food and Shelter			
Homemaker Aide Service - Adult	7	210	10,644
Jane L. Pettway Foundation			
Mountain Valley CSBG	113	113	98,450
<b>TOTAL</b>	<b>23,400</b>	<b>298,739</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$3,990,905</b>

ETHRA Employees  
ETHRA Payroll

11  
\$279,515

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Alzheimer's & Dementia Respite Care	1	3	72
Choices - Medicaid Waiver	110	152	26,407
CREST	11	16	12,336
CREVAA	46	136	14,277
Elder Abuse Awareness	46	46	444
Health Promotions	27	690	3,159
Information & Assistance, Intake & Screening	72	102	3,125
Legal Assistance for the Elderly	8	24	1,864
National Family Caregiver	29	2,176	46,331
Nutrition - Congregate			
Nutrition - Seniors	110	14,846	59,074
Office on Aging	50	620	8,347
Ombudsman	30	147	6,642
Options / OOA HCBS	52	5,754	176,381
Public Guardianship			
Senior Centers	92	1,152	2,375
SHIP, SMP and MIPPA	1,231	1,268	16,622
SNAP - Food Stamps	67	256	4,573
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment -SSA	11	264	83,671
Senior Employment - State			
Workforce Development	100	397	284,703
<b>HOUSING AND RESTORATION</b>			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher	2	24	13,735
Mainstream Voucher			
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit	328	10,490	581,352
<b>CORRECTION AND COURT SERVICES</b>			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program	15	159	43,499
DUI Program	44	88	3,181
Misdemeanor Probation	245	1,485	68,040
<b>CHILD DEVELOPMENT</b>			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home	114	1,426	9,546
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	21	630	31,932
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>2,861</b>	<b>42,348</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$1,501,616</b>

# Grainger

## CUSTOMER SERVICE REPORT 2023

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Alzheimer's & Dementia Respite Care			
Choices - Medicaid Waiver	57	79	13,725
CREST	1	2	1,542
CREVAA	15	20	2,100
Elder Abuse Awareness	31	31	299
Health Promotions	9	45	206
Information & Assistance, Intake & Screening	39	69	2,114
Legal Assistance for the Elderly			
National Family Caregiver	9	680	14,478
Nutrition - Congregate	3	33	532
Nutrition - Seniors	69	12,031	47,873
Office on Aging	70	1,163	15,658
Ombudsman	7	49	2,214
Options / OOA HCBS	26	1,787	54,778
Public Guardianship			
Senior Centers	131	2,160	4,453
SHIP, SMP and MIPPA	271	275	3,605
SNAP - Food Stamps	22	74	1,322
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment -SSA	4	96	30,426
Senior Employment - State			
Workforce Development	41	176	126,216
<b>HOUSING AND RESTORATION</b>			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership	1	12	7,760
HUD Voucher	5	56	32,048
Mainstream Voucher			
Weatherization	3	2	24,833
<b>TRANSPORTATION</b>			
Public Transit	204	7,064	391,484
<b>CORRECTION AND COURT SERVICES</b>			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program	3	30	8,207
DUI Program	42	84	3,036
Misdemeanor Probation	251	1,015	46,506
<b>CHILD DEVELOPMENT</b>			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food	110	1,650	11,275
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	6	280	14,192
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>1,430</b>	<b>28,963</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$860,880</b>

ETHRA Employees  
ETHRA Payroll

12  
\$339,965

# Greene

## CUSTOMER SERVICE REPORT 2023

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Alzheimer's & Dementia Respite Care			
Choices - Medicaid Waiver			
CREST			
CREVAA			
Elder Abuse Awareness			
Health Promotions			
Information & Assistance, Intake & Screening			
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Seniors			
Office on Aging			
Ombudsman			
Options / OOA HCBS			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
<b>HOUSING AND RESTORATION</b>			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher			
Mainstream Voucher			
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit			
<b>CORRECTION AND COURT SERVICES</b>			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program	18	36	1,301
Misdemeanor Probation	107	731	33,493
<b>CHILD DEVELOPMENT</b>			
Child Care Food - At-Risk Program	2065	21,706	82,486
Child Care Food - Centers			
Child Care Food - Home			
Summer Food	315	4,725	32,287
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>2505</b>	<b>27,198</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$149,568</b>

