



**ethra**™

East Tennessee  
Human Resource Agency

Real Services. Real Heart. Real Impact.

# ANNUAL REPORT 2020/2021

**9111 CROSS PARK DRIVE, STE D-100  
KNOXVILLE, TN 37923**

**(865) 691-2551 \ TTY (800) 848-0298**

**[ethra.org](http://ethra.org)**

## **ETHRA's MISSION**

**To provide services throughout the region that help families and individuals remain independent and provide them with opportunities to succeed.**

## **ETHRA's VISION**

**To transform our communities through quality leadership, partnerships and innovative use of resources.**



**Gary W. Holiway**  
**Executive Director**  
[gholiway@ethra.org](mailto:gholiway@ethra.org)  
**865-691-2551 ext 4202**

Hello,

I hope this letter finds you doing well! As always, I remain incredibly thankful to our staff, board, and volunteers for the many contributions they make to our organization on a daily basis. I am also grateful to you – our many followers and supporters – for helping to make possible everything that we do. We know that ETHRA has a significant and positive impact in our community and beyond, and none of that is possible without your help and support.

I am proud of the ETHRA family and job each one does. However, this year I would like to express special gratitude. East Tennessee Human Resource Agency (ETHRA) was organized in March of 1974. On September 1, 1974, ETHRA was privileged to hire Linda Brooks. I would like to take this opportunity to thank Linda for all her hard work and dedication she has shown over the past 46 years. Linda is a blessing to all of her co-workers at ETHRA as well as to the clients. It is quite an accomplishment to have a 46 plus year career with the same organization. It is with great pleasure that I name Linda Brooks, “ETHRA 2021 Employee of the Year.”

ETHRA staff work diligently to provide a wide range of services to the citizens of our 16 county service area. I am unable to highlight all the great accomplishments each program has had this year, but I hope you will take a few minutes to read through this report. These services are a vital part of our communities. I’d like to give a big thanks to all our employees, working tirelessly on the frontline to care for people in need, and our support staff working behind the scenes, in the fight against coronavirus, while continuing to fulfill our mission.

I am truly inspired by your personal commitment to making a difference in these unprecedented and challenging times. Your approach and diligence embodies the mission of ETHRA and finding ways to address issues, to do things differently, and make continuous improvement is commendable. This includes coming up with practical tools and techniques to make things work better for the people who use our services. I am grateful to all staff during this difficult time and want to say a huge thank you to everyone, at every level, for the work you are doing on behalf of our communities and working tirelessly to help those affected by COVID-19.

I would like to say how thankful I am to have a truly engaged Policy Council. I appreciate the participation, diligence, and direction received this year. The support of each member of the Governing Board, Policy Council and Legislature is vital to the success of ETHRA.

Sincerely,

A handwritten signature in black ink that reads "Gary W. Holiway". The signature is written in a cursive, flowing style.

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## ASSOCIATIONS, BOARD, COUNCILS, and GOVERNMENTS

East Tennessee Human Resource Agency is a member of each Chamber of Commerce in all 16 counties and remains very active with each one. East Tennessee Human Resource Agency participates in the Lunch and Learn Series, workshops and often hosts ribbon cuttings during open house and chamber coffee events.

East Tennessee Human Resource Agency is also a member of the Tennessee Public Transportation Association (TPTA) is a non-profit statewide organization dedicated to improving public transportation in all Tennessee communities.

### TPTA's membership includes:

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

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

### TPTA is committed to:

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

### 2021/2022 TPTA Officers

Mike Patterson, President - East Tennessee Human Resource Agency

Chris Campbell, Vice-President - Kingsport Area Transit Service

Steve Bland, Secretary/Treasurer - WeGo Public Transit/RTA of Middle Tennessee

Lisa Maragnano, Immediate Past President - Chattanooga Area Regional Transportation Authority

### Mountain Valley Economic Opportunity Authority (MVEOA)

A division of East Tennessee Human Resource Agency (ETHRA) administers the CSBG grant in the following counties: Campbell, Claiborne, Morgan, Scott and Union. **Community Service Block Grant** provides emergency food, housing, utilities and other emergency needs to support family self-sufficiency in low income population as a designated Community Action Agency. **Emergency** assistance in the form of vouchers paid to the vendor for past due utility assistance, which may be electric, natural, or propane gas, water, or past due rent/mortgage payments. Applicants must have experienced a loss income or a portion of income within the past 30 days or experienced an unexpected documented expense. **Housing** assistance may be provided in the form of rent/mortgage payments and utility deposits. CSBG staff provide intake services for the Low Income Home Energy Assistance Program. **Health** assists individuals who are elderly and/or disabled with prescription drugs for non-narcotic life-sustaining medication, medical items such as braces, canes, hearing aids, glasses and dental needs. Assistance with opioid addiction treatment and rehabs through partnership with ETHRA's Community Corrections program. CSBG staff work with WIOA and Families First to assist those in need to secure or maintain employment. **Education** needs such as testing fees, tuition, books, uniforms and school supplies may be provided in this component. **CSBG staff at Commodity distributions in each county quarterly provide nutrition assistance.**

# ASSOCIATIONS, BOARD, COUNCILS, and GOVERNMENTS

## *Continued*

### **Tennessee Association of Community Action Agencies (TACA)**

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

### **Tennessee Association of Human Resource Agencies (TAHRA)**

East Tennessee Human Resource Agency is a member of the Tennessee Association of Human Resource Agencies. Since the beginning of the Human Resource Agencies in 1974, our association (TAHRA) has established an effective statewide network to deliver social services to our communities. Every day we help more Tennesseans become self-sufficient through the effective delivery of financial support, job training, transportation, nutritional services, and many other important social services to our friends and neighbors in need. Our proven track record delivering a broad selection of programs, our strong and experienced network of employees and volunteers, and our cost-effective administrative structure make us your best choice to deliver hope to your community. Mr. Gary Holiway served as President of the TAHRA October 2017-October 2019.

### **ETHRAs Board and Policy Council**

The oversight structure for ETHRA is established through The Human Resource Agency Act of 1973. The duties and the members of the governing bodies are identified within that legislation. The nine HRAs statewide follow the same board structure.

The Policy Council members meet monthly (normally on the second Tuesday) and include sixteen providers, sixteen resource representatives, one At-Large member appointed by the Board Chair, and two members from the General Assembly. Members are selected by their respective County and City Mayors and confirmed by the Council.

The Board of Directors meets annually and includes every City Mayor and every County Mayor, Development Representatives, plus two members from the General Assembly. Board and Council meetings are held in coordination with the East Tennessee Development District. This combined meeting offers members a wider opportunity to discuss issues concerning the 16 county governments. Special advisory groups provide an important community partnership link with the Executive Director. They include Workforce, Mountain Valley Economic Opportunity Authority, Council on Aging and Disability, and Correctional Services.

### **City and County Governments**

If you represent county and city governments, ETHRA might be the group you know as providing correctional and probation supervision that allows you to control your jail population and costs with alternative sentencing programs.

### **State Government**

ETHRA connects with Departments of Human Services, Probation and Parole, Children's Services, Transportation, Agriculture, Workforce and Labor, etc. and provides regional delivery of services for the people of Tennessee.

## East Tennessee Human Resource Agency Governing Board and Policy Council

The East Tennessee Human Resource Agency, Inc. (ETHRA) has two separate governing bodies. Although some members serve on both groups, there are differences in the way members are selected, as well as in the functions of the two bodies.

The ETHRA "GOVERNING BOARD" has the same membership as the board of the East Tennessee Development District (ETDD). It is composed of all City Mayors and County Executives/Mayors in the region, representatives concerned with development of human resources, and members of the Tennessee General Assembly. At present this group has approximately 90 members, and meets once each year.

ETHRA'S POLICY COUNCIL can have up to 35 members, including two from each county and two members of the General Assembly and a Member-at-Large. The Policy Council is the group responsible for agency operation. Members of this group are nominated by the County Executive/Mayor, approved by the majority of County Executive/Mayor and Mayors in that county, and appointed by the Governing Board at its Annual Meeting each year. The Policy Council is designated to act for the Governing Board.



CHAIRMAN  
ROLAND DYKES III  
MAYOR, NEWPORT



VICE-CHAIR  
MARK POTTS  
JEFFERSON COUNTY MAYOR



SECRETARY  
JOE BROOKS  
CLAIBORNE COUNTY MAYOR



TREASURER  
JEFF TIBBALS  
SCOTT COUNTY MAYOR



# ETHRA Board of Directors 2021

## ANDERSON COUNTY

Terry Frank – County Mayor \*  
 Andy Wallace  
 Mayor Scott Burton  
 Mayor Tim Sharp  
 Mayor Warren Gooch  
 Mayor Chris Mitchell  
 Cherie Phillips \*\*

## BLOUNT COUNTY

Ed Mitchell – County Mayor\*  
 Mayor Michael Talley  
 Mayor Andy Lawhorn  
 Mayor Andy White  
 Bryan Daniels  
 Mayor Tom Bickers  
 Mayor Carl Koella  
 Mayor Odis Abbott, Jr.  
 Tammye Yarbrough Pirie \*\*

## CAMPBELL COUNTY

E.L. Morton – County Mayor \*  
 Mayor Dwight Osborn  
 Mayor Robert Stooksberry  
 Mayor June Forstner  
 Mayor Mike Stanfield  
 Andy Wallace  
 Greg Leach \*\*

## CLAIBORNE COUNTY

Joe Brooks –County Mayor \* +  
 Robin Ruiz  
 Mayor Linda Fultz  
 Mayor Bill Fannon  
 Mayor Jerry Beeler  
 Mayor Neil Pucciarelli  
 Anna Beth Walker\*\*

## COCKE COUNTY

Crystal Ottinger– Co. Mayor \*  
 Mayor DeWayne Daniel  
 Tommy Bible  
 Lynn Ramsey\*\*  
 Mayor Roland Trey Dykes \* +

## GRAINGER COUNTY

Mike Byrd- County Mayor \*  
 David Lietzke  
 Mayor Ben Waller  
 Mayor Marvin Braden  
 Mayor Fred Sykes  
 Jerri Etta Bishop \*\*

## HAMBLEN COUNTY

Bill Brittain – County Mayor\*  
 Mayor Gary Chesney  
 Marshall Ramsey

## JEFFERSON COUNTY

Mark Potts – County Mayor\*+  
 Leann Sutton  
 Mayor George Gantte  
 Mayor Danny Whillock  
 Mayor Fred Taylor  
 Mayor Mitch Cain  
 Mayor Donna Hernandez  
 Ronda Davis \*\*

## KNOX COUNTY

Glenn Jacobs – County Mayor  
 Mayor Ron Williams  
 Mayor Indya Kincannon  
 Windie Wilson\*\*  
 Jane Jolley \*

## LOUDON COUNTY

Buddy Bradshaw–Co. Mayor \*  
 Mayor Dewayne Birchfield  
 Mayor Jeff Harris  
 Mayor Tony Aikens  
 Mayor Chris Miller  
 Jack Qualls \*

## MONROE COUNTY

Mitch Ingram – County Mayor  
 Mayor Doyle Lowe  
 Mayor Gus Davis  
 Mayor Marilyn Parker  
 Mayor Bob Lovingood  
 Stacy Chambers \*\*  
 Blaina Tallent Best \*

## MORGAN COUNTY

Brian Langley – Co. Executive \*  
 Mayor Buddy Miller  
 Mayor Jonathan Dagley  
 Mayor Karen Melton  
 Sharon Heidel \*

