



Directory of Services



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East Tennessee Human Resource Agency

Services Directory

Table of Contents

Service Description	Page #
Area Agency on Aging and Disability	3
• Health Promotion and Disease Prevention	4
• Legal Assistance for the Elderly	5
• Long Term Care Ombudsman	6
• National Family Caregiver Support Services	7
• Offices on Aging and Senior Centers	8-12
• Options for Community Living	13
• Public Guardianship for the Elderly	14
• Senior Nutrition Services	15
• State Health Insurance Program	16
• Tennessee Senior Medicare Fraud Patrol Project	17
• Statewide Home And Community Services Medicaid Waiver	18
Child Care Food Program	19-20
Commodity Distribution Services	21
Community Corrections Services	22
Community Intervention Services (CIS)	23
Community Services Block Grant Services	24
Emergency Food and Shelter Services (FEMA)	25
HOME Services	26
Housing Choice Voucher Services	27
Family Self-Sufficiency	28
HCV Homeownership	29
Human Resources Department	30
Low Income Energy Assistance (LIHEAP)	31
Misdemeanor Probation Service	32
Protective Service Homemaker Services	33
Public Transportation	34
Ryan White Consortium Regional Lead Agency Services	35
• Housing Opportunities for Persons with AIDS	36
• Ryan White Regional Dental Services	37
• Regional Community Planning Group RCPG)	38
• Ryan White Consortium Minority AIDS Initiative Program (MAI)	39
Senior Employment Service	40
Summer Food Services	41
Violence Intervention Services	42
Weatherization Services	43
Workforce Development Services	44-46

East Tennessee Area Agency on Aging and Disability

Purpose: The ETAAAD is responsible for developing an advocacy and service delivery system in East Tennessee for persons age sixty and over and for persons with disabilities.

Eligibility: The majority of services provided through the Area Agency on Aging and Disability are for persons over age sixty, who are in greatest economic and social need. With the new Options for Community Living Project, the ETAAAD may serve persons with disabilities eighteen years of age and older based on a functional needs assessment.

Primary Goals:

1. To advocate for additional resources at the local, state and federal level for the development of a comprehensive home and community based support system for persons with functional limitations.
2. To provide quality services to all persons served by the ETAAAD.
3. To protect the rights and dignity of older East Tennesseans and support independent living opportunities for vulnerable adults.

Explanation of Services:

As a regional office, we administer federal and state funds to provide group and home delivered meals, homemaker services, personal care services, legal services, ombudsman services, limited transportation services, information and assistance services, case management, Medicare insurance counseling services, health promotion services, senior centers, county offices on aging, and public guardianship services. These services are provided directly and through a number of service provider contracts in the region.

Number of Persons Served: In the sixteen counties, approximately 25,000 individuals are served each year.

Source of Funding: Federal and State funds are made available through the Tennessee Commission on Aging and Disability and the office also receives funding from local governments and contributions from service recipients.

Counties Served: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Loudon, Morgan, Monroe, Roane, Scott, Sevier and Union.

For More Information Contact: Aaron Bradley at (865) 691-2551 ext. 4216 or by email at ABradley@ethra.org

Health Promotion and Disease Prevention

Purpose: To encourage older adults to maintain good health by participating in community based health promotion and disease prevention activities with an emphasis on health education, physical fitness and health screening.

Eligibility: Sixty years of age and older.

Primary Goals:

1. To develop health promotion activities addressing nationally recognized health issues of concern to older adults.
2. To increase regularly scheduled exercise classes and health screening events at senior center sites.
3. To utilize senior center community partnerships to support ongoing health promotion activities/events.

Explanation of Services:

Health promotion services for seniors are designed to meet the diverse needs and interests of seniors in each County under the jurisdiction of the East Tennessee Area Agency on Aging and Disability. Each senior center is required to develop an annual health promotion plan that serves as a guide for implementing health promotion activities. The health promotion program manager, with the senior center director, will plan and develop a variety of activities relevant to the needs of older adults specific to each county. Health promotion plans are written to common goals and objectives that create health promotion services. Programming is focused on activities that increase exercise opportunities, improve access to health screenings and provide health education information to improve self-care abilities.

Source of Funding: Older Americans Act through the Tennessee Commission on Aging and Disability.

Counties Served: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Loudon, Morgan, Monroe, Roane, Scott, Sevier and Union.

For More Information Contact: Mary Ellen Mayger at (865) 691-2551 ext. 4222 or by email at MMayger@ethra.org

Legal Assistance for the Elderly

Purpose: The purpose of the Legal Assistance for the Elderly Program is to assist senior citizens (age 60 or above) in the service counties with various legal matters regardless of their income. Legal Assistance for the Elderly also offers public education presentations on senior legal issues to senior centers, churches, civic groups, etc. throughout the region.

Eligibility: The senior seeking assistance must contact and retain the legal services attorney for consultation. The attorney will review the senior's problem or issues to determine whether the problem presented is a case Legal Assistance for the Elderly can handle under its State-mandated guidelines—i.e. State-determined priorities (such as Medicaid, Medicare, Social Security, SSI, and financial exploitation), non-fee generating case, ample expertise to handle the issues involved, no conflict of interest, etc. If the case is determined to meet guidelines, Legal Assistance for the Elderly may provide assistance. It will take steps necessary, including litigation, to somehow resolve the client's situation.

Primary Goal:

To assist senior citizens with legal matters.

Location for Services: Legal Assistance for the Elderly conducts telephone or in-person intake for its services. The in-person intake is conducted at senior centers, office on aging/senior nutrition sites, etc. On occasion, a home visit can be made.

Number of Persons Served: In the fifteen counties, typically 600+ seniors are served each year.

Source of Funding: Federal funds are made available through the Tennessee Commission on Aging and Disability.

Counties Served: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Loudon, Morgan, Monroe, Roane, Scott, Sevier and Union.

For More Information Contact: Cindy Troyer at (865) 691-2551 ext. 4223 or by email at CTroyer@ethra.org

Long Term Care Ombudsman

Purpose: The purpose of the Long Term Care Ombudsman Program is to protect the federally mandated rights of residents of long-term care facilities. The program provides assistance to assure that each resident receives the highest quality of care and life while residing in the facility.

Eligibility: Residents in nursing homes, assisted living facilities, and homes for the aged.

Primary Goals:

1. To assure that residents receive the rights to which they are entitled.
2. To assure that residents receive the highest quality of life and care.
3. To recruit, train, certify, and partner with a volunteer ombudsman to investigate complaints and assure quality of care for residents of long term care facilities.

Explanation of Services: The Tennessee Commission on Aging and Disability provides funds, disbursed under the *Older Americans Act*, to provide the necessary, trained ombudsman staff, paid and voluntary, to be in each long-term care facility on a regular schedule; to inform each resident and his/her family of the duties and authority of the ombudsman; to act, on behalf of the resident, to assure that his/her stay at the facility is as positive an experience as possible and to provide technical assistance to family and resident councils to enable them to advocate for issue changes which increases the likelihood of a positive stay at the facility. The ombudsman program offers technical assistance to the prospective resident and family of the resident to find a facility, to better understand how to finance long-term care and to find a facility which best meets the needs of the prospective resident. The ombudsman program works with the Department of Health, Department of Human Services, Adult Protective Services, Tennessee Bureau of Investigation and Department of Mental Health and Mental Retardation to assure that the resident is protected at the facility and that he/she receives the best possible care while there.

Number of Persons Served: In the 16-county service area, there are approximately sixty nursing homes and 80 assisted care living facilities and residential homes for the aged. Within these facilities, reside approximately 10,000 individuals. Each is a potential client and we strive to monitor the care and life of each person. For the past several years, an average of 75 residents each month has asked for our assistance in investigating and resolving a specific complaint. We have responded to each complaint and have resolved the majority to the satisfaction of the client.

Source of Funding: Federal funds are made available through the Tennessee Commission on Aging and Disability.

Counties Served: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Loudon, Morgan, Monroe, Roane, Scott, Sevier and Union.

For More Information Contact: **Cindy Troyer**, District Long Term Care Ombudsman at (865) 691-2551 ext. 4223 or by email at CTroyer@ethra.org

National Family Caregiver Support Services

Purpose: The NFCS program provides in-home, community based respite services to family caregivers along with case management and information and referral.

Eligibility:

1. Family caregivers taking care of frail, older adults (care receivers) who are unable to perform at least two activities of daily living without human assistance and/or have cognitive/mental impairment that requires substantial supervision.
2. Grandparents who are age 60 or older who are raising grandchildren under age eighteen who live with them.