# Hamblen

## CUSTOMER SERVICE REPORT 2023

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Alzheimer's & Dementia Respite Care	1	12	289
Choices - Medicaid Waiver	243	335	58,200
CREST	1	3	2,313
CREVAA	23	31	3,254
Elder Abuse Awareness	76	91	877
Health Promotions	110	1,278	5,851
Information & Assistance, Intake & Screening	99	165	5,054
Legal Assistance for the Elderly	2	6	466
National Family Caregiver	25	1,751	37,282
Nutrition - Congregate	26	493	7,943
Nutrition - Seniors	238	31,271	124,431
Office on Aging	576	6,698	90,178
Ombudsman	94	390	17,622
Options / OOA HCBS	70	8,390	257,184
Public Guardianship	4	235	13,771
Senior Centers	1,069	12,438	25,642
SHIP, SMP and MIPPA	834	895	11,732
SNAP - Food Stamps	52	190	3,394
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment -SSA	17	408	129,309
Senior Employment - State			
Workforce Development	163	811	581,596
<b>HOUSING AND RESTORATION</b>			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency	1	2	303
HUD Home Ownership			
HUD Voucher	28	302	172,831
Mainstream Voucher			
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit	583	22,744	1,260,464
<b>CORRECTION AND COURT SERVICES</b>			
Community Corrections / Day Reporting Centers	2	105	309,908
Juvenile Justice Prevention Program	36	254	69,489
DUI Program	103	206	7,446
Misdemeanor Probation	1,123	5,063	231,979
<b>CHILD DEVELOPMENT</b>			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	10	431	21,846
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>5,608</b>	<b>94,986</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$3,450,367</b>

ETHRA Employees  
ETHRA Payroll

43  
\$1,615,013

# Hancock

## CUSTOMER SERVICE REPORT 2023

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Alzheimer's & Dementia Respite Care			
Choices - Medicaid Waiver			
CREST			
CREVAA			
Elder Abuse Awareness			
Health Promotions			
Information & Assistance, Intake & Screening			
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Seniors			
Office on Aging			
Ombudsman			
Options / OOA HCBS			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
<b>HOUSING AND RESTORATION</b>			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher	2	24	13,735
Mainstream Voucher			
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit			
<b>CORRECTION AND COURT SERVICES</b>			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program	2	4	145
Misdemeanor Probation	166	985	45,131
<b>CHILD DEVELOPMENT</b>			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>170</b>	<b>1,013</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$59,011</b>

ETHRA Employees  
ETHRA Payroll

3  
\$101,208



# Hawkins

## CUSTOMER SERVICE REPORT 2023

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Alzheimer's & Dementia Respite Care			
Choices - Medicaid Waiver			
CREST			
CREVAA			
Elder Abuse Awareness			
Health Promotions			
Information & Assistance, Intake & Screening			
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Seniors			
Office on Aging			
Ombudsman			
Options / OOA HCBS			
Public Guardianship	1	47	\$2,754
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
<b>HOUSING AND RESTORATION</b>			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher			
Mainstream Voucher			
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit			
<b>CORRECTION AND COURT SERVICES</b>			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program	5	10	361
Misdemeanor Probation	37	314	14,387
<b>CHILD DEVELOPMENT</b>			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>43</b>	<b>371</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$17,503</b>

<b>Jackson</b>			
<b>CUSTOMER SERVICE REPORT 2023</b>			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Alzheimer's & Dementia Respite Care			
Choices - Medicaid Waiver			
CREST			
CREVAA			
Elder Abuse Awareness			
Health Promotions			
Information & Assistance, Intake & Screening			
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Seniors			
Office on Aging			
Ombudsman			
Options / OOA HCBS			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
<b>HOUSING AND RESTORATION</b>			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher			
Mainstream Voucher			
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit			
<b>CORRECTION AND COURT SERVICES</b>			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program			
Misdemeanor Probation			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - At-Risk Program	4,047	23,967	91,078
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>4047</b>	<b>23,967</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$91,078</b>