## ROANE COUNTY

Ron Woody, Co. Executive \* +  
 Mayor Wayne Best  
 Mayor Tim Neal  
 Mayor Mike Miller  
 Mayor Omer Cox  
 Jerry Johnson \*\*  
 Pam Witcher-May

## SCOTT COUNTY

Jeff Tibbals – County Mayor \*+  
 David Cross  
 Mayor Jack Lay  
 Mayor Jerry Dodson  
 Mayor Dennis Jeffers  
 Ron Keeton \*\*

## SEVIER COUNTY

Larry Waters, County Mayor \*  
 Earlene Teaster  
 Mayor Mike Werner  
 Mayor David Wear  
 Mayor Jerry Huskey  
 Mayor Robbie Fox  
 Jane Blevins \*\*

## UNION COUNTY

Jason Bailey –County Mayor \*  
 Randy Turner  
 Mayor Jerry Lawson  
 Mayor Ty Blakely  
 Marty Smith\*\*  
 Mayor Gary Chandler

## LEGISLATIVE

### REPRESENTATIVES

Representative Kent Calfee  
 Senator Richard Briggs

### RAB Representative

Kimberly Deal

## OFFICERS 2020-2021

Chair Roland Trey Dykes  
 Vice Mayor Mark Potts  
 Secretary Mayor Joe Brooks  
 Treasurer Mayor Jeff Tibbals

### Key

\* Policy Council and Governing Board  
 \*\* Policy Council Only  
 + Audit Committee

EAST TENNESSEE HUMAN RESOURCE AGENCY, INC.  
Statement of Net Position  
June 30, 2020

	Primary Government		
	Governmental Activities	Business - Type Activities	Total
<b>Assets</b>			
Cash and cash equivalents	\$ 3,813,619	\$ 536,963	\$ 4,350,582
Investments	20,047	-	20,047
Receivables, net of allowance for uncollectible accounts	9,349,623	22,525	9,372,148
Loans receivable	588,117	-	588,117
Deposits	9,744	-	9,744
Prepaid expenditures	470,041	-	470,041
Capital assets, not being depreciated			
Land	32,614	-	32,614
Capital assets, net of accumulated depreciation			
Buildings	671,643	-	671,643
Furniture and equipment	91,860	-	91,860
Vehicles	2,829,888	34,499	2,864,387
Total capital assets, net	<u>3,626,005</u>	<u>34,499</u>	<u>3,660,504</u>
Total assets	<u>\$ 17,877,196</u>	<u>\$ 593,987</u>	<u>\$ 18,471,183</u>
<b>Liabilities</b>			
Accounts payable	\$ 3,170,921	\$ 12,946	\$ 3,183,867
Accrued expenses	3,723,178	3,472	3,726,650
Total liabilities	<u>6,894,099</u>	<u>16,418</u>	<u>6,910,517</u>
<b>Net Position</b>			
Investment in capital assets	3,626,005	34,499	3,660,504
Restricted for:			
THDA - House Loan	1,157,238	-	1,157,238
MVEOA	228,799	-	228,799
East Tennessee Foundation Investment	20,047	-	20,047
Human Resource Services	4,410,166	-	4,410,166
Unrestricted	1,540,842	543,070	2,083,912
Total net position	<u>\$ 10,983,097</u>	<u>\$ 577,569</u>	<u>\$ 11,560,666</u>

2021 BUDGET\*  
2020 - 2021

<b>AGING</b>	<b>\$ 8,827,741.00</b>
AAA&D Planning	\$ 574,711.00
Legal Assistance for the Elderly	\$ 82,960.00
Choices - Medicaid Waiver	\$ 1,053,835.00
Elder Abuse Training & Support	\$ 12,600.00
Health Promotion	\$ 86,600.00
HCBS Case Management	\$ 480,153.00
HCBS Options for Community Living	\$ 1,366,513.00
IIIB In-Home Services	\$ 27,000.00
Information & Assistance	\$ 139,173.00
National Family Caregiver	\$ 735,571.00
Nutrition - Congregate	\$ 534,300.00
Nutrition - Home Delivered	\$ 1,356,000.00
Office on Aging	\$ 754,644.00
Ombudsman	\$ 138,500.00
Public Conservatorship Services	\$ 301,179.00
Senior Centers	\$ 232,900.00
VOCA-CREVA	\$ 508,881.00
SAIL - Falls Prevention	\$ 8,747.00
SNAP - Food Stamps	\$ 67,613.00
SVTN - Volunteer Assist. Transit 60+	\$ 152,496.00
SHIP SMP and PPACA	\$ 213,365.00
<b>WORKFORCE DEVELOPMENT</b>	<b>\$ 12,342,570.00</b>
Senior Employment - State	\$ 251,453.00
Senior Employment - SSA	\$ 782,149.00
Workforce Development	\$ 11,308,968.00
<b>HOUSING AND RESTORATION</b>	<b>\$ 7,207,245.00</b>
LIHEAP/Weatherization	\$ 3,442,405.00
HUD	\$ 3,764,840.00
<b>TRANSPORTATION</b>	<b>\$ 10,813,580.00</b>
Public Transit	\$ 10,813,580.00
<b>CORRECTION AND COURT SERVICES</b>	<b>\$ 3,078,388.00</b>
Adult Alternative Placement	\$ 1,715,500.00
Misdemeanor Probation	\$ 1,216,176.00
Community Youth Intervention	\$ 146,712.00
<b>CHILD DEVELOPMENT</b>	<b>\$ 3,612,006.00</b>
Child Care Food - Centers	\$ 102,214.00
Child Care Food - Home	\$ 203,876.00
At-Risk	\$ 2,673,556.00
Summer Food	\$ 632,360.00
<b>FAMILY ASSISTANCE</b>	<b>\$ 1,195,771.81</b>
Commodity Food Distribution	\$ 22,000.00
Emergency Food and Shelter	\$ 1,007.00
Homemaker Aide Service - Adult	\$ 572,041.00
Homemaker Aide Service - Child	\$ 6,000.00
Jane L. Pettway Foundation	\$ 10,000.00
Mountain Valley CSBG	\$ 584,723.81
<b>TOTAL BUDGET</b>	<b>\$ 47,077,301.81</b>

**CURRENT BUDGET****2020-2021**

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



**2022 PROPOSED BUDGET\***  
**2021 - 2022**

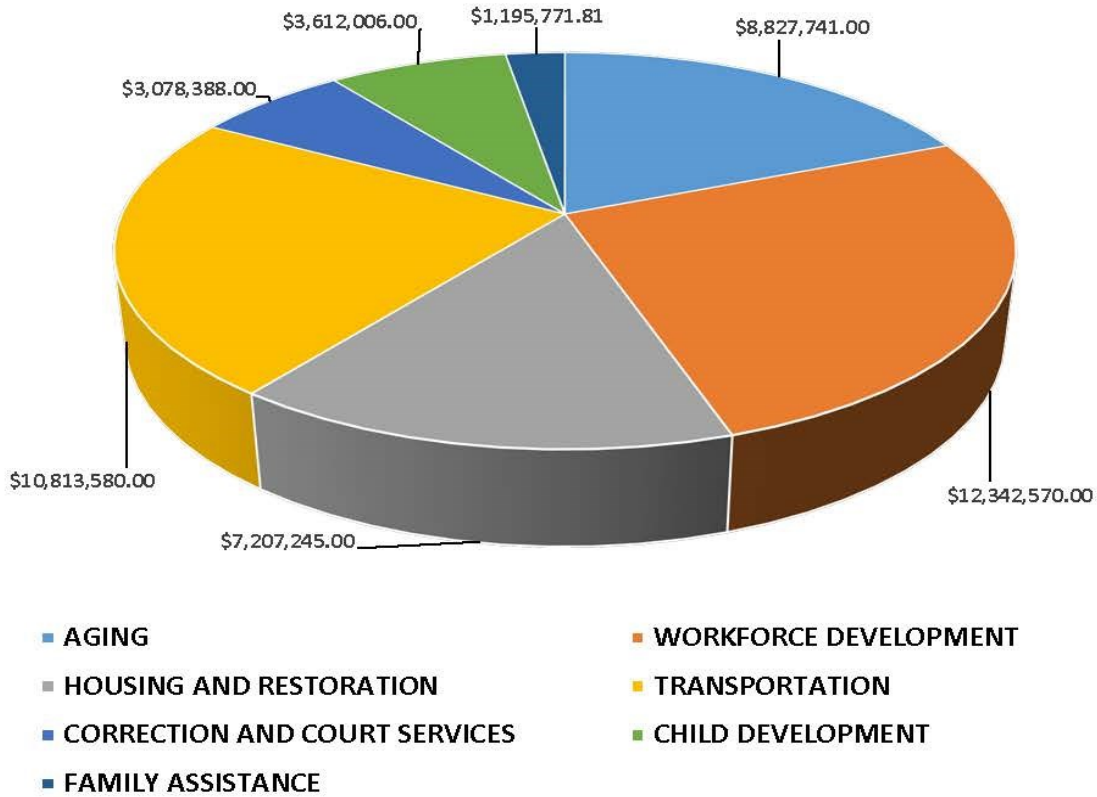
**PROPOSED BUDGET****2021-2022**

<b>AGING</b>	<b>\$</b>	<b>9,820,747.00</b>
AAA&D Planning	\$	622,849.00
Legal Assistance for the Elderly	\$	82,960.00
Choices - Medicaid Waiver	\$	1,053,835.00
Elder Abuse Training & Support	\$	12,900.00
Health Promotion	\$	96,500.00
HCBS Case Management	\$	603,155.00
HCBS Options for Community Living	\$	1,505,134.00
IIIB In-Home Services	\$	85,500.00
Information & Assistance	\$	116,054.00
National Family Caregiver	\$	677,600.00
Nutrition - Congregate	\$	771,180.00
Nutrition - Home Delivered	\$	1,997,620.00
Office on Aging	\$	800,000.00
Ombudsman	\$	148,200.00
Public Conservatorship Services	\$	240,948.00
Senior Centers	\$	225,200.00
VOCA-CREVA	\$	499,712.00
SAIL - Falls Prevention	\$	-
SNAP - Food Stamps	\$	68,035.00
SVTN - Volunteer Assist. Transit 60+	\$	-
SHIP SMP and PPACA	\$	213,365.00
<b>WORKFORCE DEVELOPMENT</b>	<b>\$</b>	<b>11,944,000.00</b>
Senior Employment - State	\$	260,000.00
Senior Employment - SSA	\$	794,000.00
Workforce Development	\$	10,890,000.00
<b>HOUSING AND RESTORATION</b>	<b>\$</b>	<b>10,309,910.00</b>
LIHEAP/Weatherization <sup>1</sup>	\$	6,509,910.00
HUD	\$	3,800,000.00
<b>TRANSPORTATION</b>	<b>\$</b>	<b>11,072,000.00</b>
Public Transit	\$	11,072,000.00
<b>CORRECTION AND COURT SERVICES</b>	<b>\$</b>	<b>3,092,212.00</b>
Adult Alternative Placement	\$	1,715,500.00
Misdemeanor Probation	\$	1,230,000.00
Community Youth Intervention	\$	146,712.00
<b>CHILD DEVELOPMENT</b>	<b>\$</b>	<b>3,347,000.00</b>
Child Care Food - Centers	\$	72,000.00
Child Care Food - Home	\$	204,000.00
At-Risk	\$	2,101,000.00
Summer Food	\$	970,000.00
<b>FAMILY ASSISTANCE</b>	<b>\$</b>	<b>1,212,765.00</b>
Commodity Food Distribution	\$	24,500.00
Emergency Food and Shelter	\$	1,500.00
Homemaker Aide Service - Adult	\$	572,041.00
Homemaker Aide Service - Child	\$	20,000.00
Jane L. Pettway Foundation	\$	10,000.00
Mountain Valley CSBG	\$	584,724.00
<b>TOTAL BUDGET</b>	<b>\$</b>	<b>50,798,634.00</b>