Priority will be given to those with the greatest economic need, social need, or grandparents who are caring for children under age eighteen who have cognitive disabilities.

Explanation of Services: NFCS can provide respite in the form of in-home homemaker or personal care several times a week. Respite can also be provided in the form of adult daycare several times per week or institutional respite at an approved nursing home for nine days. Caregivers can choose a provider from a list of approved agencies who have contracted with the East Tennessee Area Agency on Aging and Disability. The chosen provider agency will send an aide to the home to provide the services.

Number of Persons Served: 250 Caregivers per year.

Source of Funding: Older Americans Act through the Tennessee Commission on Aging.

Counties Served: Anderson, Blount, Knox, Loudon, Morgan, Monroe, Roane, Grainger, Campbell, Claiborne, Cocke, Hamblen, Jefferson, Scott, Sevier, and Union.

To Apply or for Information & Referral: Gary Bolduc (866) 836-6678 ext. 2 or (865) 251-4897 ext. 2 or by email at GBolduc@ethra.org

Offices on Aging and Senior Centers

Purpose: Offices on Aging provide assessments and assist seniors in need of services to access programs that will improve daily living. Senior Centers provide a community focal point for activities, information and community involvement in senior activities.

Eligibility: Individuals sixty years of age or older.

Primary Goals:

1. To enhance the lives of individuals age 60+ in the service area.
2. Identification and coordination of services available.
3. Recruit volunteers to assist in providing services.

Explanation of Services:

1. Information and referral for services to seniors available in each county.
2. Coordination with other service providers.
3. Identification of elderly households in each county.
4. Regular coordination with County Senior Advisory Council.
5. Nutrition services (both congregate and home delivered meals).
6. Senior center activities such as health screening, exercise classes, etc.
7. Assist other ETHRA programs in enrolling potential clients for services such as LIHEAP, weatherization, and commodities.
8. Direct services such as eyeglasses, hearing aids, etc.

Similar services are provided in the remaining counties by other agencies contracting with the East Tennessee Area Agency on Aging and Disability.

Number of Persons Served:

Anderson County - 1386
Campbell County - 287
Claiborne County - 407
Cocke County - 280
Morgan County - 208

Source of Funding: Older Americans Act through the Tennessee Commission on Aging and State funds.

Counties Served: ETHRA provides offices on Aging and Senior Center services in Anderson, Campbell, Claiborne, Cocke, and Morgan counties. Similar services are provided in the remaining counties by other agencies contracting with ETHRA and ETAAAD. Information on these is listed on the following pages.

COUNTY OOA / SC	ADDRESS	DIRECTOR
<u>ANDERSON</u>		
Anderson County Office On Aging	125 Leinart St. Suite 5 Clinton, TN 37716	Cora Logan Tel: 865.457.3259 Fax: 865.463.7757 <u>clogan@ethra.org</u>
Clinton Senior Center	101 Hicks St. Clinton, TN 37716	Roger Houck Tel: 865.457.0642 Fax: 865.457.4651 <u>rhouck@clintontn.net</u>
<u>BLOUNT</u>		
Blount County Office on Aging	3509 Tuckaleechee Pk. Maryville, TN 37803	Anne Pfeiffer Tel: 865.983.8411 Fax: 865.681.1781 <u>blountooa@netscape.net</u>
Everett Park Adult Center	702 Burchfield St. P.O. Box 789 Alcoa, TN 37701	Janet Thompson Tel: 865.983.9422 Fax: 865.983.8831 <u>jleet@parksrec.com</u>
<u>CAMPBELL</u>		
Campbell County Office on Aging	2301 Jacksboro Pk., Ste. 4-B P.O. Box 1394 LaFollette, TN 37766	Diane Carr Tel: 423.562.2948 Fax: 423.566.2187 <u>dcarr@ethra.org</u>
LaFollette Senior Center	102 South 8 th St. LaFollette, TN 37766	Jim Finley Tel: 423.562.6672 Fax: 423.562.6155 <u>Laseniors@comcast.net</u>
Jellico Senior Center	300 Baker St. Jellico, TN 37762	Liz Smiddy Tel/Fax: 423.784.9041 <u>lizsmiddy@jellico.com</u>
<u>CLAIBORNE</u>		
Claiborne County Office on Aging	108 Jaycee Lane P.O. Box 326 Tazewell, TN 37879	Grace Fugate Tel/Fax: 423.626.9471 <u>gfugate@ethra.org</u>
Harrogate Senior Center	310 Londonderry Rd. P.O. Box 71 Harrogate, TN 37752	Donna Williams Tel/Fax: 423.869.8080 <u>dwilliams@ethra.org</u>
Tazewell Senior Center	108 Jaycee Ln. P.O. Box 326 Tazewell, TN 37879	Donna Williams Tel/Fax: 423.629.9471 <u>dwilliams@ethra.org</u>

<u>COCKE</u>		
Cocke County Office on Aging	115 Mulberry Ave. Newport, TN 37821 Mail: 386 E. Main St.	Carlene Robinson Tel: 423.623.1400 Fax: 423.625.9072 <u>crobinson@ethra.org</u>
Cocke County Senior Center	115 Mulberry Ave. Newport, TN 37821 Mail: 386 E. Main St.	Carlene Robinson Tel: 423.623.1400 Fax: 423.625.9072 <u>crobinson@ethra.org</u>
<u>GRAINGER</u>		
Grainger County Office on Aging	8659 Rutledge Pk. P.O. Box 191 Rutledge, TN 37861	Tonia Witt Tel: 865.828.5397 Fax: 865.828.5398 <u>twitt@douglascherokee.org</u>
Grainger County Senior Center	8659 Rutledge Pk. P.O. Box 191 Rutledge, TN 37861	Tonia Witt Tel: 865.828.5397 Fax: 865.828.5398 <u>twitt@douglascherokee.org</u>
<u>HAMBLLEN</u>		
Hamblen County Office on Aging	841 Lincoln Ave. Morristown, TN 37813	Debbie Thayer Tel: 423.581.5166 Fax: 423.581.9824 <u>hamblenooa@lcs.net</u>
Morristown Senior Center	841 Lincoln Ave. Morristown, TN. 37813	Debbie Thayer Tel: 423.581.5166 Fax: 423.581.9824 <u>hamblenooa@lcs.net</u>
<u>JEFFERSON</u>		
Jefferson County Office on Aging	1427 Russell Ave., Ste.A Jefferson City, TN 37760	Joan Bolden Tel: 865.475.2222 Fax: 865.471.6536 <u>jeffooa@lcs.net</u>
Dandridge Senior Center	917 Elliot Ferry Rd. Dandridge, TN 37725	Linda Manley Tel/Fax: 865.397.7605
Jefferson City Senior Center	807 W. Jefferson St. Jefferson City, TN 37760	Brenda Abbott Tel/Fax: 865.475.4989
New Market Senior Center	1611 Depot St. New Market, TN 37820	Jeanette Huffaker Tel/Fax: 865.475.7664
Strawberry Plains Senior Center	3311 Oak Ave. Strawberry Plains, TN 37871	Katrina Baldwin Tel/Fax: 865.933.9255
White Plains Senior Center	1820 Maple St. White Pine, TN 37890	Ann Strom Tel/Fax: 865.674.2827

<u>KNOX</u>		
Knox County Office on Aging	2247 Western Ave. P.O. Box 51650 Knoxville, TN 37950- 1650	Barbara Monty Tel: 865.524.2786 Fax: 865.546.0832 <u>Barbara.monty@knoxcac.org</u>
John T. O'Connor Senior Center	611 Winona Street Knoxville, TN 37917	Bettie Wilkie Tel: 865.523.1135 Fax: 865.523.7869 <u>Bettie.wilkie@oconnorcenter.org</u>
<u>LOUDON</u>		
Loudon County Office on Aging	901 Main St. Loudon, TN 37774	Toby Brewster Tel: 865.458.5445 Fax: 865.458.1653 <u>seniorcenter@bellsouth.net</u>
Loudon County Senior Center	901 Main St. Loudon, TN 37774	Toby Brewster Tel: 865.458.5445 Fax: 865.458.1653 <u>seniorcenter@bellsouth.net</u>
<u>MONROE</u>		
Monroe County Office on Aging	144 College Street Madisonville, TN 37354	Frances Maxwell Tel: 423.442.2022 Fax: 423.442.9666 <u>mcooac@bellsouth.net</u>
Cora Veal Center	144 College Street Madisonville, TN 37354	Frances Maxwell Tel: 423.442.2022 Fax: 423.442.9666 <u>mcooac@bellsouth.net</u>
<u>MORGAN</u>		
Morgan County Office on Aging	821 Spring St. P.O. Box 406 Wartburg, TN 37887	Carolyn Jones Tel/Fax: 423.346.6651 <u>cjones@ethra.org</u>
Morgan County Senior Center Office	821 Spring St. P.O. Box 406 Wartburg, TN 37887	Carolyn Jones Tel/Fax: 423.346.6651 <u>cjones@ethra.org</u>

