

2025

Report to the Region



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About ETHRA

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

Real Services. Real Heart. Real Impact.

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

ETHRA is a regional service agency. There are 9 HRAs across the state. Delta HRA, East TN HRA, First TN HRA, Mid-Cumberland HRA, Northwest HRA, South Central HRA, Southeast HRA, Southwest HRA, and Upper Cumberland HRA.

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

Know Someone in Need?

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



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

Hello,

As we begin a new year at East Tennessee Human Resource Agency, I continue to be inspired by the collaboration and dedication of both the Board and Staff. East Tennessee Human Resource Agency is clearly a special organization and I am grateful to serve as the Executive Director.

Over the past year, we have undergone extensive office updates and renovations as well as some key staff changes. These changes have proven to be of great value and will help ETHRA continue to serve the communities, individuals and families for many more years to come.

As we look forward to another prosperous year, it feels particularly fitting to reflect upon this last year to learn from the experiences and journeys we have had together. I cannot express how much I appreciate the support of our Board members but also, our employees and volunteers. The dedication and commitment by our Board is a testament to positive leadership and character.

The desire to see growth in our organization has become apparent to me and while I want to see ETHRA grow, I will be committed to ensuring that our growth is scalable. Change can be overwhelming at times; however, ETHRA is agile enough to adapt and rise to the challenge.

In closing, we strive to create better communication to help our board, clients and staff stay informed. Please continue to remember our monthly Board Meetings on the second Tuesday of each month to receive news, updates and insight into our work.

Respectfully,

Gary

East Tennessee Human Resource Agency

Administrative Staff

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ASSOCIATIONS AND BOARDS

ASSOCIATIONS AND BOARDS

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

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

TPTA's membership includes:

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

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

TPTA is committed to:

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

2024/2025 TPTA Officers

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

Mountain Valley Economic Opportunity Authority

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

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

Tennessee Association of Community Action Agencies (TACA)

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

Tennessee Association of Human Resource Agencies

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

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

ETHRA's Board

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

ETHRA's designated service delivery area is the sixteen counties of: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier, Union; with programs in additional counties of: Bradley, Bledsoe, Grundy, Hamilton, Marion, Polk, Rhea and Sequatchie.

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

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

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

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

Regional Office

9111 Cross Park Drive, Suite D-100

Knoxville, TN 37923

(865) 691-2551

TTY: 800.848.0298

East Tennessee Human Resource Agency Governing Board

2024-2025 Board Officers and Tennessee General Assembly

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

Board and Director members meet monthly, normally on the second Tuesday of the month, in the large conference room at ETHRA's Knoxville office.

More information on ETHRA's Board, Board Minutes, and Financial information can be found at:
<https://www.ethra.org/board/>



Morgan County Executive
Brian Langleigh, Chair



Mayor Glenn Jacobs
Vice-Chair



Mayor Rob Mathis
Secretary



Mayor Mitch Ingram
Treasurer



Senator Richard Briggs



Representative Elaine Davis

ETHRA Board of Directors 2024/2025

ANDERSON COUNTY

Terry Frank – County Mayor

BLOUNT COUNTY

Ed Mitchell – County Mayor

CAMPBELL COUNTY

Jack Lynch – County Mayor

CLAIBORNE COUNTY

Joe Brooks –County Mayor

COCKE COUNTY

Rob Mathis – County Mayor

GRAINGER COUNTY

Mike Byrd- County Mayor

HAMBLEN COUNTY

Chris Cutshaw – County Mayor

JEFFERSON COUNTY

Mark Potts – County Mayor

KNOX COUNTY

Glenn Jacobs – County Mayor

LOUDON COUNTY

Buddy Bradshaw–County Mayor

MONROE COUNTY

Mitch Ingram – County Mayor

MORGAN COUNTY

Brian Langley – County Executive

ROANE COUNTY

Wade Creswell, County Executive

SCOTT COUNTY

Jerried Jeffers – County Mayor

SEVIER COUNTY

Larry Waters, County Mayor

UNION COUNTY

Jason Bailey –County Mayor

LEGISLATIVE REPRESENTATIVES

Senator Richard Briggs

Representative Elaine Davis

CITY MAYORS

Mayor Ron Williams, Farragut

Mayor Trey Dykes, Newport

Mayor Neal Pucciarelli

RAB Representative

Kimberly Deal

OFFICERS 2024-2025

Chair County Executive Brian Langley

Vice Mayor Glenn Jacobs

Secretary Mayor Rob Mathis

Treasurer Mayor Mitch Ingram

FINANCIALS

EAST TENNESSEE HUMAN RESOURCE AGENCY, INC.

Statement of Net Position

June 30, 2024

	Primary Government		
	Governmental Activities	Business - Type Activities	Total
Assets			
Cash and cash equivalents	\$ 6,152,972	\$ 939,268	\$ 7,092,240
Investments	26,716	-	26,716
Receivables	13,423,709	34,081	13,457,790
Loans receivable	377,219	-	377,219
Deposits	11,344	900	12,244
Prepaid expenditures	197,566	-	197,566
Right of use leased assets, net of amortization	975,192	158,618	1,133,810
Capital assets, not being depreciated			
Land	32,614	-	32,614
Capital assets, net of accumulated depreciation			
Buildings	2,137,987	-	2,137,987
Furniture and equipment	67,339	-	67,339
Vehicles	1,687,769	13,659	1,701,428
Total capital assets, net	3,925,709	13,659	3,939,368
Total assets	<u>\$ 25,090,427</u>	<u>\$ 1,146,526</u>	<u>\$ 26,236,953</u>
Liabilities			
Accounts payable	\$ 5,385,015	\$ 21,066	\$ 5,406,081
Accrued expenses	6,234,185	11,256	6,245,441
Lease liability	1,032,758	160,893	1,193,651
Total liabilities	12,651,958	193,215	12,845,173
Net Position			
Investment in capital assets	3,868,143	11,384	3,879,527
Restricted for:			
THDA - House Loan	1,214,242	-	1,214,242
MVEOA	168,893	-	168,893
East Tennessee Foundation Investment	26,716	-	26,716
Human Resource Services	5,200,613	-	5,200,613
Unrestricted	1,959,862	941,927	2,901,789
Total net position	<u>\$ 12,438,469</u>	<u>\$ 953,311</u>	<u>\$ 13,391,780</u>

See notes to financial statements.