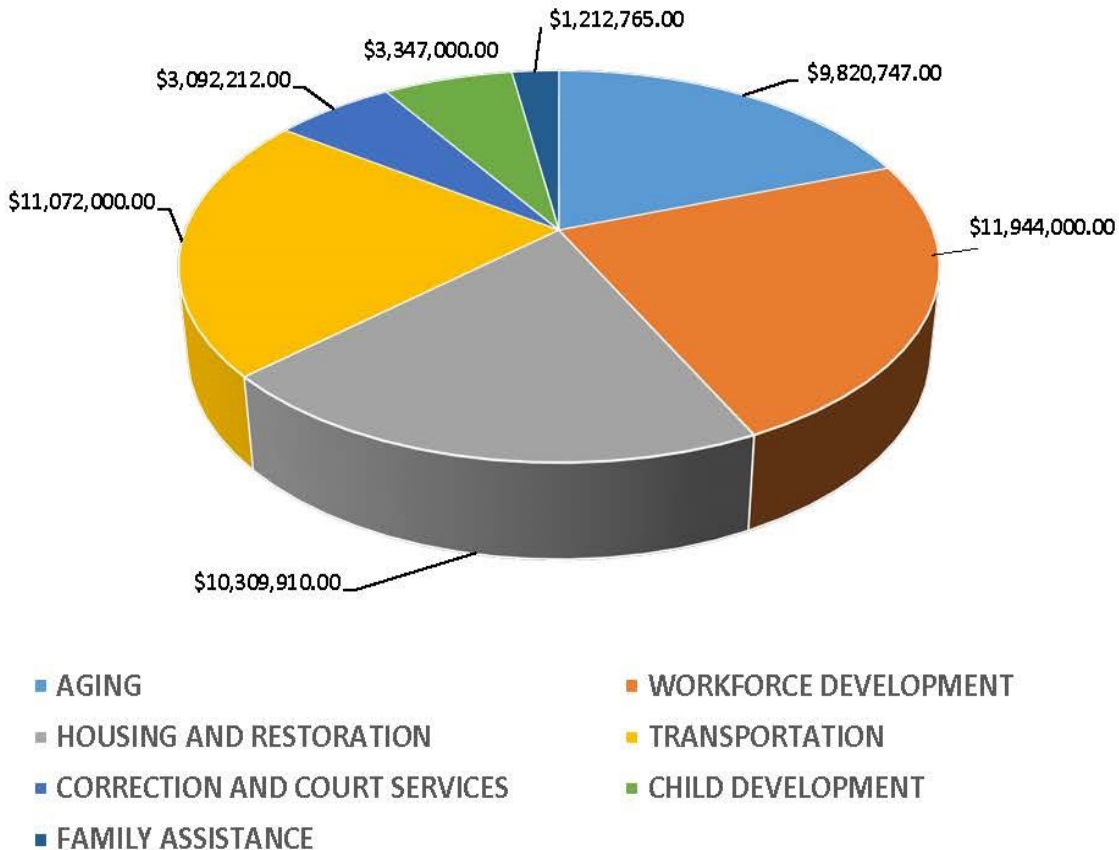
\*Budget is based on historical funding patterns and is subject to change.

<sup>1</sup> Includes \$3,067,505 for stimulus

**CURRENT BUDGET \*2021**



**2021 -2022 PROPOSED BUDGET**





# This business took the Tennessee Pledge!

[#tnpledge](#) [#Ethra](#) [#socialservices](#) [#safetyfirst](#)

## When businesses commit to the Tennessee *Pledge*,

they help protect the health of their employees and customers by:



Checking temperatures and screening for symptoms



Wearing face coverings and encouraging customers to do the same



Practicing social distancing as much as possible and encouraging customers to do the same



Increasing hygiene practices by washing hands more frequently and avoiding facial contact



Learn more at [tnpledge.com](https://tnpledge.com) | [#tnpledge](#)

# ETHRA's Work Program

## AGING

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

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

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

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

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

**Options for Community Living** is designed to assist individuals with functional limitations, remain independent at home through supportive services. To access these programs call toll-free, 1-866-836-6678,

*Shaler Gentry*; 865-691-2551 ext. 4260; [SGentry@ethra.org](mailto:SGentry@ethra.org)

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

*Lisa Pullem*; 865-691-2551 ext. 4316; [LPullem@ethra.org](mailto:LPullem@ethra.org)

**Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA)** program provides crisis intervention, safety planning, case management, advocacy and other types of support to older and vulnerable adult victims of crime. Referrals accepted from stakeholders and others.

*Tracy Armstrong*; 865-691-2551 ext. 4306; [TArmstrong@ethra.org](mailto:TArmstrong@ethra.org)

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

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

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

*John Bender*; 865-691-2551 ext. 4234; [JBender@ethra.org](mailto:JBender@ethra.org)

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

*Lynette Edwards*; 865-691-2551 ext. 4218; [LEdwards@ethra.org](mailto:LEdwards@ethra.org)

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

*Darrell Winfree*, 865-691-2551, ext. 4212; [DWinfree@ethra.org](mailto:DWinfree@ethra.org)

**Long-Term Care Ombudsman** assists residents, family members, and others understand federally mandated resident's rights and provides assistance resolving complaints at nursing homes, assisted living facilities, and residential homes for the aged. Offers information to prospective residents and their families about options for long-term care.

*Thomas Kahler*; 865-691-2551 ext. 4223; [TKahler@ethra.org](mailto:TKahler@ethra.org)

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

*Janice Johnson*; 865-691-2551 ext. 4210; JJohnson@ethra.org

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

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

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

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

## CHILD DEVELOPMENT

**Child Care Food for Homes** assists licensed Family Day Care Homes (Licensed for 7 children), Group Day Care Homes (Licensed for 12-15 children) and Unregulated Day Care Homes (that care for four or fewer children). The program provides help with meal planning and provides reimbursement for monthly food expenses.

**Child Care Food for Day Care Centers** assists licensed for-profit or non-profit Day Care Centers. The program provides assistance to the day care facility with approving income applications, meal planning and provides reimbursement for monthly food expenses.

**At Risk Supper Program** assists children's programs with providing an evening meal. Programs qualify if they are in or near schools that have a free or reduced meal percentage of 50% or more and have an educational or enrichment program in place after school.

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

## 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. 4229; PMorgan@ethra.org

**Commodity Distribution** provides supplemental food to help enrich meals for eligible households.

**Community Services Block Grant** provides emergency food, housing, utilities and other emergency needs to support family self-sufficiency in low income populations.

**Jane Pettway Grant** for women's services to provide support to single women who are unemployed or working in low paying jobs, and will provide assistance with utilities, rent/mortgage and vehicle maintenance.

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

*Alicia King*; 483-286-6929 ext. 6701; AKing@ethra.org

## HOUSING & ENERGY SERVICES

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

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

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

*Steve Bandy or Lisa Condrey*; 865-691-2551 ext. 4262/4148 ext.4248; SBandy@ethra.org; LCondrey@ethra.org

## CORRECTION & COURT SERVICES

**Community Corrections** was created to divert felony offenders from the Tennessee prison system and provide necessary supervision and service to the offenders with the goal of reducing the probability of continued criminal behavior while focusing on the safety of the community.

*Linda Brooks*; 865-691-2551 ext. 4247; [LBrooks@ethra.org](mailto:LBrooks@ethra.org)

**Community Intervention** provides intensive supervision to juvenile offenders while allowing these offenders to remain in their home and community. Providing supervision at home reduces the number of commitments to state custody which creates significant savings in state dollars.

*Sherry Seal*; 865-705-8439; [SSeal@ethra.org](mailto:SSeal@ethra.org)

**Misdemeanor Probation** is offered to counties at no cost to the government or taxpayers, operating entirely on fees collected from offenders. The program diverts offenders from the court system and provides necessary supervision and resources to help the clients become more productive in the community, reducing the probability of continual criminal behavior. Staff monitors the payment of court costs and fines, drug screening, in-patient and out-patient treatment classes, education, and job search. The Misdemeanor Probation Program is self-funded through client fees. The program currently operates in 15 East Tennessee counties. The convicted misdemeanor offenders are sentenced to supervision as a suspended sentence, or as a suspended sentence in conjunction with incarceration, or periodic confinement.

*Judy Brewer*; 423-587-6511; [jbrewer@ethra.org](mailto:jbrewer@ethra.org)

## TRANSPORTATION

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

*Mike Patterson* at 865-691-2551 ext. 4263; [MPatterson@ethra.org](mailto: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](mailto:THickman@ethra.org)

## WORKFORCE SERVICES

**Workforce Services**—in collaboration with the East Tennessee Local Workforce Development Board, serves two primary customer groups 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 twenty-one American Job Centers, a virtual American Job Center, and a Mobile American Job Center. ETHRA serves as fiscal agent and the administrative entity to the Workforce Board.

*Bill Walker*; 865-705-9765; [bwalker@ethra.org](mailto:bwalker@ethra.org)

**Employer Services** include Incumbent Worker Training grants, On-the-Job training, and Registered Apprenticeships.

*Tonya Randolph*; 865-813-0281 ext. 7106; [trandolph@ethra.org](mailto:trandolph@ethra.org)

**Job Seeker Services** include job placement and secondary and post-secondary training grants through the American Job Center Service Delivery System.

*Jennifer Eppley*; 865-594-0319; [jennifer.eppley@mchra.com](mailto:jennifer.eppley@mchra.com)



# East Tennessee Human Resource Agency

## Employee of the Year—2021



**Linda Brooks**  
**Community Corrections Program Manager**

“Being the longest serving employee and having maintained a teachable heart all these years makes me firmly believe that Linda is eligible for this award. Ms. Brooks joined us in September 1974. Ms. Brooks’ perseverance and overall conduct are incredible. She is a source of inspiration and encouragement to other employees making her an approachable person to talk to. On countless occasions, she has been of great help to many of our staff who she has no business helping were it not for her kind heart.”

“Her performance goes beyond normal requirements and models the highest standard of ethics and accountability. Linda will always strive for a safe and healthy environment for staff and/or individuals. She is always responsive to individuals and/or their families and other staff and she treats others with dignity, fairness, and respect. She exemplifies teamwork, has strong communication skills, provides sound decision-making, is a positive role model, and maintains professionalism at all times. We have noted her selfless giving to the organization ensuring all the projects are well researched and completed in due course within the set deadlines. Her hunger for excellence and professionalism has brought a change in her department and our culture overall.”

“I am euphoric to nominate this selfless candidate for this award because she deserves it. To crown her with this award will surely allow her to see that this organization does not take her for granted. Recognizing and appreciating her for work well done is a great offer to give her.”