# Jefferson

## CUSTOMER SERVICE REPORT 2023

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Alzheimer's & Dementia Respite Care	2	85	2,044
Choices - Medicaid Waiver	146	201	34,920
CREST	14	20	15,421
CREVAA	43	123	12,912
Elder Abuse Awareness	39	39	376
Health Promotions	11	23	105
Information & Assistance, Intake & Screening	94	161	4,932
Legal Assistance for the Elderly	12	36	2,796
National Family Caregiver	28	2,761	58,786
Nutrition - Congregate	20	311	5,011
Nutrition - Seniors	136	18,513	73,665
Office on Aging	179	6,588	88,697
Ombudsman	126	244	11,025
Options / OOA HCBS	54	4,524	138,677
Public Guardianship	3	141	8,263
Senior Centers	332	12,235	25,223
SHIP, SMP and MIPPA	491	511	6,698
SNAP - Food Stamps	55	193	3,448
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment -SSA	13	312	98,884
Senior Employment - State			
Workforce Development	109	488	349,962
<b>HOUSING AND RESTORATION</b>			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher	7	83	47,500
Mainstream Voucher	1	12	5,923
Weatherization	2	2	24,833
<b>TRANSPORTATION</b>			
Public Transit	410	14,054	778,867
<b>CORRECTION AND COURT SERVICES</b>			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program	3	19	5,198
DUI Program	138	276	9,976
Misdemeanor Probation	985	4,498	206,091
<b>CHILD DEVELOPMENT</b>			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	24	720	36,494
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>3,475</b>	<b>67,088</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$2,054,684</b>

ETHRA Employees  
ETHRA Payroll

14  
\$294,371

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Alzheimer's & Dementia Respite Care	22	1,000	24,044
Choices - Medicaid Waiver	1,886	2,603	452,220
CREST	48	69	53,201
CREVAA	391	706	74,113
Elder Abuse Awareness	938	1,104	10,644
Health Promotions	438	13,597	62,256
Information & Assistance, Intake & Screening	624	1,060	32,471
Legal Assistance for the Elderly	122	1,044	81,080
National Family Caregiver	152	9,451	201,227
Nutrition - Congregate	610	25,659	413,402
Nutrition - Seniors	2,045	287,200	1,142,801
Office on Aging	1,583	20,353	274,021
Ombudsman	471	1,512	68,319
Options / OOA HCBS	173	16,661	510,721
Public Guardianship	50	2,534	148,496
Senior Centers	2,941	37,798	77,923
SHIP, SMP and MIPPA	5,129	5,351	70,143
SNAP - Food Stamps	396	1,725	30,817
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development	340	1,435	1,029,089
<b>HOUSING AND RESTORATION</b>			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher			
Mainstream Voucher			
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit	1,569	23,571	1,306,296
<b>CORRECTION AND COURT SERVICES</b>			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program			
Misdemeanor Probation			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - At-Risk Program			
Child Care Food - Centers	1,241	19,058	52,170
Child Care Food - Home	1,267	22,894	153,255
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	38	2,400	121,647
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>22,452</b>	<b>497,785</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$6,366,314</b>