2025 BUDGET*
2024 - 2025

AGING	\$ 14,867,004.45
AAA&D Planning	\$ 688,580.00
Legal Assistance for the Elderly	\$ 136,500.00
Choices - Medicaid Waiver	\$ 1,159,219.00
Elder Abuse Training & Support	\$ 25,000.00
Health Promotion	\$ 113,243.00
HCBS Case Management	\$ 1,004,551.00
HCBS Options for Community Living	\$ 1,138,949.00
Options 2.0	\$ 1,872,400.00
IIIB In-Home Services	\$ 159,385.00
Information & Assistance	\$ 143,964.00
National Family Caregiver	\$ 673,700.00
Nutrition - Congregate	\$ 1,281,105.00
Nutrition - Home Delivered	\$ 1,938,615.00
Office on Aging	\$ 865,000.00
Ombudsman	\$ 213,410.00
Public Conservatorship Services	\$ 280,560.00
Senior Centers	\$ 230,090.00
VOCA-CREVA	\$ 372,800.00
ARP - American Rescue Plan	\$ 1,689,540.00
SNAP - Food Stamps	\$ 92,668.45
SHIP SMP and PPACA	\$ 242,006.00
CREST - Elderly Self-Neglect in TN	\$ 379,674.00
Alzheimer's / Dementia Respite	\$ 166,045.00
WORKFORCE DEVELOPMENT	\$ 10,415,276.00
Senior Employment - State	\$ 242,276.00
Senior Employment - SSAI	\$ 819,000.00
Workforce Development	\$ 9,354,000.00
HOUSING AND RESTORATION	\$ 9,515,919.00
LIHEAP/Weatherization	\$ 4,549,000.00
HUD	\$ 4,966,919.00
TRANSPORTATION	\$ 12,663,000.00
Public Transit	\$ 12,663,000.00
CORRECTION AND COURT SERVICES	\$ 2,509,396.00
Day Reporting Centers	\$ 1,112,684.00
Misdemeanor Probation	\$ 1,250,000.00
Community Youth Intervention	\$ 146,712.00
CHILD DEVELOPMENT	\$ 4,016,000.00
Child Care Food - Centers	\$ 90,000.00
Child Care Food - Home	\$ 230,000.00
At-Risk	\$ 1,735,000.00
Summer Food	\$ 1,961,000.00
FAMILY ASSISTANCE	\$ 1,177,469.00
Commodity Food Distribution	\$ 66,000.00
Emergency Food and Shelter	\$ 2,000.00
Homemaker Aide Service - Adult	\$ 541,000.00
Mountain Valley CSBG	\$ 528,469.00
Jane L. Pettway Foundation	\$ 10,000.00
LaFollette Medical Foundation	\$ 30,000.00
TOTAL BUDGET	\$ 55,164,064.45

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

2026 PROPOSED BUDGET*
2025 - 2026

AGING	\$ 12,192,899.45
AAA&D Planning	\$ 442,800.00
Legal Assistance for the Elderly	\$ 136,500.00
Choices - Medicaid Waiver	\$ 1,159,218.50
Elder Abuse Training & Support	\$ 12,600.00
Health Promotion	\$ 100,500.00
HCBS Case Management	\$ 1,004,551.00
HCBS Options for Community Living	\$ 1,138,949.00
Options 2.0	\$ 1,872,400.00
IIIB In-Home Services	\$ 159,385.00
Information & Assistance	\$ 143,964.00
National Family Caregiver	\$ 673,700.00
Nutrition - Congregate	\$ 578,300.00
Nutrition - Home Delivered	\$ 2,313,200.00
Office on Aging	\$ 832,628.00
Ombudsman	\$ 213,410.00
Public Conservatorship Services	\$ 267,200.00
Senior Centers	\$ 230,090.00
VOCA-CREVA	\$ 372,800.00
SNAP - Food Stamps	\$ 92,668.45
SHIP SMP and PPACA	\$ 242,006.00
CREST - Elderly Self-Neglect in TN	\$ 94,918.50
Alzheimer's / Dementia Respite	\$ 111,111.00
WORKFORCE DEVELOPMENT	\$ 10,203,600.00
Senior Employment - State	\$ 218,100.00
Senior Employment - SSAI	\$ 830,500.00
Workforce Development	\$ 9,155,000.00
HOUSING AND RESTORATION	\$ 9,896,080.00
LIHEAP/Weatherization	\$ 4,065,540.00
HUD	\$ 5,830,540.00
TRANSPORTATION	\$ 12,900,000.00
Public Transit	\$ 12,900,000.00
CORRECTION AND COURT SERVICES	\$ 2,546,712.00
Day Reporting Centers	\$ 1,100,000.00
Misdemeanor Probation	\$ 1,300,000.00
Community Youth Intervention	\$ 146,712.00
CHILD DEVELOPMENT	\$ 4,129,000.00
Child Care Food - Centers	\$ 92,000.00
Child Care Food - Home	\$ 237,000.00
At-Risk	\$ 1,800,000.00
Summer Food	\$ 2,000,000.00
FAMILY ASSISTANCE	\$ 1,029,000.00
Commodity Food Distribution	\$ 66,000.00
Emergency Food and Shelter	\$ 2,000.00
Homemaker Aide Service - Adult	\$ 541,000.00
Mountain Valley CSBG	\$ 380,000.00
Jane L. Pettway Foundation	\$ 10,000.00
LaFollette Medical Foundation	\$ 30,000.00
TOTAL BUDGET	\$ 52,897,291.45

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

ETHRA's WORK PROGRAM

ETHRA's WORK PROGRAM

AGING

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

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

Health Promotion and Prevention-Develops and applies effective strategies to promote healthy aging among older adults. Collaborates with Senior Centers to deliver evidence-based programs led by certified instructors, focusing on chronic disease management, physical activity, nutrition, and falls prevention. *Olivia Jones*; (865)691-2551 ext. 4245; ojones@ethra.org

Options for Community Living-designed to assist individuals with functional limitations, remain independent at home through supportive services. *Michelle Greenway*; 865-691-2551 ex.t 4271; mgreenway@ethra.org

Information & Assistance (I&A)-Provides personalized screening and assessment to connect individuals and families to available opportunities, programs and services. *Jessica Allen*; (865)691-2551 x4312; JAllen@ethra.org

National Family Caregiver Program-designed to assist individuals with functional limitations, remain independent at home through supportive services. *Michelle Greenway*; 865-691-2551 ext. 4271; MGreenway@ethra.org; *Alice Mounger* 865-691-2551 ext.4348 AMounger@ethra.org

TennCare/CHOICES-the AAAD serves as the Single Point of Entry for the Bureau of TennCare to provide intake and screening services, home assessment services and assistance with the Medicaid financial applications to access home and community-based services through Medicaid. *Michelle Greenway*; 865-691-2551 ext. 4281 mgreenway@ethra.org; *Jasmyn Williams* 865-691-2551 ext. 4415

Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA)-Provides short-term emergency services to elderly and vulnerable adults who identify as victims of crime. Advocates use a trauma-informed, person-centered approach to stabilize clients physically and emotionally, reducing the risk of continued or repeated harm. *Rebecca Veazey*; 865-691-2551 ext. 4420; RVeazey@ethra.org

Collaborative Response to End Self-Neglect in Tennessee (CREST)-Addresses the unmet needs of self-neglecting APS clients to help stabilize their lives and reduce the risk of harm through provision of both emergent and long-term client-centered services. Referrals received from Adult Protective Services. *Evan Ebuna*; 865-691-2551 ext. 4348; EEbuna@ethra.org

State Health Insurance Program (SHIP)-provides guidance through trained and certified insurance counselors in assistance to Medicare and Medicaid beneficiaries on questions about coverage, co-insurance, and billing or invoice problems. *Amanda Johnson*; 865-691-2551 ext. 4302; AJohnson@ethra.org

Elder Abuse Advocacy & Training

Supports the East Tennessee Elder Justice Coalition by offering staff assistance and handling all planning and administrative tasks for the Tennessee Elder Justice Conference. This initiative aims to educate the community and raise awareness about reducing fraud, scams, and other forms of elder abuse, neglect and exploitation.