Gary W. Holiway  
 Executive Director

***“As I look back over the past 46 and half years of employment with ETHRA, what stands out the most to me are the PEOPLE---people who have helped me and made my life better. ETHRA always provided support for me and my family while giving me the opportunity to learn, grow, and work with great leaders across Tennessee. ETHRA was created by folks who cared about others and worked tirelessly to meet the needs of East TN citizens. That strong foundation, along with the servant attitude and compassion for others demonstrated by the Directors, Staff, and Board members, has always made ETHRA great. I look forward to my next step in life as I retire, but I will always remember the great friends and life lessons I received while being a part of ETHRA. I have been truly blessed and wish for the continued success for the Best HRA in TN! “***

***~Linda Brooks***

# VOLUNTEER OPPORTUNITIES

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



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

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

## **Volunteers help in many ways:**

- Guardianship of vulnerable elderly people
- visit assisted living and nursing home facilities
- volunteer in programs that feed children
- distribute commodities in the community
- cook and deliver meals to the elderly
- educate people about Medicare
- work in Senior Centers
- lead exercise classes

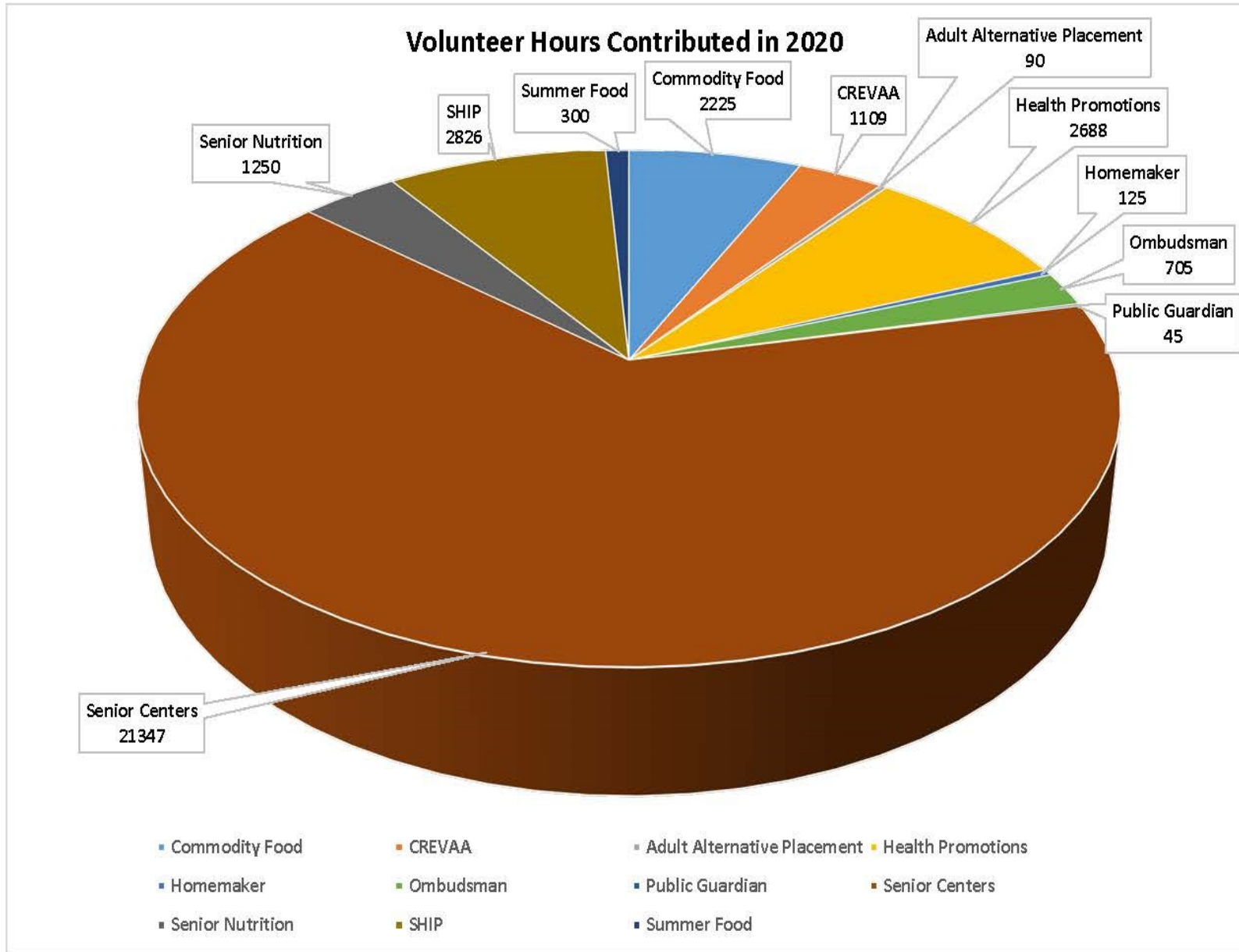


## **Donate**

Cash donations may be targeted for specific purposes.

Memorial gifts are accepted and acknowledged with a card to the donor and the family.

Go to: <https://www.ethra.org/how-to-help/> and use the donate now button!



## ***Volunteer Hours Contributed in 2020 on behalf of ETHRA—32,710***

### **Volunteers in Your Local Community**

“Volunteering in the U.S. is on the rise and it's thanks to the increase in Americans willing to spend time supporting their communities that populations in need don't "fall through the cracks" because local and federal government services cannot assist them. In 2018 alone, 77.34 million adults volunteered for at least one organization, and research has found volunteers tend to be involved with their communities more frequently than people who do not volunteer. This includes caring for neighbors, voting and showing more civic pride and caring for their local communities.”

[https://charity.lovetoknow.com/Importance\\_of\\_Volunteerism](https://charity.lovetoknow.com/Importance_of_Volunteerism)

## ETHRA Lakeway Transit Fixed Route Bus Service

After years of compelling discussions about establishing a fixed-route bus system in Morristown, Tennessee, the East Tennessee Human Resources Agency has moved the proposal from the drawing board to the streets.

In cooperation with the City of Morristown, East Tennessee Human Resource Agency, Lakeway Area Metropolitan Transportation Planning Organization (LAMTPO) and the Tennessee Department of Transportation a study was completed for a fixed route bus service within the Morristown Area

The study provided a unique opportunity to understand the potential for a fixed route bus service in the Morristown portion of the urbanized area, and how the service could best meet the growing mobility needs of the community. Through local stakeholder meetings, public outreach meetings, and reviewing the potential fixed route areas, three (3) routes were established.

The three (3) routes, will include bus stops at health-care facilities, shopping destinations, the health department/library, and public housing. Two (2) of the routes will have one (1) bus that will circulate approximately once every hour. The third (3<sup>rd</sup>) 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.

Fares are \$1.50 per trip, with a \$0.50 transfer fee if needed. Monthly passes will be \$40.00 per month for unlimited rides. Half Fare Discounts will be available for individuals with disabilities, seniors over the age of 65, college students (with valid ID), and military veterans.

The on-call demand-response service will still be available, fares will be \$3.00 per trip for individuals whose residence is not located on the fixed routes. Any one requesting the demand response service must complete an application and be approved for this service.

Information can be found at [www.lakewaytransit.com](http://www.lakewaytransit.com). If a person's application is approved, then they must call

1-833-923-0032 at least 24 hours in advance in order to schedule a trip.



The ETHRA Lakeway Transit Center hub is located at the East Tennessee Human Resources Agency existing headquarters located at 2800 West Andrew Johnson Highway. The fixed route bus service operations will be from 7 am to 6 pm, Monday through Friday with no fixed route service on Holidays.



The fixed route bus service implementation date was Tuesday, February 16, 2021, and a ribbon cutting was held on Thursday, March 11, 2021, 10:30 am at the ETHRA Lakeway Transit Center 2800 West Andrew Johnson Highway.

Pictured below, members from the ETHRA Policy Council Board, Gary W. Holiway, ETHRA Executive Director, Mike Patterson, ETHRA Transportation Director and members of the Morristown Chamber of Commerce. More than 80 attendees participated in the ribbon cutting.



Pictured right, Mike Patterson, ETHRA Transportation Director, addresses the attendees and thanks the many partners responsible for assisting in the fixed route.



## SUNSET REVIEW

**Pursuant to the Tennessee Governmental Entity Review Law,  
*Tennessee Code Annotated*,  
Title 4, Chapter 29, the Office of the  
Comptroller of the Treasury, Division of State Audit,  
a performance audit of the East Tennessee Human Resource Agency for  
the period July 1, 2017, through January 2020, was conducted in accord-  
ance with *Government Auditing Standards*, issued by the  
Comptroller General of the United States.**

**ETHRA had their entrance conference on February 5, 2020, and the audit staff were able to make their initial visit prior to state travel being stopped due to COVID. The review process then started remotely, which proved challenging at times. Due to the audit staff not being able to be onsite, the audit for all human resource agencies took longer than anticipated by the state. The audit was completed on October 30, 2020.**

**Although ETHRA did have five findings, we were satisfied with the outcome and the hard work that staff put into making the long review a positive experience. As a result of the review, there is now pending legislation that will address some of the governance issues that were found in all 9 of the human resource agencies.**

**ETHRA did receive a five year extension as a result of the sunset review.**

## **Supporting and Funding Partners**

Tennessee Commission on Aging and Disability  
Tennessee Department of Transportation  
Federal Transit Authority  
Tennessee Department of Human Services  
Tennessee Housing Development Agency  
Senior Services of America  
Tennessee Department of Labor  
Tennessee Department of Corrections  
TennCare  
Tennessee Department of Agriculture  
US Department of Housing & Urban Development  
Tennessee Department of Children's Service

## **Donors and Grantor Partners**

Meals on Wheels  
Kroger  
United Way/Anderson County  
Lafollette Medical Foundation  
Jane Pettway  
KARM  
Fairview Baptist Church  
Y12 Gives Grant Foundation  
Amazon SMILE  
Kroger Community Rewards  
United Way of Campbell County

## REFLECTING ON THE YEAR OF COVID-19, 2020

This is a time like no other in our lives. The COVID-19 pandemic continues to produce uncertainty, stress and trauma in our communities. By now, we have all been impacted by this virus, which has been devastating for so many. Despite the challenges we are all facing every day, this is also a time that is bringing out the best in many people—from the healthcare staff and first responders fighting on the front-lines, to the essential workers providing food, products and services.

When the pandemic erupted, we took immediate steps to ensure business continuity of our essential services needed to serve individuals and families during this crisis, and every day we are working around new challenges that the virus still brings. This past year has been an incredibly hard time and, while we are confident that better days are coming, it's important to acknowledge that people are still hurting, frustrated, and just frightened of the many un-answered questions.

We would like to reassure you that as a non-profit organization, we are resilient. Over the course of 47 years, we have seen and become skilled at many challenging moments. We are convinced that we will overcome this one too. We would like to remind you of the incredible responsibility that an organization like ours has at this time. Food and nutrition products are essential to peoples' lives as well as Personal Protective Equipment (PPE), transportation, legal counsel and more! In moments like these our purpose and values matter a lot to the people and communities we serve. It is in times of crisis that heroes are born. In all modesty, we want ETHRA's values to rise to the top during this difficult time.

Through all of this, ETHRA never stopped providing service, never stopped serving or seeking out clients and remained diligent in ensuring that business continued while experiencing its' own COVID health concerns. It became clear to us, early on during the pandemic, that the way in which our programs conducted business had to bend and flex in order to continue to serve. ETHRA staff and employees adapted and changed in the face of hardships.

We can move forward and know that we will remain innovative and responsive; persevering because of the support from the Board, employees and community members like you.