<u>ROANE</u>		
Roane County Office on Aging	141 Odd Fellows Cemetery Rd P.O. Box 43 Rockwood, TN 37854	Amber Jacks Tel: 865.354.0450 Fax: 865.354.0771 <u>ajacks@mecaa.net</u>
Kingston Senior Center	141 Odd Fellows Cemetery Rd Rockwood, TN 37854	Amber Jacks Tel: 865.354.0450 Fax: 865.354.0771 <u>ajacks@mecaa.net</u>
Rockwood Senior Center	141 Odd Fellows Cemetery Rd P.O. Box 43 Rockwood, TN 37854	Amber Jacks Tel: 865.354.0450 Fax: 865.354.0771 <u>ajacks@mecaa.net</u>
<u>SCOTT</u>		
Scott County Office on Aging	2845 Baker Hwy. P.O. Box 180 Huntsville, TN 37756	Michelle Watson Tel: 423.663.2000 Fax: 423.663.3803 <u>scottaging@highland.net</u>
Scott County Senior Center	102 S. Main St. Oneida, TN 37841	Kathy Rose Tel/Fax: 423.569.5972 <u>srcenter@highland.net</u>
<u>SEVIER</u>		
Sevier County Office on Aging	120 W. Main St. P.O. Box 4157 Sevierville, TN 37864	Lisa Yarber Tel: 865.453.8080 Fax: 865.453.1632 <u>lyarberseviersenioreniorcenter@yahoo.com</u>
Ft. Sanders Sevier Senior Center	120 W. Main St. P.O. Box 4157 Sevierville, TN 37864	Lisa Yarber Tel: 865.453.8080 Fax: 865.453.1632 <u>lyarberseviersenioreniorcenter@yahoo.com</u>
<u>UNION</u>		
Union County Office on Aging / Senior Center	298 Main St. P.O. Box 387 Maynardville, TN 37807	Lisa Clapp Tel: 865.992.0361 Fax: 865.992.8549 <u>seniorcenter@unioncountyttn.org</u>

Options for Community Living

Purpose: Options for Community Living services are designed to assist individuals with functional limitations remain independent at home through the provision of a variety of supportive in-home services.

Eligibility: Individuals eighteen years of age or older with functional limitations. These limitations are referred to as limitations with activities of daily living, such as, bathing, dressing, eating, mobility, communications, and other problems that would limit an individual's ability to live at home safely.

Primary Goals:

1. To provide quality support services to 350 individuals each fiscal year.
2. To provide improved information and referral services to individuals served through Options.
3. To develop a strong service provider network in the region to assure multiple providers are available for each service in every county.

Explanation of Services:

The services that are available through Options include information, referral, case management, home delivered meals, homemaker, and personal care. Options staff will complete a telephone assessment with the potential consumer or their representative. The toll free number is 1-866-836-6678 to make contact with the Options staff responsible for the telephone intake. Using the telephone assessment, the case management staff will schedule an in-home visit and complete an assessment to determine eligibility and prepare a service plan.

Number of Persons Served: In the sixteen counties, approximately 350 individuals are served each year.

Source of Funding: State funds are made available through the Tennessee Commission on Aging and Disability.

Counties Served: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Loudon, Morgan, Monroe, Roane, Scott, Sevier and Union.

To Apply or for Information & Referral: Gary Bolduc (866) 836-6678 ext. 2 or (865) 251-4897 ext. 2 or by email at GBolduc@ethra.org

Public Guardianship for the Elderly

Purpose: The Public Guardianship for the Elderly Program provides court appointed guardianship/conservatorship services to persons who need someone to make decisions on their behalf because they have lost the capacity to make informed decisions.

Eligibility: Guardianship services are available to persons who have lost the capacity to make decisions. This loss of capacity is investigated by the court. This service is for persons sixty years and older.

Primary Goals:

1. To provide quality services to an average of 75 individuals each fiscal year.
2. To provide supportive services in the least restrictive environment
3. To protect the rights and dignity of persons assigned to the service by the courts.

Explanation of Services:

Services are provided by three paid staff and approximately twenty-five trained volunteers. The Public Guardian is often the sole decision maker for all clients served with the ETAAAD administrator as the back up decision maker. Services may include decisions about housing, medical care, and financial management. The court decides what the Public Conservator duties will be for each client that is assigned. A volunteer is assigned to each client to guarantee personal contact with that client each month, and most often on a weekly basis. The Public Guardian must file an annual report with the court on the status of each client. Fees are allowed under current State rules based on a sliding scale.

Number of Persons Served: In the sixteen counties, approximately seventy-five individuals are served each year.

Source of Funding: State funds are made available through the Tennessee Commission on Aging and Disability and client fees.

Counties Served: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Loudon, Morgan, Monroe, Roane, Scott, Sevier and Union.

For More Information Contact: Carol Silvey at (865) 691-2551 ext. 4218 or by email at CSilvey@ethra.org

Senior Nutrition Services

Purpose: To provide a nutritious meal to persons age 60+ and/or the spouse of someone age 60+ through congregate sites or by home delivery.

Eligibility: Persons eligible are age 60+ or the spouse of a person age 60+ who need a meal due to medical or functional limitations.

Primary Goals:

1. Improve the quality of health through proper nutrition.
2. Congregate Meals: To provide socialization in a congregate setting.
3. Home Delivered Meals: To provide seniors with a nutritious meal in their home to help enable them to remain independent also_to provide social interaction daily with persons delivering meals and to provide a daily check on their health and welfare and seek emergency_assistance if necessary.

Explanation of Services:

Congregate Meals: A nutritious meal is made available to seniors whose health enables them to come to a designated site. The meal served is planned by a registered dietician and consists of meat or meat alternate, vegetables and fruits, bread, milk, dessert and margarine. The meal meets 1/3 of the Recommended Dietary Allowance for their age group. The Congregate Program also offers socialization with their peers as well as activities.

Home Delivered Meals: A meal is delivered to seniors who are confined to their homes and unable to prepare themselves a nutritious meal for various health reasons. Meals are packaged to maintain appropriate temperatures during delivery. A home delivered meal enables the participant to remain independent and in their own home.

Number of Persons Served: There are twelve congregate meal sites and nineteen home delivered meal routes.

Source of Funding: Federal and state funds are made available through the Tennessee Commission on Aging and Disabilities, US Department of Agriculture, and through participant contributions and other donations.

Counties Served: Anderson, Campbell, Claiborne, Morgan, Scott, and Union.

For More Information Contact: Janice Johnson at (865) 691-2551 ext. 4210 or by email at JJohnson@ethra.org

State Health Insurance Program (SHIP)

Purpose: The ETAAAD is responsible for providing information and assistance to Medicare beneficiaries on questions they may have about coverage, co-insurance, TennCare/ Medicaid including billing or invoice problems.

Eligibility: Anyone needing information or assistance with Medicare/ Medicaid/ TennCare and supplemental insurance questions and/or problems.

Primary Goals:

1. To provide quality information and assistance services.
2. To recruit and educate volunteers to assist with service delivery.
3. To promote community education and awareness on a variety of Medicare topics.

Explanation of Services:

All SHIP calls will be staffed by the SHIP Counselor. The caller's questions will be managed at this level unless the call requires an extensive amount of research. The Counselor will provide or arrange for Medicare/ TennCare/ Private Insurance training to other ETAAAD staff, volunteers, and to the County Office on Aging Directors to allow for more effective follow-up.

Number of Persons Served: In the sixteen counties, approximately 2800 individuals are served each year.

Source of Funding: Federal funds are made available through the Tennessee Commission on Aging and Disability.

Counties Served: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Loudon, Morgan, Monroe, Roane, Scott, Sevier and Union.

For More Information Contact: Kim Ward at (865) 691-2551 ext. 4308 or (877) 801-0044 or by email at KWard@ethra.org

Tennessee Senior Medicare Fraud Patrol Project

Purpose: The purpose of the Senior Medicare Fraud Patrol Project is to reduce Medicare waste and abuse by increasing public awareness through educational programs and by assisting the beneficiary in reading and understanding Medicare documents and how to report suspicious claims.