Tracy Armstrong, (865)691-2551 ext. 4306; tarmstrong@ethra.org

Supplemental Nutrition Assistance Program(SNAP)-Provides outreach and application assistance to individuals 60+, as well as educational outreach about special rules for elderly or disabled recipients, such as excess medical expenses & shelter costs and residents of subsidized housing. *Lisa Huskey*; 865-691-2551 ext. 4233; LHuskey@ethra.org

Guardianship for the Elderly-provides court appointed guardianship/conservatorship services to persons who need someone to make decisions on their behalf due to loss of capacity. *Lynette Edwards*; 865-691-2551 ext. 4218; LEdwards@ethra.org

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

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

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

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

Nutrition-Seniors- provides a balanced nutritional meal to persons age 60+ at congregate meal sites or homebound seniors. Counties Served: Anderson, Campbell, Claiborne, Morgan, Scott, and Union.

Krista Mason 865-691-2551 ext. 4210; kmason@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 (125% of poverty level) with training and supervision while they seek better paying unsubsidized community employment. *Renae Hawkins*; 865-691-2551, ext. 4347, rhawkins@ethra.org

CHILD DEVELOPMENT

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

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

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

Summer Food-ensures that children have nutritious meals during the summer when school meals are not available. *Veronica Stephens*; 865-691-2551 ext. 4229; 865-705-8437; VStephens@ethra.org

FAMILY ASSISTANCE

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

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

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

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

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

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

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

HOUSING AND ENERGY & RESTORATION

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

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

Housing Choice Voucher-helps low income families obtain safe and sanitary housing at an affordable price. *Steve Bandy or Lisa Condrey*; 865-691-2551 ext. 4262 ext.4248; SBandy@ethra.org; LCondrey@ethra.org

CORRECTION & COURT SERVICES

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

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

Misdemeanor Probation-offered to counties at no cost to the government or taxpayers, operating entirely on fees collected from offenders. The program diverts offenders from the court system and provides necessary supervision and resources to help the clients become more productive in the community, reducing the probability of continual criminal behavior.

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

TRANSPORTATION

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

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

Lakeway Transit-began operating in 2021, and provides 3 fixed bus routes on a pulse system throughout the city of Morristown. Lakeway Transit operates 4 vehicles on a fixed route service Monday - Friday, 7:00 am to 6:00 pm. The system also operates 2 vehicles for Lift passengers during the same service hours. *Mike Patterson* at 865-691-2551 ext. 4263; MPatterson@ethra.org

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

Mobility Management-considers the transportation needs of persons with disabilities that go beyond those required by the Americans with Disabilities Act. *Teresa Hickman*; 865-691-2551 ext. 4280; THickman@ethra.org

WORKFORCE SERVICES

Workforce Services-in collaboration with the local workforce board, serves two primary customers in the sixteen county East Tennessee Local Workforce Development Area: employers who seek skilled labor and job seekers who seek self-sufficient employment. Workforce services are delivered through a network of eleven American Job Centers and an East Tennessee Mobile American Job Center. ETHRA serves as fiscal agent and staff to the Workforce Board. *E.L. Morton*; 865-705-9765; EMorton@ethra.org

Employers Services-including incumbent Worker Training grants and Registered Apprenticeships. *Tonya Randolph*; 865-813-0281 ext. 7106; TRandolph@ethra.org

Job Seeker Services-including employment placement and advanced training through the American Job Center Service Delivery System. *Janice Cole*; 865-691-2551 ext. 4100; jcole@ethra.org

ETHRA's Locations

Regional Office

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

Anderson County

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

Blount County

2030 Chilhowee Medical
Park
Maryville, TN 37804
Phone: (865) 681-9161

Campbell County

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

Claiborne County

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

Cocke County

440 E. Plaza Shopping
Center Street
Newport, TN 37821
(423) 623-7296

Grainger County

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

Greene County

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

Hamblen County

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

Hancock County

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

Hawkins County

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

Jefferson County

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

Knox County

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

Loudon County

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

Monroe County

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

Morgan County

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

Roane County

2305 N Gateway
Suite 10B
Harriman, TN 37748
Phone: (865) 376-3319

Scott County

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

Scott County**Misdemeanor Office**

575 Scott High Drive
Huntsville, TN 37755

Sevier County

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

Union County

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

DAY-TO-DAY ACTIVITIES

ETHRA WINS!



ETHRA wins the "Gordon Acuff" Award! 2024



ETHRA was the recipient and winner of the 2024 Gordon Acuff Award!

The purpose of the 2024 Gordon Acuff Award of Excellence is to recognize and honor a Human Resource Agency and staff whose work has captured the spirit of a true pioneer in the delivery of social services.

This award is named for a man who stepped out of rural East Tennessee and blazed the way to developing programs that provide opportunities for people to improve their lives. Along with others, he recognized the need to help low income families and preserve social service programs. He worked with members of the Tennessee General Assembly to write the Human Resource Agency Act of 1973.

The annual TAHRA conference was held on September 10 – 13, 2024, at the Chattanooga Marriott downtown.

Award Criteria: Specific principles were used in reviewing and judging the submissions.

IMPROVED SERVICE: The program/service must improve past practice or performance and/or offer benefit to a previously unmet need in their community.

INNOVATION: Innovations that offer improved reporting, monetary savings, or unique approaches should be reflected.

IMPACT: The submission should describe actual impact.

ETHRA submitted an application on the ETHRA Transportation Safety Board.

"Improved safety for our drivers, passengers, and other drivers on the road, as well as substantial cost reductions."

NEW OUTDOOR SIGNAGE FOR ETHRA



Great things happening at the ETHRA central office! New signage up and looks great! If in the Knoxville area, be sure to stop or drive by and see the new ETHRA logo sign that went up a few weeks ago. The central office is also undergoing a total renovation on the East side with new flooring, paint, furnishings and an eco-friendlier environment. Thanks to everyone who has had to shift, change workspaces and/or find areas in which to continue our business while going through the updates. Thanks for your patience and understanding and please know that the offices and updates are completed.

We would like to invite everyone to do a walk-thru and see the new areas and spaces. We look forward to seeing you all very soon!