As an organization, we must make the most out of every situation, good or bad. We learned from mistakes and weaknesses; we capitalized on our strengths. It was our moment to shine! Our goal, moving forward, is to be leaders in the community in the face of adversity.

***All eyes will be on 2021/2022, we expect to be in the SPOTLIGHT!***



<b>ETHRA</b>			
<b>CUSTOMER SERVICE REPORT 2020</b>			
<b>SERVICES PROVIDED</b>	<b>Customers</b>	<b>Units of Service</b>	<b>Total Dollars</b>
<b>AGING</b>			
Legal Assistance for the Elderly	102	152	66,896
Choices - Medicaid Waiver	2,777	4,330	938,308
CREVAA	875	4,937	330,981
Elder Abuse	302	4	13,096
Health Promotion	514	6,605	81,764
HCBS Case Management	925	4,380	439,808
HCBS Options Community Living	543	79,372	1,351,171
III-B In-Home Services	148	6,610	87,204
Information & Assistance	6,447	14,920	92,764
National Family Caregiver	189	24,382	482,249
Nutrition - Congregate	1,562	94,067	718,643
Nutrition - Home Delivered	3,048	422,785	1,947,048
Nutrition - COVID	2,413	55,936	367,785
Office on Aging	7,592	93,298	861,044
Ombudsman	169	572	149,668
Public Guardianship	66	2,184	227,299
Senior Centers	9,108	254,251	265,448
SHIP, SMP and MIPPA	15,311	18,204	209,548
SNAP - Food Stamps	1,612	5,625	55,021
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment - State	25	113	201,067
Senior Employment -SSA	76	1,796	904,854
Workforce Development	861	2,912	7,454,253
<b>HOUSING AND RESTORATION</b>			
LIHEAP	8,586	4,614	2,869,449
HUD Home Ownership	21	244	121,075
HUD Family Self-Sufficiency	22	352	35,085
HUD Voucher	601	6,882	3,519,545
Weatherization	38	38	246,051
<b>TRANSPORTATION</b>			
Public Transit	10,964	247,644	10,767,482
<b>CORRECTION AND COURT SERVICES</b>			
Adult Alternative Placement	1,598	20,062	1,695,547
Misdemeanor Probation	5,174	47,918	1,377,966
Community Youth Intervention	23	133	139,079
<b>CHILD DEVELOPMENT</b>			
Child Care Food - Home	2,028	39,492	251,174
Child Care Food - Centers	2,848	43,148	92,344
Child Care Food - At-Risk Program	67,529	428,296	1,525,073
Summer Food	34,576	513,799	3,053,972
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution	5,695	9,718	44,236
Emergency Food and Shelter	34	71	3,373
Homemaker Aide Service - Adult	98	11,058	465,776
Homemaker Aide Service - Child	218	488	8,556
Jane L. Pettway Foundation	15	27	3,309
Mountain Valley CSBG	229	511	408,512
<b>TOTAL</b>	<b>194,962</b>	<b>2,471,929</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$43,873,523</b>

ETHRA Employees  
ETHRA Payroll

384  
\$14,174,777

<b>Anderson</b>			
<b>CUSTOMER SERVICE REPORT 2020</b>			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Legal Assistance for the Elderly	8	9	4,144
Choices - Medicaid Waiver	198	307	66,527
CREVAA	103	737	49,409
Elder Abuse	66	1	3,274
Health Promotion			
HCBS Case Management	62	287	28,818
HCBS Options Community Living	40	5,987	101,918
III-B In-Home Services	4	36	475
Information & Assistance	894	5,843	36,328
National Family Caregiver	12	2,069	40,923
Nutrition - Congregate	112	6,437	49,177
Nutrition - Home Delivered	160	19,195	88,399
Nutrition - COVID	45	2,808	18,463
Office on Aging	1,471	35,888	331,209
Ombudsman	6	23	6,038
Public Guardianship	5	204	21,231
Senior Centers	698	57,586	60,122
SHIP, SMP and MIPPA	982	1,144	13,169
SNAP - Food Stamps	156	423	4,138
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment - State			
Senior Employment -SSA	13	312	157,191
Workforce Development	43	145	371,177
<b>HOUSING AND RESTORATION</b>			
LIHEAP	1,982	1,025	637,448
HUD Home Ownership	6	64	31,757
HUD Family Self-Sufficiency	15	261	26,015
HUD Voucher	164	1,911	977,310
Weatherization	3	3	19,425
<b>TRANSPORTATION</b>			
Public Transit	1,480	23,765	1,033,295
<b>CORRECTION AND COURT SERVICES</b>			
Adult Alternative Placement	51	860	72,683
Misdemeanor Probation			
Community Youth Intervention			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program	1,574	7,167	25,520
Summer Food	980	6,717	39,925
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	21	1,230	51,809
Homemaker Aide Service - Child	111	196	3,436
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>11,465</b>	<b>182,640</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$4,370,753</b>

**Anderson Main**  
 125 Leinart St Suite 5  
 CLINTON TN 37716-3684  
 Phone: (865) 457-3352

**ETHRA Workforce Development Services**  
 728 Emory Valley Rd Suite E  
 Oak Ridge, TN 37830-7016  
 Phone: (865) 813-0281 or  
 (865) 590-1052  
 Oak Ridge Transit:  
 (865) 482-2785

**American Job Center**  
 136 S. Illinois Avenue,  
 Suite 102  
 Oak Ridge, TN 37830-6220  
 Phone: (865) 483-7474  
 FAX: (865) 294-5674

ETHRA Employees 29  
 ETHRA Payroll \$878,803

**Blount Main**

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

**American Job Center**

366 Glascock Street  
Suite 100  
Alcoa, TN 37701-2439  
Phone:  
(865) 379-5525  
Fax: (865) 981-5686

<b>Blount</b>			
<b>CUSTOMER SERVICE REPORT 2020</b>			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Legal Assistance for the Elderly	25	42	18,427
Choices - Medicaid Waiver	270	471	102,065
CREVAA	73	466	31,241
Elder Abuse	71	1	3,274
Health Promotion	2	45	557
HCBS Case Management	76	433	43,479
HCBS Options Community Living	45	5,050	85,968
III-B In-Home Services	6	310	4,090
Information & Assistance	557	720	4,477
National Family Caregiver	16	2,070	40,942
Nutrition - Congregate	97	8,698	66,450
Nutrition - Home Delivered	306	46,901	215,993
Nutrition - COVID	354	13,300	87,449
Office on Aging	570	1,380	12,736
Ombudsman	14	36	9,379
Public Guardianship	3	65	6,765
Senior Centers	1,197	32,678	34,117
SHIP, SMP and MIPPA			
SNAP - Food Stamps	137	448	4,382
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment - State			
Senior Employment -SSA	11	264	133,007
Workforce Development	64	216	552,925
<b>HOUSING AND RESTORATION</b>			
LIHEAP			
HUD Home Ownership	3	36	17,864
HUD Family Self-Sufficiency			
HUD Voucher	63	728	372,309
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit	1,130	34,806	1,513,354
<b>CORRECTION AND COURT SERVICES</b>			
Adult Alternative Placement	278	3,586	303,072
Misdemeanor Probation			
Community Youth Intervention			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - Home	96	2,064	13,127
Child Care Food - Centers	486	7,325	15,677
Child Care Food - At-Risk Program	480	2,146	7,641
Summer Food	7,954	125,134	743,784
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	8	486	20,471
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>14,392</b>	<b>289,905</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$4,465,022</b>

ETHRA Employees  
ETHRA Payroll

21  
\$639,081



<b>Campbell</b>			
<b>CUSTOMER SERVICE REPORT 2020</b>			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Legal Assistance for the Elderly	10	29	12,960
Choices - Medicaid Waiver	85	116	25,137
CREVAA	46	424	28,425
Elder Abuse			
Health Promotion			
HCBS Case Management	27	104	10,443
HCBS Options Community Living	16	3,212	54,679
III-B In-Home Services	5	505	6,662
Information & Assistance	169	492	3,059
National Family Caregiver	5	338	6,685
Nutrition - Congregate	44	2,866	21,895
Nutrition - Home Delivered	55	7,130	32,836
Nutrition - COVID	34	1,860	12,230
Office on Aging	295	11,344	104,693
Ombudsman	3	7	1,839
Public Guardianship	8	174	18,109
Senior Centers	217	12,139	12,674
SHIP, SMP and MIPPA	499	562	6,469
SNAP - Food Stamps	57	159	1,555
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment - State	8	36	64,341
Senior Employment -SSA			
Workforce Development	62	210	537,566
<b>HOUSING AND RESTORATION</b>			
LIHEAP	1,696	922	573,392
HUD Home Ownership			
HUD Family Self-Sufficiency	1	19	1,894
HUD Voucher	17	190	97,168
Weatherization	4	4	25,900
<b>TRANSPORTATION</b>			
Public Transit	660	15,239	662,587
<b>CORRECTION AND COURT SERVICES</b>			
Adult Alternative Placement	45	507	42,849
Misdemeanor Probation	536	4,772	137,227
Community Youth Intervention			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program			
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution	919	1,395	6,350
Emergency Food and Shelter			
Homemaker Aide Service - Adult	9	986	41,531
Homemaker Aide Service - Child	35	120	2,104
Jane L. Pettway Foundation			
Mountain Valley CSBG	31	52	41,571
<b>TOTAL</b>	<b>5,603</b>	<b>65,923</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$2,595,308</b>

**Campbell Main**  
 2301 Jacksboro Pike, STE 4B  
 LaFollette, TN 37766-2959  
 Phone: (423) 562-2948

**American Job Center**  
 1016 Main St  
 Jacksboro, TN 37757-2505  
 Phone: (423) 566-3300  
 FAX: (865) 566-3306

ETHRA Employees  
 ETHRA Payroll

19  
 \$528,211



**Claiborne Main**

1720 Church St, STE 2  
P.O. Box 586  
(zip 37879-0586)  
Tazewell, TN 37879-3004  
Phone: (423) 973-3669

**Senior Center - Harrogate**

310 Londonderry Rd  
Harrogate, TN 37752  
Phone: (423) 869-8080

**Senior Center - Tazewell**

180 Jaycee Lane  
Tazewell, TN 37879-4358  
Phone: (423) 973-3673

**American Job Center**

1325 Claiborne Street  
Tazewell, TN 37879  
(423) 526-5508

<b>Claiborne</b>			
<b>CUSTOMER SERVICE REPORT 2020</b>			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Legal Assistance for the Elderly	6	9	4,012
Choices - Medicaid Waiver	76	107	23,187
CREVAA	22	158	10,592
Elder Abuse			
Health Promotion	12	12	149
HCBS Case Management	34	151	15,162
HCBS Options Community Living	26	6,061	103,178
III-B In-Home Services	4	519	6,847
Information & Assistance	114	335	2,083
National Family Caregiver	5	1,092	21,599
Nutrition - Congregate	101	5,147	39,321
Nutrition - Home Delivered	99	9,629	44,344
Nutrition - COVID	20	1,000	6,575
Office on Aging	159	1,644	15,172
Ombudsman	2	11	2,899
Public Guardianship			
Senior Centers	170	2,397	2,503
SHIP, SMP and MIPPA	488	569	6,550
SNAP - Food Stamps	59	217	2,123
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment - State	7	32	56,299
Senior Employment -SSA			
Workforce Development	21	71	181,749
<b>HOUSING AND RESTORATION</b>			
LIHEAP	1,544	910	565,929
HUD Home Ownership	1	12	5,955
HUD Family Self-Sufficiency			
HUD Voucher	19	217	110,977
Weatherization	4	4	25,900
<b>TRANSPORTATION</b>			
Public Transit	270	4,070	176,962
<b>CORRECTION AND COURT SERVICES</b>			
Adult Alternative Placement	31	345	29,158
Misdemeanor Probation	338	4,096	117,788
Community Youth Intervention	4	25	26,143
<b>CHILD DEVELOPMENT</b>			
Child Care Food - Home	96	1,452	9,235
Child Care Food - Centers			
Child Care Food - At-Risk Program	6,198	32,358	115,220
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution	1,122	1,806	8,221
Emergency Food and Shelter	18	35	1,663
Homemaker Aide Service - Adult	3	641	27,000
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG	67	133	106,325
<b>TOTAL</b>	<b>11,140</b>	<b>75,265</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$1,870,817</b>