Eligibility: Recipient of Medicare benefits.

Primary Goals:

1. To educate Medicare beneficiaries concerning benefits;
2. To educate Medicare beneficiaries about ways to fight Medicare fraud;
3. To educate Medicare beneficiaries how to report suspected fraud.

Explanation of Services: Funds are used to recruit, train, certify and assign volunteer educators/advocates to serve in the Medicare Fraud Patrol Project. The volunteer educator travels throughout assigned counties meeting and speaking with Medicare beneficiaries at senior adult centers, nutrition program sites, church senior groups, AARP units, retired worker associations, and other sites, which cater to senior citizens. The volunteer advocate assists Medicare beneficiaries with the reading and interpretation of Medicare forms at the centers listed in the preceding paragraph. The Medicare beneficiary makes an appointment to meet with the volunteer advocate at a mutually arranged time and place in the county. The Medicare Fraud Patrol Project receives technical assistance from the national Center for Medicare/Medicaid System and distributes pamphlets and other educational materials provided by CMS to Medicare beneficiaries. The Medicare Fraud Patrol Project works closely with CMS, Riverbend Government Benefits Administrator, Palmetto Government Benefits Administrator, Social Security Administration and Mid-South Foundation for Medical Care.

Number of Persons Served: The Medicare Fraud Patrol Project serves approximately 500+ Medicare beneficiaries per year.

Source of Funding: Federal funds are made available through a grant that is managed by the Upper Cumberland AAAD to the East Tennessee AAAD.

Counties Served: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Loudon, Morgan, Monroe, Roane, Scott, Sevier and Union.

For More Information Contact: Kim Ward at (865) 691-2551 ext. 4308 or (877) 801-0044 by email at KWard@ethra.org

Statewide Home and Community Based Services Medicaid Waiver

Purpose: To assist individuals eligible for nursing home placement with in home services.

Eligibility: In order to qualify for the Waiver, an applicant must meet the qualifications in the following areas:

1. Be a resident of the State of Tennessee.
2. Meet the financial requirements to receive Medicaid as determined by the Department of Human Services.
3. Meet TennCare Pre-Admission Evaluation (PAE) medical criteria for level one nursing facility care.
4. Be over the age of twenty-one.
5. Be able to receive services in the home at a cost less than that of institutional care.
6. Have a caregiver available to assure the health, safety, and welfare of the individual.

Primary Goals:

The statewide Home and Community Based Services (HCBS) Waiver is intended to provide a community-based cost-effective alternative to institutional nursing facility care for eligible individuals at a cost equal to or less than average cost of level 1 nursing facility care.

Explanation of Services:

The following Services are available: Adult Day Care, Assisted Living, Assistive Technology, Case Management, Home Delivered Meals, Homemaker, In-Home Respite, Inpatient Respite, Minor Home Modifications, Personal Care Attendant, Personal Care Services, Personal Emergency Response System (PERS), AND Pest Control.

Number of Persons Served: In the sixteen counties, approximately 600 individuals are currently served.

Source of Funding: Federal and State funds are made available through Medicaid and Tenn-Care.

Counties Served: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Loudon, Morgan, Monroe, Roane, Scott, Sevier and Union.

To Apply or for Information & Referral: Suzette Passons (866) 836-6678 ext. 1 or (865) 251-4897 ext. 1 or by email at MPassons@ethra.org

Child Care Food Program

Purpose: The purpose of the Child Care Food Program is to assist Family Day Cares, Group Day Cares, Day Care Centers, and unregulated Alternate Approval Homes in providing nutritious meals to the children in their child care facilities. The program provides assistance to the day care facilities with monthly food expenses.

Eligibility: Day Care Homes must be licensed to provide nonresidential child care services; and located in the private residence of the provider, or in the occupied or unoccupied private residence of another person or persons which may or may not be rented. Commercial properties are not eligible to participate as a CCFP day care home.

Day Care Centers must also be licensed. In order to participate, 25% of the children enrolled in the facility must be low income.

Alternate Approval Homes must be in compliance with the State health and safety standards for unregulated home care, and provide care for at least one unrelated child.

Primary Goals:

1. To assure that all children in day care facilities are receiving good nutritious meals on a daily basis.
2. To assure that meals are served in a clean and safe environment and that food is prepared and handled properly.
3. To assist day care providers in meal planning and provide reimbursement for food expense.

Explanation of Services: The Department of Human Services provides ETHRA with the funds to reimburse day care providers for the cost of meals served to children. Reimbursements may be received for two snacks and a main meal or two main meals and a snack per day per child.

Providers may participate if they hold a valid day care license from the Department of Human Services. The license must be valid for a family day care (seven children) or a group day Care (12-15 children). Day care centers may qualify if at least 25% of their enrolled children are low income.

Providers may also participate if they complete the requirements for an Alternate Approval Day Care Home. Alternate Approval Homes may provide care for up to four unrelated children.

Providers may be eligible to claim meals for the children in their own household, in addition to their day care children, if their household income meets the income guidelines provided by the State.

ETHRA offers technical assistance to day cares already participating and to providers who would like to participate. The Child Care Food Program works in conjunction with the Department of Health, Department of Human Services and the Fire Marshall's Office.

Number of Persons Served: In sixteen counties, 95 day cares currently participate with approximately 1,250 children served monthly.

Source of Funding: Federal funds are available through the Department of Human Services.

Counties Served: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Loudon, Morgan, Monroe, Roane, Scott, Sevier and Union.

For more information contact: **Veronica Stephens** at (865) 691-2551 ext. 4229 or by email at VStephens@ethra.org

Commodity Distribution Services

Purpose: To provide supplemental food to eligible households.

Eligibility: Eligible persons fall within 150% of the poverty guidelines and receive SSI, SSA, TANF or live in public housing.

Primary Goals:

1. To supplement nutrition in eligible households.
2. To educate eligible households about nutrition.
3. To assist the USDA with surplus food delivery.

Explanation of Services: Eligible consumers receive surplus food quarterly in all five Mountain Valley counties.

Number of Persons Served: 300-400 persons per year.

Source of Funding: USDA and Tennessee Department of Agriculture.

Counties Served: Campbell, Claiborne, Morgan, Scott, and Union.

For More Information Contact: Linda Irick at (865) 691-2551 ext. 4339 or by email at LIrnick@ethra.org

Community Corrections Services

Purpose: The Community Corrections Program was created to divert felony offenders from the Tennessee Prison system and to provide necessary supervision and service to the offenders within the community with the goal of reducing the probability of continued criminal behavior while maintaining the safety of the community.

Eligibility: The program is operated statewide and ETHRA serves Criminal Courts in six Judicial Districts and nineteen counties in East Tennessee. The felon is sentenced to the program by the Judge and agrees to abide by the rules and regulations of the program.

Primary Goals:

1. To provide supervision and services to felons while maintaining the safety of the community.
2. To reduce prison overcrowding.
3. To help reduce the probability of continued criminal behavior.

Explanation of Services: The State of Tennessee special legislative session in 1985 created the Community Corrections Program to reduce prison overcrowding. Community Corrections offers local courts increased options, assists victims through collection of restitution, provides public community service work to local governments, and avoids additional tax costs for Tennessee taxpayers. The average cost is less than \$4 per day for Community Corrections versus the higher cost of \$45 per day for incarceration. The program leaves space in jails and prisons for violent and repeat offenders. Offenders are expected to live at home, support their families, work, pay court costs/restitution and attend treatment programs as available. Successful terminations are reviewed after one year and less than 10% have been convicted of a new felony.

Number of Persons Served: In the nineteen counties ETHRA serves there are 894 felons currently sentenced to the program. Statewide there are over 7,000 felons on the nineteen Community Corrections programs.

Source of Funding: State funds are made available through the Tennessee Board of Probation and Parole. Participants also pay supervision and community corrections fees.

Counties Served: Judicial District Three: Greene, Hamblen, Hancock, and Hawkins; Judicial District Four: Cocke, Grainger, Jefferson, and Sevier; Judicial District Five: Blount; Judicial District seven: Anderson; Judicial District Eight: Campbell, Claiborne, Fentress, Scott, and Union; and Judicial District Nine: Loudon, Meigs, Morgan and Roane.