MOVING FORWARD WITH PROGRESS

ETHRA OFFICE UPDATES



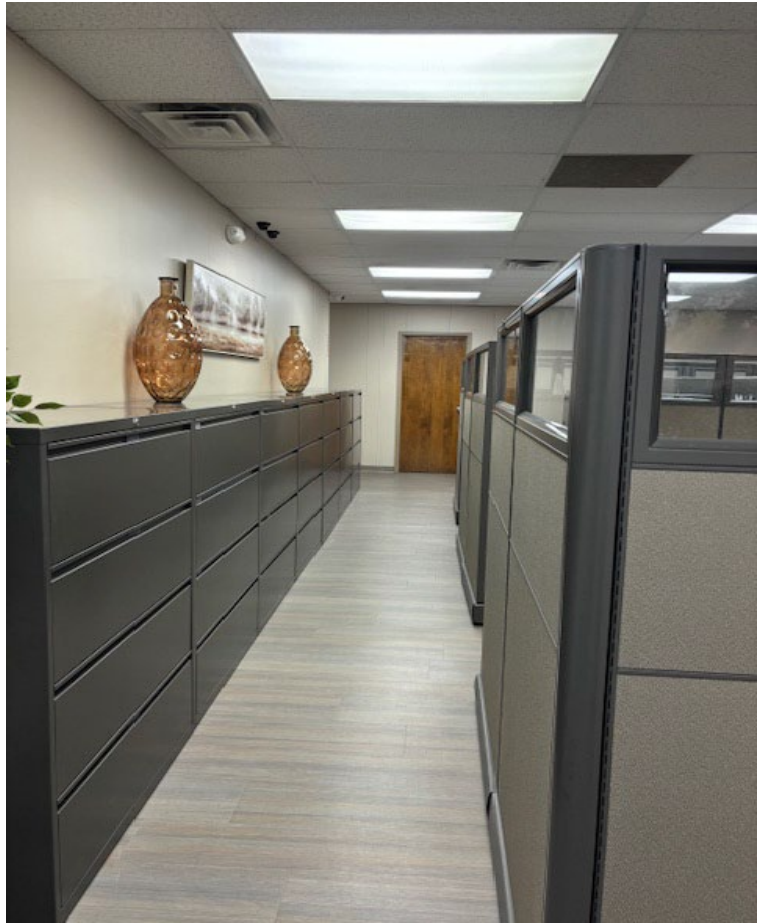
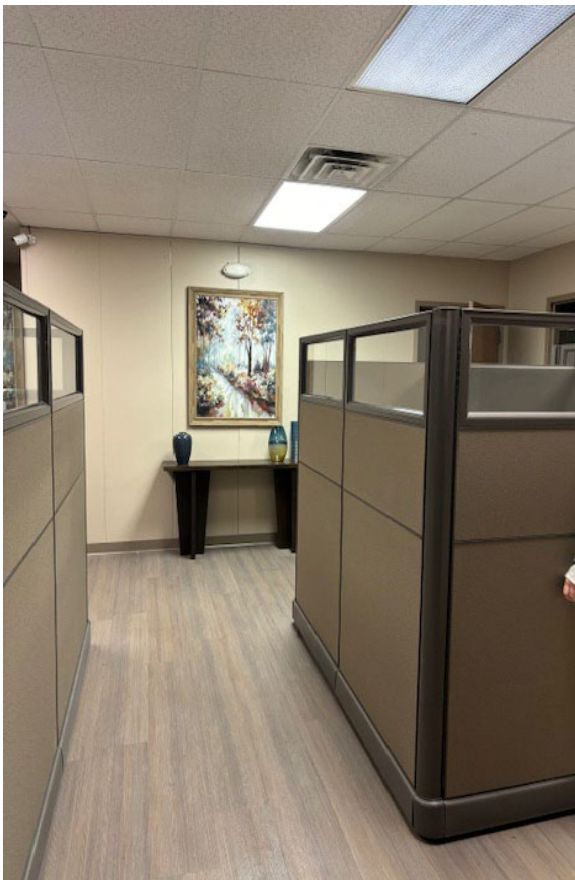
ETHRA Executive offices, Knoxville, went under a total renovation during 2024.

Now complete, the upgraded work stations and décor allow for more adequate lighting and a receptive atmosphere for work.

We invite you to take a tour!



Completed renovations....



ETHRA out and about....



Aaron Bradley and Tracy Armstrong, with the East Tennessee Human Resource Agency, came by to discuss the new Department of Disability and Aging.



We represented the East Tennessee Area Agency on Aging & Disability, the East Tennessee Human Resource Agency (ETHRA), East Tennessee Elder Justice Coalition & the East Tennessee Elder Justice Conference- During the April 27, 2024, Alzheimer's County Walk!



Lakeway Transit would like to thank everyone who contributed to the Holiday Food Drive benefiting The Daily Bread Soup Kitchen. Thanks to you we were able to collect 404 lbs. of nonperishable food items! We are so thankful to be a part of the Morristown community!



Our next [#volunteerappreciation](#) spotlight is Jeff, who volunteers with our nutrition program in Campbell County. Thank you so much for your passion for your community and your service to older adults.

If you would like to volunteer, sign up today: tn.gov/aging/resource-directory/volunteer-opportunities

[#NationalVolunteerMonth](#)

ETHRA's Lead Mechanic and Trainer wins 2nd place in State Competition

News from the Tennessee Public Transportation Association (TPTA) 2024

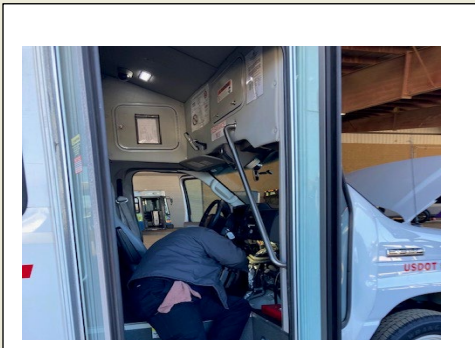


ETHRA's very own Matt Smith, Lead Mechanic and Trainer, pictured above, on the right, took second place in the van maintenance contest during the 2024 Tennessee Public Transportation Conference held on October 14 - 17, 2024 in Franklin, Tennessee.

Also, picture with Matt is ETHRA's Executive Director, Gary W. Holiway. Matt won the bragging rights award for diagnosing motor issues and fastest start time which was 13.75 seconds and was the fastest start time ever recorded for the TPTA Maintenance Roadeo Division.

TPTA is a non-profit, state-wide organization dedicated to improving public transportation in all Tennessee communities.





TPTA was excited to announce that the 2024 TPTA Annual Conference & Expo was held October 14-17, 2024, at the Franklin Marriott Cool Springs in Franklin, Tennessee!

The conference included general sessions and workshops focused on current issues facing public transportation and featured first-rate speakers. The Expo was a perfect opportunity to see transportation products, technology and services that can help you move your agency forward. This was Tennessee's premiere public transportation event!