# Loudon

## CUSTOMER SERVICE REPORT 2023

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Alzheimer's & Dementia Respite Care	2	96	2,308
Choices - Medicaid Waiver	185	255	44,301
CREST	5	7	5,397
CREVAA	51	71	7,453
Elder Abuse Awareness	47	52	501
Health Promotions	38	1,060	4,853
Information & Assistance, Intake & Screening	116	204	6,249
Legal Assistance for the Elderly	4	12	932
National Family Caregiver	27	1,856	39,517
Nutrition - Congregate	43	4,721	76,062
Nutrition - Seniors	181	15,711	62,516
Office on Aging	315	3,422	46,072
Ombudsman	46	146	6,597
Options / OOA HCBS	34	2,913	89,294
Public Guardianship	2	94	5,509
Senior Centers	585	6,354	13,099
SHIP, SMP and MIPPA	419	456	5,977
SNAP - Food Stamps	60	266	4,752
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment -SSA	3	72	22,819
Senior Employment - State			
Workforce Development	76	203	145,578
<b>HOUSING AND RESTORATION</b>			
Emergency Housing Voucher	2	15	11,506
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency	2	25	3,781
HUD Home Ownership			
HUD Voucher	28	318	181,988
Mainstream Voucher	1	12	5,923
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit	323	10,289	570,212
<b>CORRECTION AND COURT SERVICES</b>			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program	57	114	4,121
Misdemeanor Probation	669	3,327	152,438
<b>CHILD DEVELOPMENT</b>			
Child Care Food - At-Risk Program	1817	13,982	53,134
Child Care Food - Centers			
Child Care Food - Home			
Summer Food	1166	17,498	119,569
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	6	480	24,329
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>6308</b>	<b>83,935</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$1,714,482</b>

ETHRA Employees  
ETHRA Payroll

60

18  
\$646,486

# McMinn

## CUSTOMER SERVICE REPORT 2023

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Alzheimer's & Dementia Respite Care			
Choices - Medicaid Waiver			
CREST	13	19	14,650
CREVAA	129	419	43,985
Elder Abuse Awareness			
Health Promotions			
Information & Assistance, Intake & Screening			
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate	12	126	2,030
Nutrition - Seniors			
Office on Aging			
Ombudsman			
Options / OOA HCBS			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
<b>HOUSING AND RESTORATION</b>			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher			
Mainstream Voucher			
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit			
<b>CORRECTION AND COURT SERVICES</b>			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program			
Misdemeanor Probation			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - At-Risk Program	5,428	38,516	146,367
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>5582</b>	<b>39,080</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$207,031</b>



# Meigs

## CUSTOMER SERVICE REPORT 2023

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Alzheimer's & Dementia Respite Care			
Choices - Medicaid Waiver			
CREST	1	3	2,313
CREVAA	1	3	315
Elder Abuse Awareness			
Health Promotions			
Information & Assistance, Intake & Screening			
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Seniors			
Office on Aging			
Ombudsman			
Options / OOA HCBS			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
<b>HOUSING AND RESTORATION</b>			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher			
Mainstream Voucher			
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit			
<b>CORRECTION AND COURT SERVICES</b>			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program			
Misdemeanor Probation	2	5	229
<b>CHILD DEVELOPMENT</b>			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>4</b>	<b>11</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$2,857</b>

# Monroe

## CUSTOMER SERVICE REPORT 2023

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Alzheimer's & Dementia Respite Care	2	23	553
Choices - Medicaid Waiver	194	268	46,560
CREST	2	3	2,313
CREVAA	35	50	5,249
Elder Abuse Awareness	56	87	839
Health Promotions	115	1,509	6,909
Information & Assistance, Intake & Screening	111	181	5,545
Legal Assistance for the Elderly	3	9	699
National Family Caregiver	17	788	16,778
Nutrition - Congregate	113	6,064	97,699
Nutrition - Seniors	158	24,568	97,759
Office on Aging	218	5,522	74,345
Ombudsman	72	146	6,597
Options / OOA HCBS	32	2,444	74,918
Public Guardianship	1	47	2,754
Senior Centers	405	10,255	21,141
SHIP, SMP and MIPPA	989	1,001	13,122
SNAP - Food Stamps	43	217	3,877
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment -SSA	20	485	153,713
Senior Employment - State			
Workforce Development	23	65	46,614
<b>HOUSING AND RESTORATION</b>			
Emergency Housing Voucher	1	9	6,904
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency	1	9	1,361
HUD Home Ownership			
HUD Voucher	28	317	181,416
Mainstream Voucher	3	30	14,807
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit	419	11,124	616,488
<b>CORRECTION AND COURT SERVICES</b>			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program			
Misdemeanor Probation			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	5	250	12,672
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>3064</b>	<b>65,448</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$1,511,077</b>