For More Information Contact: Linda Brooks at (865) 691-2551 ext. 4247 or by email at LBrooks@ethra.org

Community Intervention Services (CIS)

Purpose: The purpose of the CIS Program is to provide intensive supervision to hard-core juvenile delinquent offenders while allowing these offenders to remain in their home and community. Providing supervision for these offenders at home reduces the number of delinquent commitments to State custody and provides a significant savings in State funds, which was the program's original objective when it began in 1986.

Eligibility: Referrals are made to the CIS Program by Juvenile Court Judges. To be appropriate for CIS supervision, an offender must have prior delinquent charges and a current charge which is serious enough to warrant commitment to a State facility. Ideally, the offender should have already gone through other probation and/or treatment programs without success.

Primary Goals:

1. To provide intensive supervision to juvenile offenders and provide a much needed resource to the juvenile courts.
2. To reduce commitments to State custody thereby saving State dollars.
3. To help the juvenile offenders and their families to learn better ways of coping with the everyday pressures of being in trouble and being involved in the juvenile court system.

Explanation of Services: The CIS Program provides a wide range of services to the offenders and their families. Services provided include: drug screens, alcohol and drug counseling, random curfew checks, monitoring of community service, a parenting curriculum, value training, life skills training, school visits to monitor behavior and progress, home visits, and monitoring payment of court ordered obligations such as victim restitution, court costs, and fines.

Number of Persons Served: The case managers employed in the CIS Program constantly maintain a maximum caseload of twelve to fifteen cases each. The intense nature of the program limits the number of cases which can be handled. The number of cases at any given time will total between fifty and sixty. Individual cases will be supervised an average of six months to one year before discharge.

Client Profile: Serious juvenile delinquent offenders who have been unsuccessful at all other probation and/or treatment programs and who have a prior history with the juvenile court.

Source of Funding: The CIS Program is funded by a grant from the Tennessee Department of Children's Services.

Counties Served: The seven counties served by the CIS Program are Claiborne, Cocke, Grainger, Hamblen and Jefferson.

For More Information Contact: **Sherry Seal** at (865) 691-2551 or by email SSeal@ethra.org

Community Services Block Grant Services

Purpose: To provide a variety of services to the low-income population as a designated Community Action Agency.

Eligibility: Applications for assistance are approved based on income at or below the OMB Poverty Level Guidelines and need for service. Eligibility is determined and assistance completed at the local level.

Primary Goals

1. To assist low income people, especially vulnerable populations, in meeting their emergency needs to help them achieve their potential by strengthening their family and their supportive systems.
2. To assist low income people in becoming more self sufficient by increasing disposable income as a result of acquiring assistance.

Explanation of Services: CSGB provides activities to assist families in emergency situations and activities to help transition from crisis to long term improvements in their lives. Assistance is provided by chore services, emergency programs, nutrition programs, commodity food distribution and crisis intervention. The program encourages the use of entities in the private sector of the community in efforts to relieve or remedy poverty conditions in the community.

Number of Persons Served: In the five counties funded by the grant, ninety-six individuals are served by chore/homemaker service; 1700 individuals are served by emergency crisis intervention; 3500 households are served by commodity surplus food and home delivered meals assistance. 200 low-income individuals take part in needs assessment/planning for service delivery.

Source of Funding: The Tennessee Department of Human Services.

Counties Served: Campbell, Claiborne, Morgan, Scott, and Union.

For More Information Contact: Linda Irick at (865) 691-2551 ext. 4339 or by email at Llrick@ethra.org

Emergency Food & Shelter Services (FEMA)

Purpose: To assist persons in crisis situations with rent, mortgage and /or utilities.

Eligibility: To be at least one month in arrears on rent, mortgage and or utilities and no visible means of making the payment. Low-income persons are given priority.

Primary Goals:

1. To eliminate the urgent need.
2. To continue service or shelter for at least thirty days.
3. To assist persons with making plans to become self sufficient.

Explanation of Services: Persons are provided with no more than one month benefit in the areas of rent, mortgage, and/or utilities one time during the funding period.

Number of Persons Served: FEMA serves 600 individuals in a five county service area.

Source of Funding: Federal Program National Board, chaired by the FEMA agency. Authorized under the Stewart B. McKinney Homeless Assistance Act.

Counties Served: Campbell, Claiborne, Morgan, Scott, and Union.

For More Information Contact: Linda Irick at (865) 691-2551 ext. 4339 or by email at Llrick@ethra.org

HOME Services

Purpose: To promote the production, preservation and rehabilitation of housing for low and very low income households

Eligibility: Applicant must fall within income limits. Property must be deeded to applicant.

Primary Goals:

1. Expand the supply of decent, sanitary and affordable housing.
2. To enable the disabled and elderly to live independently.
3. Provide safe housing meeting current building codes.

Explanation of Services: Rehab or replace existing housing. Low income / disabled applicant must occupy dwelling and must possess a deed or deed of trust verifying ownership of property. Mobile homes can be replaced.

Number of Persons Served: Thirty-one families in four counties.

Source of Funding: US Department of Housing and Urban Development administered through the Tennessee Housing Development Agency.

Entities Served: Claiborne County, Cocke County, Grainger County, Jefferson County, City of Jefferson City, City of Rutledge, City of Sweetwater, and Scott County

For More Information Contact: Sharon Daugherty at (865) 691-2551 ext. 4225 or by email at SDaugherty@ethra.org

Housing Choice Voucher Services

Purpose: The Housing Choice Voucher Program assists low income families in obtaining safe and sanitary housing at an affordable price.

Eligibility: Families must meet income guidelines and are selected from the waiting list based on time and date of application. Families with a working head of household or spouse are granted a preference on the waiting list. This preference is also extended to families with a disabled or elderly head of household or spouse.

Primary Goals:

1. To increase the availability of decent, safe, and affordable housing.
2. To promote self-sufficiency and asset development of families and individuals.
3. To ensure equal opportunity in housing for all Americans.

Explanation of Services: Qualified families receive a Housing Choice Voucher and are given up to 60 days to find a house, apartment, or mobile home that is affordable based on the family's income and size. The rental unit is inspected to ensure that it meets Housing Quality Standards. When the unit is approved, ETHRA starts a Housing Assistance Payment contract with the landlord. A lease is signed between the landlord and the tenant. The initial contract and the lease are for a one-year term. Some families meeting certain income criteria receive a payment from ETHRA to offset utility costs. The rental unit is inspected again within one year and must continue to meet Housing Quality Standards to remain on the program. The family must be re-certified every year to determine continuing eligibility. Families who meet program requirements may be able to use their vouchers to purchase a home.

Number of Persons Served: ETHRA's Housing Choice Voucher Program serves 726 families in sixteen counties.

Source of Funding: Federal funds are received directly from the United States Department of Housing and Urban Development.

Counties Served: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Hancock, Jefferson, Loudon, Morgan, Monroe, Roane, Scott, Sevier and Union.

For More Information Contact: **Lisa Condrey** at (865) 691-2551 ext. 4248 or by email at LVance@ethra.org or **Steve Bandy** at (865) 691-2551 ext. 4262 or by email at SBandy@ethra.org

Family Self-Sufficiency

Purpose: The Family Self-Sufficiency Program assists families receiving rental assistance in becoming more economically stable.

Eligibility: This is a voluntary program available to families receiving assistance through the Housing Choice Voucher Program.

Primary Goals:

1. To increase self-sufficiency and asset development of families and individuals.
2. To help clients reach their economic goals through the coordination of services such as education, job training, childcare, etc.

Explanation of Services: FSS clients set their own goals related to employment and /or home ownership. ETHRA helps participants by coordinating the services needed to reach these goals. Examples of services include education, job training, childcare, and homeownership counseling. When the FSS participant's earned income increases, he or she becomes eligible to receive escrow credits which they receive upon successful completion of the FSS contract.

Number of Persons Served: 59 FSS slots are available.

Source of Funding: Federal funds are received directly from the United States Department of Housing and Urban Development.

Counties Served: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Hancock, Jefferson, Loudon, Morgan, Monroe, Roane, Scott, Sevier and Union.

For More Information Contact: **Lisa Condrey** at (865) 691-2551 ext. 4248 or by email at LVance@ethra.org or **Steve Bandy** at (865) 691-2551 ext. 4262 or by email at SBandy@ethra.org

HCV Homeownership

Purpose: The HCV Homeownership Program assists qualified low-income families and individuals in becoming first-time homeowners.

Eligibility: This program is available to qualified families receiving assistance through the Housing Choice Voucher Program. Federal minimum work requirements must be met unless the participant is disabled. Potential homebuyers must also participate in the FSS Program.