If you are a supplier of transportation services, equipment, technology or products, the annual TPTA Expo is a great chance to be in front of decision makers in the transportation industry from all across Tennessee. Visit the [Vendor and Sponsor Registration Page](#) to learn how to become a part of this exciting event in the near future! 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

Matt Smith against the clock....

Photos by: Ty Hicks



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

The Clients always “Write”....



The staff at the local Job Center helped me find a job that allowed me to provide better care for my child. The CSBG office also helped me with my utility bill until my new pay check started. Thank you so much for the fresh start!

- Kristy / American Job Center & CSBG program



My husband took me everywhere so I did not learn to drive. After he was gone I just stayed at home. Everybody sort of forgot me. Lunch at the senior center and riding the van to buy groceries has helped me get out again.

- Marlene/ Senior Nutrition and Transportation



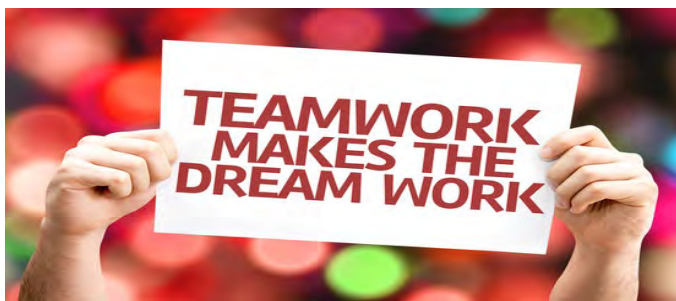
Words cannot describe how much I appreciate the work on my house. I was scared of the electric heaters and now the new heat and air system is wonderful.

- Dorothy / Weatherization



I've been hired as a full-time nurse! It's been my dream and the job center helped me with school costs and now my children have a brighter future!

- Marla / American Job Center



Cynthia Bender

ETHRA's Family Self-Sufficiency Program (FSS) partnered with ETHRA's Workforce Development / American Job Center (AJC) to offer a "Work First" Workshop for the FSS participants on December 14, 2023.

The journey to be economically self-sufficient can be a lonely road. A helping hand from the employment specialists at the AJC can make the road much easier to navigate.

Eleven (11) FSS participants attended the workshop. Many of the attendees are single parents who often face significant barriers to employment, especially the lack of affordable, quality childcare. Some were not currently working, while others were only working part-time. All needed encouragement and direction to enhance their skill sets, update their resumes, and practice their job interview skills.

The information shared at the workshop encouraged the attendees, leading them to register with the AJC for further services. Many indicated they will be considering the many options available to them as they improve their prospects for employment and career advancement.

FEEDBACK FROM THE PARTICIPANTS

"The workshop was very helpful, especially going through each item that an employer would look for on an updated resume. Learning how to already have a pre-resume together for filling out applications was a great suggestion. A big success!"

"I really enjoy learning new stuff and needed help writing a correct resume. Yes, the workshop was helpful: we learned about new resources and a lot of stuff that can help us in the future. I give the workshop a 10. Everyone was very friendly and nice".

"Got a lot from the speaker, including info on different resumes and internships. Will consider changing my work career to a totally different industry so that I can earn more to provide for my family".

"No money for gasoline, but I wanted to attend the workshop. Glad I made it! I'm working on my accounting course but it is hard to get an internship. Talking to the people at the workshop gave me a sense of relief. The speaker will try to help me".



In the middle: Tonya Randolph, Facilitator, ETHRA Workforce Development

Congratulations!

ETHRA's Blount County Day Reporting Center (DRC) won an award!

From Be Aware Blount for "Community Champion Award: Commitment to Service for the impact you make in the Blount county community on behalf of Be Aware Blount."



A Blount County client was at his place of employment and used the training afforded him by ETHRA and successfully saved a life!

Excellent commitment to service!



ETHRA RECEIVES GRANT FROM Y12 GIVES FOUNDATION

ETHRA's Child Care Program received an \$8,000 grant from Y12 Gives Foundation to assist in combating hunger in the East Tennessee area. The grant will be used to complete and continue the Sunshine Bus, Raised Garden Beds and teaching children how to grow and prepare food.

- Summer Food**

- Child Care Food For Homes**

- Child Care Food For Day Cares**

- At Risk Supper Programs**

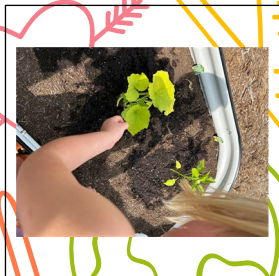
- Sunshine Bus**

- Raised Garden Beds**

Past funding and grants assist with the above programs to combat child hunger



WITH THE GRANT FUNDING GIFTED TO ETHRA BY **Y12 GRANT GIVES FOUNDATION**, THE CHILD FOOD PROGRAM ALSO DELIVERED RAISED BEDS TO FACILITIES. A GREAT WAY TO HELP TEACH CHILDREN HOW TO GROW FOOD, PREPARE AND USE THE FOOD THEY HAVE GROWN!!!! THE SUNSHINE BUS HAS THE ABILITY TO MEET CHILDREN WHERE THEY LIVE TO DELIVER FOOD AND MATERIALS DURING THE SUMMER MONTHS!





**1,020,391
meals served
in 2024 to
children in
East
Tennessee!!!**



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



ETHRA's Summer Food Program is proud to sponsor God's Mountain Retreat in Vonore Tn. Tucked away in the Cherokee National Forest is a nondenominational camp that is used by local churches for week long camps that can serve up to 122 guests.

Real services, real heart and real impact served every day!

THANK YOU FOR YOUR DONATIONS!

Dear Volunteer:

On behalf of East Tennessee Human Resource Agency, we want to thank our many volunteers and monetary donors who gave generously this past year.

We know your time is valuable and your willingness to contribute some of that time to ETHRA shows your commitment to the well-being of your community and the families and individuals we serve. With your monetary donations, you help ETHRA continue the mission of serving individuals and families in East Tennessee.

The contributions you have made have really made a difference within our organization. The efforts of volunteers like you are a vital part of our community.

Thank you!

**Total
PROGRAMS
2024**

43

**CUSTOMERS
SERVED 2024**

159,262

**UNITS OF
SERVICE 2024**
2,493,423

**TOTAL
DOLLARS 2024**
\$52,399,759

WANT TO HELP FULFILL OUR MISSION?