ETHRA Employees  
ETHRA Payroll

15  
\$325,374

<b>Cocke</b>			
<b>CUSTOMER SERVICE REPORT 2020</b>			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Legal Assistance for the Elderly	11	13	5,687
Choices - Medicaid Waiver	79	122	26,437
CREVAA	44	343	22,995
Elder Abuse			
Health Promotion	26	288	3,565
HCBS Case Management	54	277	27,814
HCBS Options Community Living	33	4,529	77,098
III-B In-Home Services	14	445	5,871
Information & Assistance	255	372	2,313
National Family Caregiver	11	1,889	37,362
Nutrition - Congregate	29	1,486	11,353
Nutrition - Home Delivered	86	9,773	45,008
Nutrition - COVID	48	861	5,661
Office on Aging	241	1,395	12,874
Ombudsman	2	9	2,375
Public Guardianship	1	38	3,955
Senior Centers	86	942	983
SHIP, SMP and MIPPA	488	568	6,538
SNAP - Food Stamps	59	207	2,025
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment - State			
Senior Employment -SSA	13	302	152,153
Workforce Development			
<b>HOUSING AND RESTORATION</b>			
<b>LIHEAP</b>			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher	2	24	12,274
Weatherization	4	4	25,900
<b>TRANSPORTATION</b>			
Public Transit	564	12,933	562,323
<b>CORRECTION AND COURT SERVICES</b>			
Adult Alternative Placement	82	1,571	132,774
Misdemeanor Probation	234	3,277	94,236
Community Youth Intervention	13	77	80,519
<b>CHILD DEVELOPMENT</b>			
Child Care Food - Home	84	1,872	11,906
Child Care Food - Centers			
Child Care Food - At-Risk Program			
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	9	959	40,394
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>2,572</b>	<b>44,576</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$1,412,394</b>

**Cocke Main**  
 440 Eastern Plaza Way  
 Newport, TN 37821-3134  
 Main: (423) 623-7296

ETHRA Employees  
 ETHRA Payroll

15  
 \$469,615

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

Transportation Center  
7707 Rutledge Pike, P.O.  
Box 243, Rutledge, TN  
37861)  
Phone: 865-302-1111

<b>Grainger</b>			
<b>CUSTOMER SERVICE REPORT 2020</b>			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Legal Assistance for the Elderly	4	8	3,571
Choices - Medicaid Waiver	47	72	15,602
CREVAA	16	92	6,168
Elder Abuse			
Health Promotion	4	80	990
HCBS Case Management	13	69	6,928
HCBS Options Community Living	8	1,043	17,755
III-B In-Home Services	3	30	396
Information & Assistance	107	202	1,256
National Family Caregiver	3	606	11,986
Nutrition - Congregate	22	1,289	9,848
Nutrition - Home Delivered	56	7,209	33,200
Nutrition - COVID			
Office on Aging	116	1,673	15,440
Ombudsman	1	2	458
Public Guardianship			
Senior Centers	137	1,370	1,430
SHIP, SMP and MIPPA	323	372	4,282
SNAP - Food Stamps	27	81	792
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment - State			
Senior Employment -SSA	3	72	36,275
Workforce Development			
<b>HOUSING AND RESTORATION</b>			
LIHEAP			
HUD Home Ownership	1	12	5,955
HUD Family Self-Sufficiency			
HUD Voucher	8	82	41,936
Weatherization	1	1	6,475
<b>TRANSPORTATION</b>			
Public Transit	248	7,348	319,489
<b>CORRECTION AND COURT SERVICES</b>			
Adult Alternative Placement	31	824	69,641
Misdemeanor Probation	230	2,265	65,134
Community Youth Intervention			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program			
Summer Food	238	5,230	31,087
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	1	292	12,299
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>1,648</b>	<b>30,324</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$718,392</b>

ETHRA Employees  
ETHRA Payroll

5  
\$207,786



<b>Hamblen</b>			
<b>CUSTOMER SERVICE REPORT 2020</b>			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Legal Assistance for the Elderly	5	3	1,146
Choices - Medicaid Waiver	154	243	52,658
CREVAA	34	170	11,397
Elder Abuse			
Health Promotion	85	885	10,956
HCBS Case Management	58	361	36,249
HCBS Options Community Living	40	7,357	125,240
III-B In-Home Services	11	175	2,309
Information & Assistance	609	729	4,533
National Family Caregiver	14	3,427	67,782
Nutrition - Congregate	51	4,480	34,226
Nutrition - Home Delivered	146	17,107	78,783
Nutrition - COVID	94	1,384	9,100
Office on Aging	811	5,087	46,948
Ombudsman	30	71	18,619
Public Guardianship	3	128	13,322
Senior Centers	576	14,186	14,811
SHIP, SMP and MIPPA	585	711	8,184
SNAP - Food Stamps	94	340	3,326
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment - State			
Senior Employment -SSA	9	216	108,824
Workforce Development	131	443	1,134,009
<b>HOUSING AND RESTORATION</b>			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency	1	10	997
HUD Voucher	31	358	183,086
Weatherization	5	5	32,375
<b>TRANSPORTATION</b>			
Public Transit	924	28,294	1,230,214
<b>CORRECTION AND COURT SERVICES</b>			
Adult Alternative Placement	230	2,172	183,567
Misdemeanor Probation	1,418	10,794	310,400
Community Youth Intervention	2	8	8,366
<b>CHILD DEVELOPMENT</b>			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program			
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	4	343	14,448
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>6,155</b>	<b>99,487</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$3,745,873</b>

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

**American Job Center**  
 1633 E Andrew Johnson Hwy  
 Morristown, TN 37814  
 (423) 317-1060

ETHRA Employees  
 ETHRA Payroll

26  
 \$951,018

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

<b>Jefferson</b>			
<b>CUSTOMER SERVICE REPORT 2020</b>			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Legal Assistance for the Elderly	7	5	2,380
Choices - Medicaid Waiver	102	167	36,189
CREVAA	41	177	11,866
Elder Abuse			
Health Promotion			
HCBS Case Management	49	259	26,007
HCBS Options Community Living	34	6,376	108,540
III-B In-Home Services	12	99	1,306
Information & Assistance	125	185	1,150
National Family Caregiver	13	2,415	47,766
Nutrition - Congregate	25	1,280	9,779
Nutrition - Home Delivered	77	10,925	50,313
Nutrition - COVID	56	4,133	27,175
Office on Aging	556	2,361	21,790
Ombudsman	8	23	6,022
Public Guardianship	4	114	11,865
Senior Centers	439	12,804	13,368
SHIP, SMP and MIPPA	743	831	9,566
SNAP - Food Stamps	66	276	2,700
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment - State			
Senior Employment -SSA	6	144	72,550
Workforce Development			
<b>HOUSING AND RESTORATION</b>			
LIHEAP			
HUD Home Ownership	1	12	5,955
HUD Family Self-Sufficiency			
HUD Voucher	12	136	69,552
Weatherization	3	3	19,425
<b>TRANSPORTATION</b>			
Public Transit	606	14,716	639,847
<b>CORRECTION AND COURT SERVICES</b>			
Adult Alternative Placement	48	646	54,597
Misdemeanor Probation	961	6,284	180,707
Community Youth Intervention	4	23	24,051
<b>CHILD DEVELOPMENT</b>			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program			
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	3	413	17,396
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>4,001</b>	<b>64,807</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$1,471,861</b>

ETHRA Employees  
 ETHRA Payroll

14  
 \$409,217

**Knox County**  
**Administrative Office**  
 9111 Cross Park Drive  
 Suite D-100  
 Knoxville, TN 37923  
 (865) 691-2551  
 Fax (865) 251-1473

**American Job Center**  
 2700 Middlebrook Pike,  
 Suite 100, 37921  
 Phone: 865-594-5500

<b>Knox</b>			
<b>CUSTOMER SERVICE REPORT 2020</b>			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Legal Assistance for the Elderly			
Choices - Medicaid Waiver	1,123	1,650	357,554
CREVAA	218	481	32,247
Elder Abuse	155	1	3,274
Health Promotion	232	3,508	43,426
HCBS Case Management	329	1,301	130,637
HCBS Options Community Living	161	17,942	305,432
III-B In-Home Services	62	3,405	44,921
Information & Assistance	2,306	3,693	22,961
National Family Caregiver	75	6,625	131,035
Nutrition - Congregate	806	43,127	329,477
Nutrition - Home Delivered	1,584	223,791	1,030,623
Nutrition - COVID	1,469	20,475	134,625
Office on Aging	1,852	19,900	183,656
Ombudsman	60	226	59,107
Public Guardianship	23	794	82,635
Senior Centers	3,181	58,025	60,580
SHIP, SMP and MIPPA	6,183	7,791	89,683
SNAP - Food Stamps	519	1,928	18,859
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment - State			
Senior Employment -SSA			
Workforce Development	327	1,106	2,831,183
<b>HOUSING AND RESTORATION</b>			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher			
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit	1,651	18,482	803,591
<b>CORRECTION AND COURT SERVICES</b>			
Adult Alternative Placement			
Misdemeanor Probation			
Community Youth Intervention			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - Home	1,260	24,048	152,948
Child Care Food - Centers	1,132	17,612	37,693
Child Care Food - At-Risk Program			
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	20	3,168	133,440
Homemaker Aide Service - Child	20	10	175
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>24,748</b>	<b>479,089</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$7,019,762</b>

ETHRA Employees  
 ETHRA Payroll

140  
 \$6,731,381



**Loudon Main &  
Maintenance Facility**  
298 Blair Bend Road  
Loudon, TN 37774  
Phone: (865) 408-1775  
Garage: (865) 408-0843

**American Job Center**  
100 West Broadway  
Street, Suite 141  
Lenoir City, TN 37771-2801  
Phone: (865) 312-7735  
FAX: (865) 317-1375

<b>Loudon</b>			
<b>CUSTOMER SERVICE REPORT 2020</b>			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Legal Assistance for the Elderly	6	6	2,425
Choices - Medicaid Waiver	93	168	36,405
CREVAA	45	88	5,900
Elder Abuse			
Health Promotion	1	26	322
HCBS Case Management	33	141	14,158
HCBS Options Community Living	17	2,877	48,976
III-B In-Home Services	4	60	792
Information & Assistance	248	308	1,915
National Family Caregiver	6	384	7,595
Nutrition - Congregate	72	5,388	41,163
Nutrition - Home Delivered	93	14,324	65,966
Nutrition - COVID	69	3,141	20,652
Office on Aging	347	1,621	14,960
Ombudsman	21	60	15,679
Public Guardianship	2	79	8,222
Senior Centers	340	7,578	7,912
SHIP, SMP and MIPPA	585	646	7,436
SNAP - Food Stamps	59	216	2,113
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment - State			
Senior Employment -SSA	2	48	24,183
Workforce Development	13	44	112,633
<b>HOUSING AND RESTORATION</b>			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher	26	287	146,776
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit	454	11,004	478,450
<b>CORRECTION AND COURT SERVICES</b>			
Adult Alternative Placement	134	979	82,741
Misdemeanor Probation	390	3,897	112,065
Community Youth Intervention			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program	4160	26,058	92,787
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	2	129	5,434
Homemaker Aide Service - Child	14	35	614
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>7236</b>	<b>79,591</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$1,358,272</b>