Primary Goals:

1. To promote homeownership among low-income families.
2. To increase asset development among families and individuals.
3. To strengthen local neighborhoods and economies through the expansion of homeownership

Explanation Of Services: Families or individuals who are receiving rental assistance are eligible if they meet federal work requirements (unless disabled) and are able to qualify for partial financing. When the minimum requirements are met and the family's financing is approved, the family finds a home within the pre-determined budget. ETHRA then makes a payment toward the home loan based on the family's income.

Number of Persons Served: ETHRA currently assists eleven families through this program.

Source of Funding: Federal funds are received directly from the United States Department of Housing and Urban Development.

Counties Served: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Hancock, Jefferson, Loudon, Morgan, Monroe, Roane, Scott, Sevier and Union.

For More Information Contact: **Lisa Condrey** at (865) 691-2551 ext. 4248 or by email at LVance@ethra.org or **Steve Bandy** at (865) 691-2551 ext. 4262 or by email at SBandy@ethra.org

Human Resources Department

Purpose: The Human Resources Department provides guidance and oversight to all levels of ETHRA staff regarding human resources management and administration.

Primary Goals:

1. To administer benefits, compensation plan and a broad range of human resource services to agency staff within the East Tennessee Human Resource Agency.
2. To interpret and provide guidance on laws, regulations and policies affecting the staff and programs of the East Tennessee Human Resource Agency.
3. To provide guidance and assistance to administrators and staff in strategic hiring initiatives for the Agency.

Explanation of Services: Responsibilities include all functions of human resources management, such as

- Policy Development
- Supervision of the Establishment of Positions
- Candidate Recruitment/Employee Selection
- Wage and Salary Administration
- Benefits Management
- Act as liaison for all ETHRA programs concerning legal issues
- Workers' compensation claims management
- Compliance with Applicable State, Federal and Agency Regulations
- Participation in Overall Agency Management

Number of Persons Served: All ETHRA employees.

Counties Served: Anderson, Blount, Campbell, Claiborne, Cocke, Cumberland, Grainger, Hamblen, Jefferson, Knox, Loudon, Morgan, Monroe, Roane, Scott, Sevier and Union.

For More Information Contact: Dee Norman at (865) 691-2551 ext. 4205 or by email at DNorman@ethra.org or

Sandy Patterson at (865) 691-2551 ext. 4209 or by email at SPatterson@ethra.org

Cathy Jarvis at (865) 691-2551 ext. 4325 or by email at CJarvis@ethra.org

Low Income Home Energy Assistance Program (LIHEAP)

Purpose: The purpose of the Low Income Home Energy Assistance Program is to assist eligible low-income households, particularly those with the lowest incomes that pay a high proportion of household income for home energy, in meeting their immediate home energy needs.

Eligibility: A household's total gross annual income must not exceed 125% of the Federal Poverty Income Guidelines.

Primary Goal:

To assist with a one time yearly payment to help offset the high cost of heating.

Explanation of Services: A one-time payment for heating is made for eligible households. For home delivered fuel, a voucher is sent to the vendors authorizing delivery of fuel. For electric and natural gas, a payment is made directly to the utility companies. The assistance can be up to \$ 350.00 annually.

Number of Persons Served: There are approximately 4,000 families assisted annually.

Source of Funding: Federal funds are made available through the Tennessee Department of Human Services from the U.S. Department of Health and Human Services.

Counties Served: Anderson, Campbell, Claiborne, Morgan, Scott and Union.

For More Information Contact: Sharon Daugherty at (865) 691-2551 ext. 4225 or by email at SDaugherty@ethra.org

Misdemeanor Probation Services

Purpose: The mission of the Misdemeanor Probation Service is to divert misdemeanor offenders from East Tennessee court systems and jails, and to provide the necessary supervision and services to offenders with the goal of reducing the probability of continual criminal behavior. Also to reduce over crowded jail problems and the burden on criminal and sessions court cases throughout East Tennessee.

Eligibility: Convicted misdemeanor offenders are sentenced by the courts to supervision as a suspended sentence, or as a suspended sentence in conjunction with incarceration, or periodic confinement.

Primary Goals:

1. To help offenders be more productive in the community by participation in a structured program that offers assistance with their daily problems and addictions.
2. To provide offenders the opportunity to continue to work and support their families.
3. To assist with the collection of court costs, fines and restitution.

Explanation of Services: ETHRA'S Misdemeanor Program provides intense supervision of misdemeanor probationers and operates without cost to the County, State, or Federal government. The program can provide a variety of services such as electronic monitoring (24 hour coverage), community service work, DUI school, self-esteem and character development, domestic violence counseling and monitoring of victims, job enhancement programs, and a driving improvement program.

The program also provides monitoring of the collection of court costs and fines, restitution paid to victims, job search and wage verifications, and all conditions as ordered by the courts.

Numbers of Persons Served: Currently the program serves approximately 4,000 clients in a seventeen county area.

Source of Funding: Although the Misdemeanor Program is in full compliance with all State laws regarding probation standards, the program is not funded with any County, State, or Federal funding. The program is funded by supervision fees paid by clients.

Counties Served: 3rd Judicial District: Greene, Hamblen, Hancock, and Hawkins. 4th Judicial District: Cocke, Grainger, Jefferson and Sevier. 8th Judicial District: Campbell, Claiborne, Scott and Union. 9th Judicial District: Loudon, Meigs, Morgan and Roane. 10th Judicial District: Monroe.

For More Information Contact: Judy Brewer at (423) 587-6511 or by email at JBrewer@ethra.org

Protective Service Homemaker Services

Purpose: To stabilize and maintain families in their own home. Services are provided to families with problems of abuse, neglect, or exploitation.

Eligibility: Clients must be considered Adult Protective Service clients referred to the program by the Department of Human Services(DHS). Clients are also referred from the Department of Children's Service(DCS) due to neglect or need.

Primary Goals:

1. To achieve and maintain self-sufficiency.
2. To prevent or remedy neglect, abuse, or exploitation.
3. To prevent or reduce institutional placements through community based care.

Explanation of Services: Services are provided to elderly or handicapped adults over eighteen years of age who are in danger of being neglected, exploited, or abused. The homemaker performs tasks, in the home, which the client is no longer able to do for him/herself. There are some elderly/handicapped adults who also benefit from the teaching, supervision, and skills development component of the Homemaker Service.

Homemakers also make regular home visits to parents who are experiencing stressful family situations. The main focus of visits to these homes is to teach parents home management skills, so that their children can remain safely at home or be returned from foster care. The homemaker serves as a role model for appropriate parental behavior, while providing the family moral support and encouragement to reach goals.

Number of Persons Served: Homemaker serves ten to twelve cases on a weekly basis depending on the tasks that are performed at the home.

Source of Funding: Federal funds are made available through the Tennessee Department of Human Services and Children's Service Agency.

Counties Served: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Loudon, Morgan, Monroe, Roane, Scott, Sevier and Union.

For More Information Please Contact: Karen Laws at (865) 691-2551 ext. 4246 or by email at KLaws@ethra.org

Public Transportation

Purpose: The purpose of the Transportation Program is to provide mobility to citizens in a sixteen county area.

Eligibility: Anyone can ride. The Transportation Program has no guidelines or restrictions, other than residents are asked to schedule an appointment at least three business days in advance. Medical trips do have priority.

Fares:

\$3.00 per trip / \$6.00 for a round trip within the county of residence.

An additional \$3.00 is charged for every county line crossed. All extra stops are \$1.00.

Primary Goals:

1. To assure a safe, quality, dependable public transportation system.
2. To enhance access for people in rural areas to health care, employment, education, public services, and recreation.
3. To provide a quality and reliable transportation service to citizens with disabilities in rural areas.

Number of Persons Served: in the sixteen county East Tennessee area public transportation provides approximate 250,000 passenger trips per year.

Source of Funding: Federal and State funds are made available through the Tennessee Department of Transportation. Local funds are generated through program efforts.

Counties Served: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Loudon, Morgan, Monroe, Roane, Scott, Sevier and Union.

For More Information Contact: Gary Holiway at (865) 691-2551 ext. 4263 or by email at GHoliway@ethra.org

Ryan White Consortium Regional Lead Agency Services

Purpose: To establish and operate an HIV Care Consortia within areas most affected by HIV and to provide a comprehensive continuum of care to individuals and families living with HIV/AIDS.

Eligibility: To be eligible for this program a person must be: medically diagnosed as HIV positive, a resident of one of the twenty-four counties served by the East Tennessee Ryan White Part B Consortium, and have a household income less than 300% of the Federal Poverty Level. Ryan White services are utilized as the "Payor of Last Resort".