Train to Advocate
for the Elderly

Delivering or
Serving Meals to
the Elderly

Serve Meals to
Children

Clerical

Working Booths

Train to be a
Medicare Counselor

Volunteer to Lead
an Exercise Class

Volunteer to Work
in a Senior Center

**TOTAL
VOLUNTEER
HOURS
2024**
94,738

CUSTOMER SERVICE REPORTS

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Alzheimer's & Dementia Respite Care	67	5,649	136,727
Choices - Medicaid Waiver	2,126	3,158	876,938
CREST	800	1,804	341,687
CREVAA	2,671	7,799	358,358
Elder Abuse Awareness	4,101	5,564	8,865
Health Promotions	1,399	21,322	127,495
Information & Assistance, Intake & Screening	6,328	8,641	281,348
Legal Assistance for the Elderly	125	375	98,827
National Family Caregiver	361	29,381	717,351
Nutrition - Congregate	1,271	54,076	438,257
Nutrition - Seniors	4,012	564,449	1,911,178
Office on Aging	3,291	125,663	867,339
Ombudsman	1,131	3,900	232,015
Options / OOA HCBS	955	93,110	2,572,913
Public Guardianship	103	5,354	299,118
Senior Centers	6,117	233,373	176,352
SHIP, SMP and MIPPA	16,567	17,440	245,453
SNAP - Food Stamps	1,695	4,783	66,890
WORKFORCE DEVELOPMENT			
Senior Employment - SSA	116	2,784	787,141
Senior Employment - State	10	40	182,887
Workforce Development	1,918	8,932	6,146,991
HOUSING AND RESTORATION			
Emergency Housing Voucher	28	312	248,417
LIHEAP	10,007	5,390	4,072,751
LIHWAP	499	499	202,172
HUD Family Self-Sufficiency	107	560	74,782
HUD Home Ownership	17	181	127,645
HUD Voucher	573	6,674	4,366,121
Mainstream Voucher	51	568	348,220
Weatherization	68	40	268,192
TRANSPORTATION			
Public Transit	7,229	219,304	13,453,716
CORRECTION AND COURT SERVICES			
Community Corrections / Day Reporting Centers	71	2,254	950,559
Juvenile Justice Prevention Program	82	862	155,976
DUI Program	521	1,042	50,201
Misdemeanor Probation	5,081	25,296	1,230,347
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program	55,630	386,089	1,703,100
Child Care Food - Centers	2,197	31,765	72,203
Child Care Food - Home	1,670	27,203	267,696
Summer Food	18,349	575,334	3,621,747
FAMILY ASSISTANCE			
Commodity Food Distribution	1,550	6,200	58,887
Emergency Food and Shelter	9	9	1,321
Homemaker Aide Service - Adult	129	11,596	453,665
Jane L. Pettway Foundation	29	29	6,215
Mountain Valley CSBG	268	268	442,315
TOTAL	159,262	2,493,423	
Total ETHRA FUNDS INVESTED			\$52,399,759

Anderson

CUSTOMER SERVICE REPORT 2024

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Alzheimer's & Dementia Respite Care	6	234	5,664
Choices - Medicaid Waiver	577	864	239,922
CREST	32	56	14,730
CREVAA	107	107	6,328
Elder Abuse Awareness	520	596	950
Health Promotions	93	756	4,521
Information & Assistance, Intake & Screening	708	1,120	36,467
Legal Assistance for the Elderly	55	165	43,484
National Family Caregiver	16	1,124	27,443
Nutrition - Congregate	107	987	7,999
Nutrition - Seniors	121	19,759	66,902
Office on Aging	378	22,876	157,893
Ombudsman	89	351	20,881
Options / OOA HCBS	64	6,033	166,710
Public Guardianship	5	268	14,973
Senior Centers	703	42,484	32,104
SHIP, SMP and MIPPA	1,365	1,437	20,225
SNAP - Food Stamps	165	687	9,608
WORKFORCE DEVELOPMENT			
Senior Employment - SSA	16	384	108,571
Senior Employment - State			
Workforce Development	125	514	353,734
HOUSING AND RESTORATION			
Emergency Housing Voucher	13	135	107,488
LIHEAP	1,904	986	745,034
LIHWAP	109	109	44,162
HUD Family Self-Sufficiency	51	303	40,462
HUD Home Ownership	5	54	38,082
HUD Voucher	160	1,890	1,236,435
Mainstream Voucher	10	110	67,437
Weatherization	10	5	33,524
TRANSPORTATION			
Public Transit	978	20,179	1,237,928
CORRECTION AND COURT SERVICES			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program			
Misdemeanor Probation			
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program	4,154	36,849	162,547
Child Care Food - Centers			
Child Care Food - Home			
Summer Food	635	10,449	65,777
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	11	1,264	49,451
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	13,286	172,901	
Total ETHRA FUNDS INVESTED			\$5,161,771

ETHRA Employees
ETHRA Payroll

23
\$1,160,582

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Alzheimer's & Dementia Respite Care	11	647	15,660
Choices - Medicaid Waiver	141	214	59,425
CREST	28	42	11,048
CREVAA	145	435	25,728
Elder Abuse Awareness	425	706	1,125
Health Promotions	63	1,208	7,223
Information & Assistance, Intake & Screening	287	345	11,233
Legal Assistance for the Elderly	13	39	10,278
National Family Caregiver	56	1,824	44,534
Nutrition - Congregate	49	5,008	40,587
Nutrition - Seniors	316	55,719	188,660
Office on Aging	176	15,861	109,474
Ombudsman	116	429	25,522
Options / OOA HCBS	78	6,209	171,574
Public Guardianship	4	214	11,956
Senior Centers	326	29,456	22,259
SHIP, SMP and MIPPA	1,436	1,512	21,280
SNAP - Food Stamps	107	505	7,062
WORKFORCE DEVELOPMENT			
Senior Employment - SSA	16	384	108,571
Senior Employment - State			
Workforce Development	121	959	659,983
HOUSING AND RESTORATION			
Emergency Housing Voucher	3	36	28,664
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency	12	36	4,807
HUD Home Ownership	2	24	16,925
HUD Voucher	62	729	476,911
Mainstream Voucher	7	73	44,754
Weatherization			
TRANSPORTATION			
Public Transit	808	22,770	1,396,879
CORRECTION AND COURT SERVICES			
Community Corrections / Day Reporting Centers	46	1,500	632,581
Juvenile Justice Prevention Program			
DUI Program			
Misdemeanor Probation			
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food	160	3,255	20,490
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	10	1,240	48,512
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	5,013	150,732	
Total ETHRA FUNDS INVESTED			\$4,208,044

Campbell

CUSTOMER SERVICE REPORT 2024

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Alzheimer's & Dementia Respite Care			
Choices - Medicaid Waiver	49	67	18,605
CREST	13	20	5,261
CREVAA	41	123	7,275
Elder Abuse Awareness	103	128	204
Health Promotions	37	133	795
Information & Assistance, Intake & Screening	141	158	5,144
Legal Assistance for the Elderly	5	15	3,953
National Family Caregiver	9	1,019	24,879
Nutrition - Congregate	17	255	2,067
Nutrition - Seniors	111	15,960	54,039
Office on Aging	116	7,593	52,408
Ombudsman	22	94	5,592
Options / OOA HCBS	31	5,262	145,405
Public Guardianship	12	589	32,906
Senior Centers	216	14,101	10,656
SHIP, SMP and MIPPA	545	574	8,079
SNAP - Food Stamps	81	248	3,468
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State	7	28	128,021
Workforce Development	205	823	566,388
HOUSING AND RESTORATION			
Emergency Housing Voucher	4	45	35,829
LIHEAP	1,858	1,042	787,348
LIHWAP	93	93	37,679
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher	14	152	99,438
Mainstream Voucher	2	24	14,714
Weatherization	4	3	20,114
TRANSPORTATION			
Public Transit	414	13,483	827,146
CORRECTION AND COURT SERVICES			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program	3	6	289
Misdemeanor Probation	268	1,102	53,599
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution	267	1,069	10,153
Emergency Food and Shelter			
Homemaker Aide Service - Adult	15	1,360	53,207
Jane L. Pettway Foundation			
Mountain Valley CSBG	45	45	74,269
TOTAL	4,748	65,614	
Total ETHRA FUNDS INVESTED			\$3,088,931