# Morgan

## CUSTOMER SERVICE REPORT 2023

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Alzheimer's & Dementia Respite Care			
Choices - Medicaid Waiver	88	121	21,021
CREST			
CREVAA	23	33	3,464
Elder Abuse Awareness			
Health Promotions	33	913	4,180
Information & Assistance, Intake & Screening	116	177	5,422
Legal Assistance for the Elderly	2	6	466
National Family Caregiver	7	154	3,279
Nutrition - Congregate			
Nutrition - Seniors	16	2,198	8,746
Office on Aging	64	2,306	31,047
Ombudsman	12	49	2,214
Options / OOA HCBS	12	610	18,699
Public Guardianship			
Senior Centers	119	4,282	8,828
SHIP, SMP and MIPPA	250	281	3,683
SNAP - Food Stamps	16	53	947
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment -SSA			
Senior Employment - State	2	8	24,918
Workforce Development	230	1,141	818,251
<b>HOUSING AND RESTORATION</b>			
Emergency Housing Voucher			
LIHEAP	1,266	689	452,842
LIHWAP	358	358	93,147
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher	13	139	79,548
Mainstream Voucher	1	12	5,923
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit	125	2,939	162,878
<b>CORRECTION AND COURT SERVICES</b>			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program	6	12	434
Misdemeanor Probation	158	1,084	49,667
<b>CHILD DEVELOPMENT</b>			
Child Care Food - At-Risk Program	9,144	64,072	243,484
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution	277	1,108	8,918
Emergency Food and Shelter	15	15	3,055
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG	88	88	76,669
<b>TOTAL</b>	<b>12,441</b>	<b>82,848</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$2,131,730</b>

ETHRA Employees  
ETHRA Payroll

12  
\$188,727

# Putnam

## CUSTOMER SERVICE REPORT 2023

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Alzheimer's & Dementia Respite Care			
Choices - Medicaid Waiver			
CREST			
CREVAA			
Elder Abuse Awareness			
Health Promotions			
Information & Assistance, Intake & Screening			
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Seniors			
Office on Aging			
Ombudsman			
Options / OOA HCBS			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
<b>HOUSING AND RESTORATION</b>			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher			
Mainstream Voucher			
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit			
<b>CORRECTION AND COURT SERVICES</b>			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program			
Misdemeanor Probation			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - At-Risk Program	25,218	225,628	857,422
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>25,218</b>	<b>225,628</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$857,422</b>

# Roane

## CUSTOMER SERVICE REPORT 2023

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Alzheimer's & Dementia Respite Care	2	73	1,755
Choices - Medicaid Waiver	199	275	47,776
CREST	6	9	6,939
CREVAA	70	80	8,398
Elder Abuse Awareness	91	162	1,562
Health Promotions			
Information & Assistance, Intake & Screening	136	227	6,954
Legal Assistance for the Elderly	10	30	2,330
National Family Caregiver	21	1,415	30,128
Nutrition - Congregate	49	2,191	35,300
Nutrition - Seniors	257	26,464	105,303
Office on Aging	265	2,426	32,662
Ombudsman	127	390	17,622
Options / OOA HCBS	28	2,184	66,948
Public Guardianship	2	94	5,509
Senior Centers	491	4,505	9,287
SHIP, SMP and MIPPA	739	751	9,844
SNAP - Food Stamps	46	187	3,341
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment -SSA	7	168	53,245
Senior Employment - State			
Workforce Development	225	1,057	758,012
<b>HOUSING AND RESTORATION</b>			
Emergency Housing Voucher	2	15	11,506
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency	6	45	6,807
HUD Home Ownership	1	12	7,760
HUD Voucher	42	462	264,398
Mainstream Voucher	4	33	16,288
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit	394	11,654	645,860
<b>CORRECTION AND COURT SERVICES</b>			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program	1	2	72
Misdemeanor Probation	18	146	6,689
<b>CHILD DEVELOPMENT</b>			
Child Care Food - At-Risk Program	5,859	25,513	96,953
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	7	210	10,644
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>9,103</b>	<b>80,707</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$2,268,137</b>