ETHRA Employees  
ETHRA Payroll

20  
\$666,209

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

<b>Monroe</b>			
<b>CUSTOMER SERVICE REPORT 2020</b>			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Legal Assistance for the Elderly	1	1	220
Choices - Medicaid Waiver	102	154	33,372
CREVAA	45	238	15,956
Elder Abuse			
Health Promotion	61	551	6,821
HCBS Case Management	32	194	19,480
HCBS Options Community Living	20	2,796	47,597
III-B In-Home Services	6	224	2,955
Information & Assistance	91	139	864
National Family Caregiver	6	567	11,215
Nutrition - Congregate	90	5,839	44,608
Nutrition - Home Delivered	142	14,302	65,865
Nutrition - COVID	79	790	5,194
Office on Aging			
Ombudsman	5	56	14,671
Public Guardianship	1	44	4,579
Senior Centers	386	10,102	10,547
SHIP, SMP and MIPPA	389	451	5,192
SNAP - Food Stamps	53	184	1,800
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment - State			
Senior Employment -SSA	10	218	109,832
Workforce Development	18	61	156,150
<b>HOUSING AND RESTORATION</b>			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher	40	464	237,296
Weatherization	2	2	12,950
<b>TRANSPORTATION</b>			
Public Transit	607	17,058	741,676
<b>CORRECTION AND COURT SERVICES</b>			
Adult Alternative Placement			
Misdemeanor Probation			
Community Youth Intervention			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program	198	394	1,403
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	7	1,143	48,145
Homemaker Aide Service - Child	15	91	1,595
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>2406</b>	<b>56,063</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$1,599,983</b>

ETHRA Employees  
 ETHRA Payroll

11  
 \$345,838



**Morgan Main**

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

**American Job Center**

1111 Knoxville Hwy.  
 Wartburg, TN 37887  
 Phone: (423) 346-3060  
 FAX: (423) 346-3061

<b>Morgan</b>			
<b>CUSTOMER SERVICE REPORT 2020</b>			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Legal Assistance for the Elderly			
Choices - Medicaid Waiver	44	77	16,686
CREVAA	23	183	12,268
Elder Abuse			
Health Promotion	25	729	9,024
HCBS Case Management	17	75	7,531
HCBS Options Community Living	14	1,792	30,506
III-B In-Home Services	1	12	158
Information & Assistance	159	490	3,047
National Family Caregiver	3	269	5,321
Nutrition - Congregate	7	412	3,148
Nutrition - Home Delivered	23	3,713	17,099
Nutrition - COVID	24	1,033	6,792
Office on Aging			
Ombudsman	1	2	534
Public Guardianship			
Senior Centers	113	4,082	4,262
SHIP, SMP and MIPPA	561	597	6,872
SNAP - Food Stamps	36	127	1,242
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment - State	4	18	32,171
Senior Employment -SSA			
Workforce Development	52	176	450,532
<b>HOUSING AND RESTORATION</b>			
LIHEAP	957	519	322,766
HUD Home Ownership	1	12	5,955
HUD Family Self-Sufficiency			
HUD Voucher	21	224	114,557
Weatherization	2	2	12,950
<b>TRANSPORTATION</b>			
Public Transit	225	5,646	245,486
<b>CORRECTION AND COURT SERVICES</b>			
Adult Alternative Placement	36	237	20,030
Misdemeanor Probation	218	2,605	74,911
Community Youth Intervention			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program	5,214	39,775	141,631
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution	1,132	2,075	9,445
Emergency Food and Shelter	11	26	1,235
Homemaker Aide Service - Adult	3	183	7,708
Homemaker Aide Service - Child	6	21	368
Jane L. Pettway Foundation			
Mountain Valley CSBG	39	93	74,348
<b>TOTAL</b>	<b>8,972</b>	<b>65,205</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$1,638,582</b>

ETHRA Employees  
 ETHRA Payroll

11  
 \$383,264

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

**American Job Center**  
 2319 S. Roane St.  
 Harriman, TN 37748  
 Phone: (865) 376-3082  
 FAX: (865) 376-2259

<b>Roane</b>			
<b>CUSTOMER SERVICE REPORT 2020</b>			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Legal Assistance for the Elderly	7	9	4,100
Choices - Medicaid Waiver	115	216	46,807
CREVAA	47	569	38,146
Elder Abuse			
Health Promotion	1	14	173
HCBS Case Management	52	249	25,003
HCBS Options Community Living	38	5,690	96,862
III-B In-Home Services	6	693	9,143
Information & Assistance	316	555	3,451
National Family Caregiver	2	251	4,965
Nutrition - Congregate	49	4,150	31,705
Nutrition - Home Delivered	78	16,217	74,684
Nutrition - COVID	105	4,310	28,339
Office on Aging	430	1,202	11,093
Ombudsman	11	39	10,248
Public Guardianship	4	132	13,738
Senior Centers	272	5,483	5,724
SHIP, SMP and MIPPA	722	833	9,589
SNAP - Food Stamps	92	309	3,022
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment - State			
Senior Employment -SSA	3	75	37,786
Workforce Development	53	179	458,211
<b>HOUSING AND RESTORATION</b>			
LIHEAP			
HUD Home Ownership	1	12	5,955
HUD Family Self-Sufficiency	3	38	3,788
HUD Voucher	49	550	281,277
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit	581	13,360	580,889
<b>CORRECTION AND COURT SERVICES</b>			
Adult Alternative Placement	76	368	31,102
Misdemeanor Probation	43	398	11,445
Community Youth Intervention			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program			
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	2	459	19,334
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>3,158</b>	<b>56,360</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$1,846,577</b>

ETHRA Employees  
 ETHRA Payroll

6  
 \$207,124

**Scott Main**

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

**Scott Nutrition Site**

215 Sunset Drive  
Oneida, TN  
Phone: (423) 569-6729

**American Job Center**

180 Eli Lane  
Oneida, TN 37841  
Phone: (423) 569-9348  
FAX: (423) 569-3980

<b>Scott</b>			
<b>CUSTOMER SERVICE REPORT 2020</b>			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Legal Assistance for the Elderly	2	6	2,425
Choices - Medicaid Waiver	52	85	18,419
CREVAA	18	122	8,179
Elder Abuse			
Health Promotion			
HCBS Case Management	23	112	11,246
HCBS Options Community Living	15	3,084	52,500
III-B In-Home Services	4	36	475
Information & Assistance	154	284	1,766
National Family Caregiver	5	1,008	19,937
Nutrition - Congregate	6	619	4,729
Nutrition - Home Delivered	20	3,978	18,320
Nutrition - COVID	15	840	5,523
Office on Aging	125	1,238	11,425
Ombudsman	1	2	479
Public Guardianship			
Senior Centers	1	1	1
SHIP, SMP and MIPPA	290	324	3,730
SNAP - Food Stamps	51	208	2,035
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment - State	5	23	40,213
Senior Employment -SSA			
Workforce Development	20	68	174,069
<b>HOUSING AND RESTORATION</b>			
LIHEAP	1,215	668	415,430
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher	11	119	60,858
Weatherization	3	3	19,425
<b>TRANSPORTATION</b>			
Public Transit	274	10,429	453,450
<b>CORRECTION AND COURT SERVICES</b>			
Adult Alternative Placement	25	175	14,790
Misdemeanor Probation			
Community Youth Intervention			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - Home	432	9,204	58,539
Child Care Food - Centers			
Child Care Food - At-Risk Program	3,285	20,580	73,281
Summer Food	960	16,208	96,339
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution	1,605	2,687	12,231
Emergency Food and Shelter			
Homemaker Aide Service - Adult	1	54	2,275
Homemaker Aide Service - Child	6	5	88
Jane L. Pettway Foundation			
Mountain Valley CSBG	51	127	101,528
<b>TOTAL</b>	<b>8,675</b>	<b>72,296</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$1,683,703</b>

ETHRA Employees

18

ETHRA Payroll

\$502,883



<b>Sevier</b>			
<b>CUSTOMER SERVICE REPORT 2020</b>			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Legal Assistance for the Elderly	8	10	4,298
Choices - Medicaid Waiver	202	326	70,644
CREVAA	83	526	35,264
Elder Abuse	10	1	3,274
Health Promotion			
HCBS Case Management	54	306	30,726
HCBS Options Community Living	29	3,625	61,709
III-B In-Home Services	5	40	528
Information & Assistance	257	458	2,848
National Family Caregiver	11	1,160	22,944
Nutrition - Congregate	16	1,503	11,482
Nutrition - Home Delivered	98	15,119	69,627
Nutrition - COVID	1	1	7
Office on Aging	429	7,662	70,712
Ombudsman	3	5	1,190
Public Guardianship	6	179	18,629
Senior Centers	1,149	25,478	26,600
SHIP, SMP and MIPPA	1,100	1,254	14,435
SNAP - Food Stamps	121	425	4,157
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment - State			
Senior Employment -SSA	6	145	73,053
Workforce Development	57	193	494,049
<b>HOUSING AND RESTORATION</b>			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency	1	13	1,296
HUD Voucher	23	261	133,479
Weatherization	5	5	32,375
<b>TRANSPORTATION</b>			
Public Transit	1,035	24,774	1,077,166
<b>CORRECTION AND COURT SERVICES</b>			
Adult Alternative Placement	230	3,521	297,579
Misdemeanor Probation	279	2,194	63,092
Community Youth Intervention			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - Home	60	852	5,419
Child Care Food - Centers	1,230	18,211	38,975
Child Care Food - At-Risk Program			
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	5	429	18,070
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>6,513</b>	<b>108,675</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$2,683,627</b>

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

**American Job Center**  
 1216 Graduate Drive  
 Sevierville, TN 37862  
 Phone: (865) 286-6386  
 FAX: (865) 453-9255

ETHRA Employees  
 ETHRA Payroll

19  
 \$530,141



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

<b>Union</b>			
<b>CUSTOMER SERVICE REPORT 2020</b>			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Legal Assistance for the Elderly	2	3	1,102
Choices - Medicaid Waiver	35	49	10,618
CREVAA	17	163	10,928
Elder Abuse			
Health Promotion			
HCBS Case Management	12	61	6,125
HCBS Options Community Living	7	1,951	33,212
III-B In-Home Services	1	21	277
Information & Assistance	86	115	715
National Family Caregiver	2	212	4,193
Nutrition - Congregate	35	1,346	10,283
Nutrition - Home Delivered	25	3,472	15,990
Nutrition - COVID			
Office on Aging	190	903	8,334
Ombudsman	1	1	131
Public Guardianship			
Senior Centers	146	9,400	9,814
SHIP, SMP and MIPPA	230	251	2,889
SNAP - Food Stamps	26	77	753
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment - State	1	5	8,043
Senior Employment -SSA			
Workforce Development			
<b>HOUSING AND RESTORATION</b>			
LIHEAP	1,192	570	354,483
HUD Home Ownership	7	84	41,682
HUD Family Self-Sufficiency			
HUD Voucher	112	1,295	662,280
Weatherization	2	2	12,950
<b>TRANSPORTATION</b>			
Public Transit	255	5,720	248,704
<b>CORRECTION AND COURT SERVICES</b>			
Adult Alternative Placement	23	425	35,919
Misdemeanor Probation	221	3,752	107,895
Community Youth Intervention			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program			
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution	917	1,755	7,989
Emergency Food and Shelter			
Homemaker Aide Service - Adult	0	143	6,023
Homemaker Aide Service - Child	11	10	175
Jane L. Pettway Foundation	15	27	3,309
Mountain Valley CSBG	41	106	84,740
<b>TOTAL</b>	<b>3,612</b>	<b>31,918</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$1,689,557</b>