ETHRA Employees
ETHRA Payroll

23
\$847,173

Claiborne

CUSTOMER SERVICE REPORT 2024

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Alzheimer's & Dementia Respite Care	6	273	6,608
Choices - Medicaid Waiver	50	72	19,994
CREST	14	21	5,524
CREVAA	47	141	8,339
Elder Abuse Awareness	87	135	215
Health Promotions	42	266	1,591
Information & Assistance, Intake & Screening	141	122	3,972
Legal Assistance for the Elderly	2	6	1,581
National Family Caregiver	24	1,178	28,761
Nutrition - Congregate	59	659	5,341
Nutrition - Seniors	89	14,348	48,581
Office on Aging	67	3,618	24,972
Ombudsman	25	156	9,281
Options / OOA HCBS	54	6,817	188,374
Public Guardianship	3	161	8,995
Senior Centers	124	6,719	5,077
SHIP, SMP and MIPPA	788	829	11,667
SNAP - Food Stamps	50	495	6,923
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State	2	8	36,577
Workforce Development	78	262	180,308
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP	2,006	1,164	879,533
LIHWAP	92	92	37,274
HUD Family Self-Sufficiency			
HUD Home Ownership	2	15	10,578
HUD Voucher	19	216	141,307
Mainstream Voucher	1	12	7,357
Weatherization	6	3	20,114
TRANSPORTATION			
Public Transit	228	7,545	462,866
CORRECTION AND COURT SERVICES			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program	9	170	30,761
DUI Program	1	2	96
Misdemeanor Probation	278	1,862	90,564
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program	10,449	61,052	269,310
Child Care Food - Centers			
Child Care Food - Home			
Summer Food	7,001	206,687	1,301,102
FAMILY ASSISTANCE			
Commodity Food Distribution	383	1,532	14,551
Emergency Food and Shelter			
Homemaker Aide Service - Adult	2	148	5,790
Jane L. Pettway Foundation			
Mountain Valley CSBG	29	29	47,862
TOTAL	22,252	316,542	
Total ETHRA FUNDS INVESTED			\$3,915,139

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Alzheimer's & Dementia Respite Care	1	70	1,694
Choices - Medicaid Waiver	63	87	24,159
CREST	16	24	6,313
CREVAA	45	135	7,985
Elder Abuse Awareness	88	110	175
Health Promotions	45	994	5,944
Information & Assistance, Intake & Screening	155	190	6,186
Legal Assistance for the Elderly	6	18	4,744
National Family Caregiver	18	1,705	41,628
Nutrition - Congregate		160	1,297
Nutrition - Seniors	116	16,437	55,654
Office on Aging	152	1,819	12,555
Ombudsman	24	117	6,960
Options / OOA HCBS	51	6,928	191,442
Public Guardianship	2	107	5,978
Senior Centers	282	3,379	2,553
SHIP, SMP and MIPPA	924	973	13,694
SNAP - Food Stamps	101	742	10,377
WORKFORCE DEVELOPMENT			
Senior Employment - SSA	13	312	88,214
Senior Employment - State			
Workforce Development	68	275	189,255
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher	3	36	23,551
Mainstream Voucher			
Weatherization	5	4	26,819
TRANSPORTATION			
Public Transit	299	10,761	660,159
CORRECTION AND COURT SERVICES			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program	25	268	48,494
DUI Program	74	148	7,130
Misdemeanor Probation	196	1,541	74,951
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home	101	1,406	13,836
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	9	1,216	47,573
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	2,881	49,892	
Total ETHRA FUNDS INVESTED			\$1,577,626

Grainger

CUSTOMER SERVICE REPORT 2024

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Alzheimer's & Dementia Respite Care	2	76	1,839
Choices - Medicaid Waiver	35	46	12,774
CREST	3	6	1,578
CREVAA	27	81	4,791
Elder Abuse Awareness	83	104	166
Health Promotions	15	46	275
Information & Assistance, Intake & Screening	144	278	9,052
Legal Assistance for the Elderly	2	6	1,581
National Family Caregiver	5	852	20,802
Nutrition - Congregate			
Nutrition - Seniors	59	10,474	35,464
Office on Aging	75	1,708	11,789
Ombudsman	6	39	2,320
Options / OOA HCBS	14	2,637	72,868
Public Guardianship			
Senior Centers	140	3,171	2,396
SHIP, SMP and MIPPA	433	456	6,418
SNAP - Food Stamps	15	25	350
WORKFORCE DEVELOPMENT			
Senior Employment - SSA	5	120	33,928
Senior Employment - State			
Workforce Development	46	206	141,769
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency	2	24	3,205
HUD Home Ownership	1	12	8,463
HUD Voucher	6	72	47,102
Mainstream Voucher			
Weatherization	7	3	20,114
TRANSPORTATION			
Public Transit	191	8,079	495,625
CORRECTION AND COURT SERVICES			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program	4	42	7,600
DUI Program	26	52	2,505
Misdemeanor Probation	281	912	44,358
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program	182	2,451	10,812
Child Care Food - Centers			
Child Care Food - Home			
Summer Food	73	1,716	10,802
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	5	1,120	43,817
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	1,885	34,738	
Total ETHRA FUNDS INVESTED			\$1,052,724

ETHRA Employees
ETHRA Payroll

10
\$420,518

Greene			
CUSTOMER SERVICE REPORT 2024			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Alzheimer's & Dementia Respite Care			
Choices - Medicaid Waiver			
CREST			
CREVAA			
Elder Abuse Awareness			
Health Promotions			
Information & Assistance, Intake & Screening			
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Seniors			
Office on Aging			
Ombudsman			
Options / OOA HCBS			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher			
Mainstream Voucher			
Weatherization			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program	23	46	2,216
Misdemeanor Probation	127	817	39,737
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program	2073	20,015	88,289
Child Care Food - Centers			
Child Care Food - Home			
Summer Food	103	5,031	31,670
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	2,326	25,909	
Total ETHRA FUNDS INVESTED			\$161,913