ETHRA Employees  
ETHRA Payroll

66

6  
\$162,800

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Alzheimer's & Dementia Respite Care	2	30	721
Choices - Medicaid Waiver	88	122	21,195
CREST			
CREVAA	10	20	2,100
Elder Abuse Awareness	72	223	2,150
Health Promotions			
Information & Assistance, Intake & Screening	36	62	1,899
Legal Assistance for the Elderly			
National Family Caregiver	20	1,745	37,154
Nutrition - Congregate	4	414	6,670
Nutrition - Seniors	44	5,304	21,105
Office on Aging	38	521	7,014
Ombudsman	22	98	4,428
Options / OOA HCBS	30	3,139	96,222
Public Guardianship	1	47	2,754
Senior Centers	71	967	1,994
SHIP, SMP and MIPPA	491	502	6,580
SNAP - Food Stamps	40	144	2,573
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment -SSA			
Senior Employment - State	2	8	24,918
Workforce Development	187	862	618,170
<b>HOUSING AND RESTORATION</b>			
Emergency Housing Voucher			
LIHEAP	1,805	996	654,616
LIHWAP	447	447	116,303
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher	8	85	48,645
Mainstream Voucher	6	67	33,069
Weatherization	1	1	12,416
<b>TRANSPORTATION</b>			
Public Transit	170	8,006	443,689
<b>CORRECTION AND COURT SERVICES</b>			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program	1	2	72
Misdemeanor Probation	213	12	550
<b>CHILD DEVELOPMENT</b>			
Child Care Food - At-Risk Program	3,416	27,584	104,824
Child Care Food - Centers	433	4,311	11,801
Child Care Food - Home	491	8,234	55,119
Summer Food	1,451	21,768	148,747
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution	400	1,599	12,870
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG	146	146	127,200
<b>TOTAL</b>	<b>10,144</b>	<b>87,436</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$2,626,849</b>



<b>Sevier</b>			
<b>CUSTOMER SERVICE REPORT 2023</b>			
<b>SERVICES PROVIDED</b>	<b>Customers</b>	<b>Units of Service</b>	<b>Total Dollars</b>
<b>AGING</b>			
Alzheimer's & Dementia Respite Care			
Choices - Medicaid Waiver	322	444	77,136
CREST	10	14	10,794
CREVAA	63	113	11,862
Elder Abuse Awareness	263	585	5,640
Health Promotions			
Information & Assistance, Intake & Screening	139	233	7,138
Legal Assistance for the Elderly	6	18	1,398
National Family Caregiver	36	1,005	21,398
Nutrition - Congregate	34	281	4,527
Nutrition - Seniors	186	21,410	85,193
Office on Aging	577	4,820	64,894
Ombudsman	91	341	15,408
Options / OOA HCBS	30	1,999	61,277
Public Guardianship	6	281	16,467
Senior Centers	1,073	8,952	18,455
SHIP, SMP and MIPPA	1,950	2,097	27,488
SNAP - Food Stamps	81	322	5,753
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment -SSA	5	120	38,032
Senior Employment - State			
Workforce Development	129	578	414,504
<b>HOUSING AND RESTORATION</b>			
Emergency Housing Voucher	3	29	22,245
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency	1	14	2,118
HUD Home Ownership	1	6	3,880
HUD Voucher	43	432	247,229
Mainstream Voucher	4	48	23,691
Weatherization	7	5	62,082
<b>TRANSPORTATION</b>			
Public Transit	740	21,522	1,192,741
<b>CORRECTION AND COURT SERVICES</b>			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program	86	172	6,217
Misdemeanor Probation	289	1,951	89,392
<b>CHILD DEVELOPMENT</b>			
Child Care Food - At-Risk Program			
Child Care Food - Centers	898	14,263	39,044
Child Care Food - Home	68	1,047	7,009
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	11	1,330	67,413
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>7,152</b>	<b>84,432</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$2,650,425</b>