Primary Goals:

1. Improve the quality of health care for individuals and families with HIV and related diseases.
2. Improve the availability and organization of healthcare and support services for HIV/AIDS affected individuals.
3. Provide technical assistance and support to agencies funded by the local Consortium. These agencies provide direct services to HIV/AIDS clients.

Explanation of Services: ETHRA contracts on behalf of the East/Northeast Tennessee Ryan White Title II Consortium with local agencies for delivery of services needed for a continuum of care for HIV/AIDS infected and affected individuals. Contracted services include counseling, medication assistance, case management, health care services and a regional needs assessment.

Number of Persons Served: Approximately 1,000 persons.

Source of Funding: U. S. Department of Health & Human Services under the Ryan White Comprehensive AIDS (CARE) Act. The program is administered by the Tennessee Department of Health.

Counties Served: Anderson, Blount, Campbell, Carter, Claiborne, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Johnson, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier, Sullivan, Unicoi, Washington and Union.

For More Information Contact: Pat Ford at 865-691-2551, ext. 4233 or by email at PFord@ethra.org

Ryan White
Housing Opportunities for Persons with AIDS
(HOPWA)

Purpose: HOPWA is a program designed to provide housing and housing related assistance to individuals with HIV/AIDS.

Eligibility: Eligibility is determined by a case manager at the funded agency, with which ETHRA subcontracts. The applicant must be: medically diagnosed HIV positive, a resident of one of the sixteen Tennessee counties served, have a household income of less than 200% of the Federal Poverty Level and demonstrate a need for housing assistance.

Primary Goals:

1. Prevent homelessness of HIV/AIDS eligible clients and their families.
2. Provide short-term assistance for HIV/AIDS affected individuals to maintain existing housing.
3. Provide supportive services to assist in stabilizing HIV/AIDS affected individuals and their families.

Explanation of Services: ETHRA is the financial administrator for HOPWA and subcontracts with Positively Living, a not-for-profit, client based service provider to determine eligibility, assess needs and provide counseling. The focus of this program is to assist with immediate needs, which helps prevent homelessness among HIV/AIDS affected individuals and their families. The program covers short-term rent, mortgage and utility payments.

Number of Persons Served: Approximately 200 clients.

Source of Funding: U. S. Department of Housing and Urban Development, administered by the Tennessee Department of Health.

Counties Served: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier, and Union.

For More Information Contact: Pat Ford at 865-691-2551, ext. 4233 or by email at PFord@ethra.org.

Ryan White Regional Dental Services

Purpose: The Ryan White Dental Program provides dental services to people who are HIV positive. The program was established in order to assist HIV positive individuals in maintaining their oral health, nutrition and to avoid infections. This program provides services only as a “payor of last resort”.

Eligibility: Eligibility of the HIV positive client is determined by a Medical Care Manager. The client must be medically diagnosed as HIV positive, a resident of one of the twenty-four counties served by the East/Northeast Tennessee Ryan White Part B Consortium, have a household income less than 300% of the Federal Poverty Level, and have exhausted all other benefits and payment options.

Primary Goals:

1. Provide payment to dentists, on behalf of qualified individuals, so that there is a continuum of dental care.
2. Maintenance of oral hygiene in order to assist HIV positive individuals with their nutritional needs.
3. Recruit qualified dental clinicians who are willing to provide dental care for HIV positive individuals.

Explanation of Services: The Ryan White Dental Program was established due to the fact that many HIV positive individuals were having trouble accessing dental care. This lack of dental care was leading to increased numbers of oral infections and poor nutrition among the HIV positive population. ETHRA reimburses approved dentists for services performed on qualified HIV positive individuals. Each eligible client may not exceed \$1,000 per funding year for all combined services/referrals.

Number of Persons Served: Approximately 200 clients.

Source of Funding: U. S. Department of Health and Human Services under the Ryan White Comprehensive AIDS (CARE) Act. The program is administered by the Tennessee Department of Health.

Counties Served: Anderson, Blount, Campbell, Carter, Claiborne, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Johnson, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier, Sullivan, Unicoi, Union and Washington.

For More Information Contact: Pat Ford at 865-691-2551, ext. 4233 or by email at PFord@ethra.org.

Ryan White Regional Community Planning Group (RCPG)

Purpose: The Regional Community Planning Group was established by the Tennessee Department of Health to oversee the distribution of funds provided to the State by the Centers for Disease Control. The primary focus of this program is the prevention of transmission of HIV and education about primary and secondary infections.

Eligibility: This program targets high-risk individuals but there are no specified eligibility requirements for receipt of either educational or preventive services. Education and preventive services are provided to the general public without regard to race, color, religion, sex, national origin, age, marital status or disability.

Primary Goals:

1. Prevent the transmission of primary infection by HIV.
2. Prevent the transmission of secondary infection by HIV.
3. Identify and target high-risk populations for education and prevention.

Explanation of Services: ETHRA is the financial administrator for RCPG. On behalf of RCPG, ETHRA subcontracts with several not-for-profit agencies for the delivery of educational and preventive services.

Number of Persons Served: Approximately 5,000 individuals.

Source of Funding: Centers for Disease Control, administered by the Tennessee Department of Health.

Counties Served: Anderson, Blount, Campbell, Carter, Claiborne, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Johnson, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier, Sullivan, Unicoi, Union, and Washington.

For More Information Contact: Pat Ford at 865-691-2551, ext. 4233 or by email at PFord@ethra.org.

Ryan White Consortium Minority AIDS Initiative Program (MAI)

Purpose: Conduct outreach services, identify high-risk individuals unaware of their HIV status, use educational material and programs, seminars, and/or discussions to increase minority HIV participation in medical care.

Eligibility: This program targets high-risk minority individuals. But there are no specified eligibility requirements for receipt of either educational or preventive services. Education and preventive services are provided to the general public without regard to race, color, religion, sex, national origin, age, marital status, or disability.

Primary Goals:

1. Locate minority individuals who have fallen out of care and assist them in returning to care.
2. Locate minority individuals who have recently been diagnosed with HIV/AIDS disease and assist them in entering into care.
3. Educate minority populations about the importance of HIV/Aids treatment and about the Ryan White program and assist as necessary with the enrollment and making of appointments.

Explanation of Services: ETHRA is the financial administrator for MAI. ETHRA subcontracts with a not-for-profit agency for the delivery of educational and preventative services.

Number of Persons Served: Approximately 5,000 individuals.

Source of Funding: U.S. Department of Health and Human Services under the Ryan White Comprehensive AIDS (CARE) Act. The program is administered by the Tennessee Department of Health.

Counties Served: Anderson, Blount, Campbell, Carter, Claiborne, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Johnson, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier, Sullivan, Unicoi, Union, and Washington.

For More Information Contact: Pat Ford at 865-691-2551, ext. 4233 or by email at PFord@ethra.org.

Senior Employment Services

Purpose: The purpose of the Senior Community Service Employment Program is to assist persons who are fifty-five years of age or older and economically disadvantaged with training and supervision while they seek other employment.

Eligibility: Persons, fifty-five years of age or older, who are within 125% of the poverty level guidelines qualify to be enrolled on the program.

Primary Goals:

1. To serve persons who are 55 years of age and older and most in need.
2. To upgrade skills or receive training in new skills at a host agency site serving the community in which they reside.
3. To help each individual develop a plan that will help them become more employable.

Explanation of Services:

The program is authorized to enroll 167 individuals in fifteen East Tennessee counties. The individuals are placed in nonprofit host agencies for training and supervision. They receive \$7.25 per hour and are allowed twenty hours each week or forty hours in a two-week pay period. The enrollees obtain counseling when needed and encouragement to build self-esteem and to become more self-efficient.

Number of Persons Served:

The program usually serves between 150 and 167 individuals each year.

Source of Funding:

Five counties are federally funded through the Tennessee Department of Labor and the Tennessee Commission on Aging and Disability. Ten counties are funded through Senior Service America, Inc.

Counties Served: Campbell, Claiborne, Morgan, Scott, Union, Blount, Anderson, Roane, Cocke, Grainger, Hamblen, Jefferson, Loudon, Monroe, and Sevier.

For More Information Contact: Arlita Brisbin at (865) 691-2551 ext. 4347 or by email at ABrisbin@ethra.org

Summer Food Services

Purpose: The purpose of the Summer Food Program is to make sure that, during the summer months, children have good nutritious meals available to them, as provided during the school year through the school lunch/breakfast program.