ETHRA Employees  
 ETHRA Payroll

**7**  
**\$191,844**

<b>Fentress</b>			
<b>CUSTOMER SERVICE REPORT 2020</b>			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Legal Assistance for the Elderly			
Choices - Medicaid Waiver			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Home Delivered			
Nutrition - COVID			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment - State			
Senior Employment -SSA			
Workforce Development			
<b>HOUSING AND RESTORATION</b>			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher			
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit			
<b>CORRECTION AND COURT SERVICES</b>			
Adult Alternative Placement	44	697	\$58,907
Misdemeanor Probation			
Community Youth Intervention			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program			
Summer Food	1707	32,953	195,869
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>1751</b>	<b>33,650</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$254,777</b>

**Fentress County  
Child Development  
& Court Services**  
304 W. Central Ave.  
Jamestown, TN 38556  
(931)-879-3406

**Greene County  
Child Development  
& Court Services**

1324 Tusculum Blvd.  
Greenville, TN 37745  
(423)-798-9625

<b>Greene</b>			
<b>CUSTOMER SERVICE REPORT 2020</b>			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Legal Assistance for the Elderly			
Choices - Medicaid Waiver			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Home Delivered			
Nutrition - COVID			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment - State			
Senior Employment -SSA			
Workforce Development			
<b>HOUSING AND RESTORATION</b>			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher			
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit			
<b>CORRECTION AND COURT SERVICES</b>			
Adult Alternative Placement	104	1,575	133,112
Misdemeanor Probation	122	1,647	47,362
Community Youth Intervention			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program	1534	12,198	43,435
Summer Food	225	4,017	23,877
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>1985</b>	<b>19,437</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$247,785</b>

ETHRA Employees  
ETHRA Payroll

2  
\$59,931

**Hancock County  
Court Services**  
154 Campbell Drive  
Suite C  
Sneedville, TN 37869  
(423)-733-8987

<b>Hancock</b>			
<b>CUSTOMER SERVICE REPORT 2020</b>			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Legal Assistance for the Elderly			
Choices - Medicaid Waiver			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Home Delivered			
Nutrition - COVID			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment - State			
Senior Employment -SSA			
Workforce Development			
<b>HOUSING AND RESTORATION</b>			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher	3	36	18,411
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit			
<b>CORRECTION AND COURT SERVICES</b>			
Adult Alternative Placement	15	221	18,678
Misdemeanor Probation	150	1,659	47,707
Community Youth Intervention			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program			
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>168</b>	<b>1,916</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$84,796</b>

ETHRA Employees 3  
ETHRA Payroll \$91,895



**Hawkins County  
Court Services**  
539 W Main Street  
Rogersville, TN  
37857  
(423)-272-5419

<b>Hawkins</b>			
<b>CUSTOMER SERVICE REPORT 2020</b>			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Legal Assistance for the Elderly			
Choices - Medicaid Waiver			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Home Delivered			
Nutrition - COVID			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment - State			
Senior Employment -SSA			
Workforce Development			
<b>HOUSING AND RESTORATION</b>			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher			
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit			
<b>CORRECTION AND COURT SERVICES</b>			
Adult Alternative Placement	75	1,164	98,376
Misdemeanor Probation	30	263	7,563
Community Youth Intervention			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program			
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>105</b>	<b>1,427</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$105,939</b>

**Jackson County  
Child Development  
Services**

<b>Jackson</b>			
<b>CUSTOMER SERVICE REPORT 2020</b>			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Legal Assistance for the Elderly			
Choices - Medicaid Waiver			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Home Delivered			
Nutrition - COVID			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment - State			
Senior Employment -SSA			
Workforce Development			
<b>HOUSING AND RESTORATION</b>			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher			
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit			
<b>CORRECTION AND COURT SERVICES</b>			
Adult Alternative Placement			
Misdemeanor Probation			
Community Youth Intervention			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program	3,641	15,952	56,802
Summer Food	3,060	23,078	137,173
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>6701</b>	<b>39,030</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$193,975</b>

**Meigs County**

Court Services  
345 N. Main Street  
Decatur, TN 37332  
(423)-334-9004

<b>Meigs</b>			
<b>CUSTOMER SERVICE REPORT 2020</b>			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Legal Assistance for the Elderly			
Choices - Medicaid Waiver			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Home Delivered			
Nutrition - COVID			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment - State			
Senior Employment -SSA			
Workforce Development			
<b>HOUSING AND RESTORATION</b>			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher			
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit			
<b>CORRECTION AND COURT SERVICES</b>			
Adult Alternative Placement	40	189	15,973
Misdemeanor Probation	4	15	431
Community Youth Intervention			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program			
Summer Food			
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>44</b>	<b>204</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$16,405</b>

**Putnam County  
Child Development  
Services**

<b>Putnam</b>			
<b>CUSTOMER SERVICE REPORT 2020</b>			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
<b>AGING</b>			
Legal Assistance for the Elderly			
Choices - Medicaid Waiver			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Home Delivered			
Nutrition - COVID			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment - State			
Senior Employment -SSA			
Workforce Development			
<b>HOUSING AND RESTORATION</b>			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher			
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit			
<b>CORRECTION AND COURT SERVICES</b>			
Adult Alternative Placement			
Misdemeanor Probation			
Community Youth Intervention			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program	21,392	137,878	490,955
Summer Food	17,709	271,915	1,616,237
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>39,101</b>	<b>409,793</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$2,107,192</b>



**Warren County  
Child Development  
Services**

<b>Warren</b>			
<b>CUSTOMER SERVICE REPORT 2020</b>			
<b>SERVICES PROVIDED</b>	<b>Customers</b>	<b>Units of Service</b>	<b>Total Dollars</b>
<b>AGING</b>			
Legal Assistance for the Elderly			
Choices - Medicaid Waiver			
CREVAA			
Elder Abuse			
Health Promotion			
HCBS Case Management			
HCBS Options Community Living			
III-B In-Home Services			
Information & Assistance			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Home Delivered			
Nutrition - COVID			
Office on Aging			
Ombudsman			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
<b>WORKFORCE DEVELOPMENT</b>			
Senior Employment - State			
Senior Employment -SSA			
Workforce Development			
<b>HOUSING AND RESTORATION</b>			
LIHEAP			
HUD Home Ownership			
HUD Family Self-Sufficiency			
HUD Voucher			
Weatherization			
<b>TRANSPORTATION</b>			
Public Transit			
<b>CORRECTION AND COURT SERVICES</b>			
Adult Alternative Placement			
Misdemeanor Probation			
Community Youth Intervention			
<b>CHILD DEVELOPMENT</b>			
Child Care Food - Home			
Child Care Food - Centers			
Child Care Food - At-Risk Program	14,724	85,925	305,961
Summer Food	1,579	26,266	156,123
<b>FAMILY ASSISTANCE</b>			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Homemaker Aide Service - Child			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
<b>TOTAL</b>	<b>16,303</b>	<b>112,191</b>	
<b>Total ETHRA FUNDS INVESTED</b>			<b>\$462,084</b>

<b>ETHRA</b>	
<b>CUSTOMER SERVICE REPORT 2020</b>	
<b>SERVICES PROVIDED</b>	
<b>AGING</b>	
Legal Assistance for the Elderly	One Hour Of Service
Choices - Medicaid Waiver	One Hour Of Service
CREVAA	One Contact or Service Provided
Elder Abuse	One Contact or Service Provided
Health Promotion	One Contact or Service Provided
HCBS Case Management	One Contact or Service Provided
HCBS Options Community Living	One Contact or Service Provided
III-B In-Home Services	One Contact or Service Provided
Information & Assistance	One Contact or Service Provided
National Family Caregiver	One Contact or Service Provided
Nutrition - Congregate	One Meal
Nutrition - Home Delivered	One Meal
Nutrition - COVID	One Meal
Office on Aging	One Contact or Service Provided
Ombudsman	One Hour Of Service
Public Guardianship	One Contact or Service Provided
Senior Centers	One Contact or Service Provided
SHIP, SMP and MIPPA	One Contact or Service Provided
SNAP - Food Stamps	One Contact or Service Provided
<b>WORKFORCE DEVELOPMENT</b>	
Senior Employment - State	One Contact or Service Provided
Senior Employment -SSA	One Contact or Service Provided
Workforce Development	One Contact or Service Provided
<b>HOUSING AND RESTORATION</b>	
LIHEAP	One Household Assisted
HUD Home Ownership	One Household Assisted
HUD Family Self-Sufficiency	One Class
HUD Voucher	One Household Assisted
Weatherization	One Home Weatherized
<b>TRANSPORTATION</b>	
Public Transit	One Ride
<b>CORRECTION AND COURT SERVICES</b>	
Adult Alternative Placement	One Supervised Contact
Violence Intervention	One Class
Misdemeanor Probation	One Supervised Contact
Community Youth Intervention	One Supervised Contact
<b>CHILD DEVELOPMENT</b>	
Child Care Food - Home	One Meal
Child Care Food - Centers	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
Homemaker Aide Service - Child	One Hour Of Service
Jane L. Pettway Foundation	One Household Assisted
Mountain Valley CSBG	One Service Provided



**EAST TENNESSEE HUMAN RESOURCE AGENCY  
ADMINISTRATIVE STAFF**

**Gary Holiway**  
**Executive Director**  
**gholiway@ethra.org**  
**(865) 691-2551 ext. 4202**

**Sandy Patterson**  
**Director of Human Resources**  
**spatterson@ethra.org**  
**(865) 691-2551 ext. 4205**

**Beth Evers**  
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Be our Partner and support **ETHRA** without costing yourself a penny!

## **ETHRA & AMAZON**

When you shop at Amazon start at this link:

<http://smile.amazon.com/ch/62-1493851>

0.5% of the purchase price is donated back to **ETHRA** to be used to help the friends and neighbors in our area who need assistance.

## **ETHRA & Kroger**

Kroger Community Rewards allows you to support **ETHRA** when you swipe your Kroger Plus Card. **ETHRA's** Organization number is 69013. Select that number in your Account Settings at [www.krogercommunityrewards.com](http://www.krogercommunityrewards.com) and help **ETHRA** assist the people in need in our area each time you shop at Kroger.

Thank you to the folks who care and go to the trouble of donating, volunteering and giving back to those in our community who may desperately need the assistance and services that **ETHRA** provides.

VISIT **WWW.ETHRA.ORG**  
TO **DONATE**, TO **VOLUNTEER**  
OR TO RECEIVE INFORMATION ABOUT PROGRAMS  
AND ASSISTANCE IN YOUR AREA.



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