# Union

## CUSTOMER SERVICE REPORT 2023

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Alzheimer's & Dementia Respite Care	1	32	769
Choices - Medicaid Waiver	44	61	10,598
CREST	2	3	2,313
CREVAA	26	32	3,359
Elder Abuse Awareness	47	47	453
Health Promotions			
Information & Assistance, Intake & Screening	27	47	1,440
Legal Assistance for the Elderly	1	3	233
National Family Caregiver	8	372	7,920
Nutrition - Congregate	49	2,364	38,087
Nutrition - Seniors	41	3,474	13,823
Office on Aging	55	2,660	35,813
Ombudsman	15	98	4,428
Options / OOA HCBS	25	2,785	85,371
Public Guardianship	1	47	2,754
Senior Centers	102	4,939	10,182
SHIP, SMP and MIPPA	342	357	4,680
SNAP - Food Stamps	39	90	1,608
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development	19	76	54,502
<b>HOUSING AND RESTORATION</b>			
Emergency Housing Voucher	3	36	27,615
LIHEAP	1,741	840	552,086
LIHWAP	286	286	74,413
HUD Family Self-Sufficiency	4	44	6,655
HUD Home Ownership	5	60	38,798
HUD Voucher	110	1,294	740,543
Mainstream Voucher	8	89	43,927
Weatherization	1	1	12,416
<b>TRANSPORTATION</b>			
Public Transit	179	5,569	308,632
<b>CORRECTION AND COURT SERVICES</b>			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program	1	2	72
Misdemeanor Probation	154	1,385	63,459
<b>CHILD DEVELOPMENT</b>			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution	288	1,151	9,264
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation	40	40	9,962
Mountain Valley CSBG	106	106	92,351
<b>TOTAL</b>	<b>3,769</b>	<b>28,358</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$2,257,759</b>

# Warren

## CUSTOMER SERVICE REPORT 2023

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Alzheimer's & Dementia Respite Care			
Choices - Medicaid Waiver			
CREST			
CREVAA			
Elder Abuse Awareness			
Health Promotions			
Information & Assistance, Intake & Screening			
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Seniors			
Office on Aging			
Ombudsman			
Options / OOA HCBS			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
<b>HOUSING AND RESTORATION</b>			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher			
Mainstream Voucher			
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit			
<b>CORRECTION AND COURT SERVICES</b>			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program			
Misdemeanor Probation			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - At-Risk Program	9,188	62,464	237,373
Child Care Food - Centers			
Child Care Food - Home			
Summer Food	1,040	15,612	106,681
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>10,228</b>	<b>78,076</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$344,054</b>





### SERVICES PROVIDED

<b>AGING</b>	
Alzheimer's & Dementia Respite Care	One Hour Of Service
Choices - Medicaid Waiver	One Hour Of Service
CREST	One Contact or Service Provided
CREVAA	One Contact or Service Provided
Elder Abuse Awareness	One Contact or Service Provided
Health Promotions	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, Intake & Screening	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 - Seniors	One Meal
Office on Aging	One Contact or Service Provided
Ombudsman	One Hour Of Service
Options / OAA HCBS	One Contact or Service Provided
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
<b>WORKFORCE DEVELOPMENT</b>	
Senior Employment -SSA	One Contact or Service Provided
Senior Employment - State	One Contact or Service Provided
Workforce Development	One Contact or Service Provided
<b>HOUSING AND RESTORATION</b>	
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
<b>TRANSPORTATION</b>	
Public Transit	One Ride
<b>CORRECTION AND COURT SERVICES</b>	
Community Corrections / Day Reporting Centers	One Supervised Contact
Juvenile Justice Prevention Program	One Supervised Contact
DUI Program	One Supervised Contact
Misdemeanor Probation	One Supervised Contact
<b>CHILD DEVELOPMENT</b>	
Child Care Food - At-Risk Program	One Meal
Child Care Food - Centers	One Meal
Child Care Food - Home	One Meal
Summer Food	One Meal
<b>FAMILY ASSISTANCE</b>	
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

Real Services. Real Heart. Real Impact.



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