Eligibility: Meal sites are established throughout the counties based on school/housing information. Any child under the age of eighteen can eat at any approved meal site established. There are no income guidelines for the child.

Primary Goals:

1. To assure that all children are receiving good nutritious meals on a daily basis.
2. To assure that meals are served in a clean and safe environment and that food is prepared and handled properly.
3. To develop enough meal sites to meet the needs of the area.

Explanation of Services: ETHRA contracts with school food service departments or private food vendors to prepare meals for approved meal sites. Meal sites are established throughout the counties and training is provided for each site. Each feeding site orders the number of meals that they need each day. Children from the community come to meal sites and are provided a complete meal each weekday at no charge. Meals are provided only during the months that school is out of session. The summer feeding program ends when school begins in the fall.

Number of Persons Served: In the thirteen counties, 150 feeding sites participate in the Summer Food Program. There are approximately 1,600 children that receive meals daily through the Summer Food Program.

Source of Funding: Federal funds are made available through the Tennessee Department of Human Services and U.S. Department of Agriculture.

Counties Served: Anderson, Blount, Campbell, Claiborne, Cocke, Cumberland, Grainger, Greene, Jefferson, Roane, Scott, Sevier and Union.

For More Information Contact: Veronica Stephens at (865) 691-2551 ext. 4229 or by email at VStephens@ethra.org

Violence Intervention Services

Purpose: The purpose of the Violence Intervention Program is to provide a comprehensive program to adults to stop family violence. The program is focused on victim safety and perpetrator accountability and responsibility. The Violence Intervention Program is devoted to providing affordable psychological educational programming within a client's community.

Eligibility: Clients are accepted on a volunteer basis or through referrals from employee assistance professionals, mental health centers, and department of human services, pastors, medical professionals, the court and self-referral. There can be no active conflict between participants that wish to attend sessions in the same location. Client fees fund the program.

Primary Goals:

1. Provide violence prevention & intervention on a community-based level.
2. Promote and provide community training and education to prevent violence.
3. Serve as a resource on family violence and anger management for the community.

Explanation of Services: The program offers ten two-hour classes aimed at individuals who are engaged in abusive behavior. Clients are monitored closely for compliance. The program concentrates on recognizing abusive behavior, alternatives to violence, and the effect of abuse on children, and anger as it relates to the use of power and control in relationships. The material is taught through group lectures, interactive exercises, and videos.

Number of Persons Served: 837 clients

Source of Funding: Client fees fund the cost of the program.

Counties Served: Classes are located in the ETHRA offices in the following counties, but anyone can attend from any county: Blount, Claiborne, Hamblen, Jefferson, Loudon, and Monroe.

For More Information Contact: Judy Brewer at (423) 587-6511 or by email at JBrewer@ethra.org

Weatherization Services

Purpose: The purpose of the Weatherization Program is to assist low-income households in reducing their fuel costs and to contribute to national energy conservation through increased energy efficiency and consumer education.

Eligibility: A household's total gross annual income must not exceed 125% of the Federal Poverty Income Guidelines or contain a member who has received cash assistance payments under Tennessee's Families First Program or the Supplemental Security Income (SSI) Program during the current or previous month relative to eligibility determination. This service is provided to owner occupied homes and rental property with the consent of the landlord.

Primary Goals:

1. To provide air infiltration prevention measures to reduce heating cost.
2. To provide limited measures for health and safety.

Explanation of Services: Weatherization assistance can be provided to each dwelling one time. Weatherization can be reapplied for after a period of ten years. Measures include but are not limited to attic and floor insulation, door and window replacements, caulking, weather stripping and glass replacement. Incidental repairs are made if they are directly related to installed measures.

Number of Persons Served: In the twelve counties, approximately 300 houses will be weatherized.

Source of Funding: The Weatherization Program is administered by the Tennessee Department of Human Services and funded by the U.S. Department of Energy.

Counties Served: Anderson, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Monroe, Morgan, Scott, Sevier and Union.

For More Information Contact: Sharon Daugherty at (865) 691-2551 ext. 4225 or by email at SDaugherty@ethra.org

Workforce Development Services

Workforce Investment Act (WIA) Connecting Jobseekers and Employers

Purpose: Funding under the Workforce Investment Act provides workforce investment activities through the Tennessee Career Center system that increase the employment, retention, and earnings of customers, and increase occupational skill attainment by customers, and, as a result, improves the quality of the workforce, reduces welfare dependency, and enhances the productivity and competitiveness of the workforce in East Tennessee.

Eligibility: The Workforce Investment Act serves three categories of individuals:

- Adults (age 18 and older) who need assistance with finding or bettering their employment situation. Any adult (employed or unemployed) can access basic core WIA services to help them with their employment situation.
- Dislocated Workers who have lost a job through no fault of their own. This includes those impacted by business closures and layoffs. Additionally, family members impacted by a layoff and displaced homemakers may be served.
- Youth (14 - 21) who are low income and/or have a disability.

The Workforce Investment Act focuses on the business community by helping them meet their employment and retention needs.

Primary Goals:

1. To assist job seekers (Adults, Dislocated Workers and Youth) in developing and implementing a plan to obtain employment. This may include formal training, job search skill development, case management, work experiences, on-the-job training and more.
2. Provide Youth with the opportunity to develop job skills, have the opportunity for work experiences and other experiences to develop the social and behavioral skills required to succeed in today's workplace. The primary focus of this goal is attained through a Future Stars Program that allows youth to have work experiences, participate in other developmental and academic enrichment activities and ultimately earn scholarships for post secondary training that results in self-sufficient employment.
3. The delivery of WIA and WIA partner services through a Career Center system. WIA services alone cannot meet the needs of many of the customers. It is critical WIA services be delivered in coordination with other WIA partner services (Adult Education, Vocational Rehabilitation, TN Dept. of Labor and Workforce Development, Dept. of Human Services and more) in a fashion that meets the customer needs.

Explanation of Services: Services are delivered through the Tennessee Career Centers. LWIA 4 operates two large comprehensive career centers in Cumberland and Roane Counties and smaller affiliate centers in the remaining counties. Subcontractors actually deliver WIA services within the Career Centers. Additionally, many WIA partners are also located at these career centers. Examples of WIA services include:

- One-on-one Individual Employment Plan development with job seekers that may include activities within the Career Center and post secondary training.
- Operation of resource rooms in the Career Centers that provide internet access; computer software; hard copy materials; and space for job seekers to perform job search activities such as developing cover letters and resumes, researching job opportunities, faxing and copying resumes and more.
- Facilitating of workshops to help job seekers in targeted skill areas such as resume preparation, interviewing skills, preparing to return to school, financial aid and more.
- Development and provision of onsite training at the Career Center such as keyboarding, basic word processing skills and more.
- "In School" and "Out of School" Youth services to include Work Experience, Coordination of the Youth Future Stars program providing eligible youth starting as juniors in high school to develop employment and social skills, financial assistance with training costs and supportive services for post secondary training and, ultimately, find long term self sufficient employment.
- Participate with Department of Labor and Workforce Development as part of the "Rapid Response Team" to meet with Dislocated Workers when announcements of layoffs and business closures are made to ensure they are aware of WIA and other services available to them.
- Assist employers with finding and keeping qualified employees by connecting them with qualified job candidates.
- Provide limited on the job training contracts to assist employers in the initial training cost required for new employees and serve as the administrator for State Fast Track Job Training for training incentive coordinated and approved by the Tennessee Departments of Economic Development and Labor and Workforce Development.
- Support the training and skill enhancements for existing employees through the awarding of Incumbent Worker Training Grants to qualified employer applicants.
- Provide ACT testing in the form of the National Career Readiness Certificates (NCRC) to individuals that will provide them with a nationally recognized credential and evaluation of their applied math skills, reading for locating information, and reading comprehension.
- Provides a state wide Pilot program in six state correctional facilities that enhances inmate pre-release activities by providing NCRC testing, resume development, social and interviewing skills, Career Center contacts, information on federal programs for employer insurance for released felon employment and other related service to assist in returning released individuals to an environment of employment and re-entry support.
- Additionally, ETHRA Workforce is responsible for the Career Center facility management.

Number of Persons Served: Over 5,000 people are served each year.

Source of Funding: Workforce Investment Act Federal Funding

Counties Served: Anderson, Blount, Campbell, Cumberland, Loudon, Monroe, Morgan, Roane and Scott

For More Information Contact: Jay Willoughby at (865) 590-1052 ext. 106 or by email at jwilloughby@ethra.org