Hamblen

CUSTOMER SERVICE REPORT 2024

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Alzheimer's & Dementia Respite Care	2	100	2,420
Choices - Medicaid Waiver	93	141	39,154
CREST	10	20	5,261
CREVAA	47	141	8,339
Elder Abuse Awareness	126	158	252
Health Promotions	38	356	2,129
Information & Assistance, Intake & Screening	176	204	6,642
Legal Assistance for the Elderly	7	21	5,534
National Family Caregiver	14	1,298	31,691
Nutrition - Congregate	15	468	3,793
Nutrition - Seniors	200	28,177	95,405
Office on Aging	330	6,679	46,099
Ombudsman	74	312	18,561
Options / OOA HCBS	91	12,498	345,358
Public Guardianship	6	322	17,990
Senior Centers	614	12,405	9,374
SHIP, SMP and MIPPA	996	1,048	14,750
SNAP - Food Stamps	78	117	1,636
WORKFORCE DEVELOPMENT			
Senior Employment - SSA	21	504	142,500
Senior Employment - State			
Workforce Development	159	716	492,750
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher	28	322	210,652
Mainstream Voucher			
Weatherization	7	5	33,524
TRANSPORTATION			
Public Transit	504	29,815	1,829,071
CORRECTION AND COURT SERVICES			
Community Corrections / Day Reporting Centers	25	754	317,978
Juvenile Justice Prevention Program	43	364	65,865
DUI Program	122	244	11,755
Misdemeanor Probation	1,244	5,092	247,665
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	5	1,120	43,817
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	5,073	103,301	
Total ETHRA FUNDS INVESTED			\$4,047,544

ETHRA Employees
ETHRA Payroll

39
\$1,760,316

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Alzheimer's & Dementia Respite Care			
Choices - Medicaid Waiver			
CREST			
CREVAA			
Elder Abuse Awareness			
Health Promotions			
Information & Assistance, Intake & Screening			
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Seniors			
Office on Aging			
Ombudsman			
Options / OOA HCBS			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher	2	24	15,701
Mainstream Voucher			
Weatherization			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program	1	2	96
Misdemeanor Probation	166	1,079	52,480
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food	1959	52,512	330,565
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	2,128	53,617	
Total ETHRA FUNDS INVESTED			\$398,842

Hawkins

CUSTOMER SERVICE REPORT 2024

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Alzheimer's & Dementia Respite Care			
Choices - Medicaid Waiver			
CREST			
CREVAA			
Elder Abuse Awareness			
Health Promotions			
Information & Assistance, Intake & Screening			
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Seniors			
Office on Aging			
Ombudsman			
Options / OOA HCBS			
Public Guardianship	1	53	\$2,961
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher			
Mainstream Voucher			
Weatherization			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program	5	10	482
Misdemeanor Probation	31	269	13,084
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	37	332	
Total ETHRA FUNDS INVESTED			\$16,526

Jackson			
CUSTOMER SERVICE REPORT 2024			
SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Alzheimer's & Dementia Respite Care			
Choices - Medicaid Waiver			
CREST			
CREVAA			
Elder Abuse Awareness			
Health Promotions			
Information & Assistance, Intake & Screening			
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Seniors			
Office on Aging			
Ombudsman			
Options / OOA HCBS			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher			
Mainstream Voucher			
Weatherization			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program			
Misdemeanor Probation			
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program	4,349	27,023	119,203
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	4,349	27,023	
Total ETHRA FUNDS INVESTED			\$119,203

Jefferson

CUSTOMER SERVICE REPORT 2024

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Alzheimer's & Dementia Respite Care	2	324	7,842
Choices - Medicaid Waiver	59	93	25,825
CREST	17	30	7,891
CREVAA	53	159	9,404
Elder Abuse Awareness	254	318	507
Health Promotions	61	366	2,188
Information & Assistance, Intake & Screening	139	179	5,828
Legal Assistance for the Elderly	17	51	13,440
National Family Caregiver	16	2,116	51,663
Nutrition - Congregate	13	226	1,832
Nutrition - Seniors	129	18,591	62,948
Office on Aging	184	12,850	88,692
Ombudsman	100	195	11,601
Options / OOA HCBS	56	5,632	155,629
Public Guardianship	3	161	8,995
Senior Centers	343	23,864	18,033
SHIP, SMP and MIPPA	792	834	11,738
SNAP - Food Stamps	83	288	4,028
WORKFORCE DEVELOPMENT			
Senior Employment - SSA	12	288	81,428
Senior Employment - State			
Workforce Development	80	312	214,718
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher	8	96	62,803
Mainstream Voucher	1	12	7,357
Weatherization	5	3	20,114
TRANSPORTATION			
Public Transit	380	11,165	684,943
CORRECTION AND COURT SERVICES			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program	1	18	3,257
DUI Program	88	176	8,479
Misdemeanor Probation	1,112	4,593	223,394
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	6	144	5,634
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	4,012	82,760	
Total ETHRA FUNDS INVESTED			\$1,792,370

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Alzheimer's & Dementia Respite Care	22	2,701	65,374
Choices - Medicaid Waiver	577	864	239,922
CREST	131	295	77,596
CREVAA	533	1,599	94,572
Elder Abuse Awareness	1,129	1,531	2,439
Health Promotions	665	14,561	87,068
Information & Assistance, Intake & Screening	2,655	3,134	102,042
Legal Assistance for the Elderly			
National Family Caregiver	92	10,387	253,604
Nutrition - Congregate	718	30,615	248,118
Nutrition - Seniors	2,126	285,443	966,487
Office on Aging	582	16,342	112,794
Ombudsman	372	1,209	71,925
Options / OOA HCBS	213	22,620	625,060
Public Guardianship	50	2,570	143,581
Senior Centers	1,081	30,349	22,934
SHIP, SMP and MIPPA	5,589	5,883	82,798
SNAP - Food Stamps	544	871	12,181
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development	307	1,594	1,096,989
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher			
Mainstream Voucher			
Weatherization			
TRANSPORTATION			
Public Transit	1,209	21,797	1,337,188
CORRECTION AND COURT SERVICES			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program			
Misdemeanor Probation			
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program			
Child Care Food - Centers	1,230	17,806	40,474
Child Care Food - Home	1,102	17,537	172,576
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	41	1,984	77,619
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	20,946	488,991	
Total ETHRA FUNDS INVESTED			\$5,867,966

Loudon

CUSTOMER SERVICE REPORT 2024

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Alzheimer's & Dementia Respite Care	4	325	7,866
Choices - Medicaid Waiver	84	125	34,711
CREST	17	30	7,891
CREVAA	65	195	11,533
Elder Abuse Awareness	113	154	245
Health Promotions	75	257	1,537
Information & Assistance, Intake & Screening	387	419	13,642
Legal Assistance for the Elderly	3	9	2,372
National Family Caregiver	18	1,720	41,995
Nutrition - Congregate	42	3,847	31,178
Nutrition - Seniors	155	18,371	62,203
Office on Aging	250	4,187	28,899
Ombudsman	36	94	5,592
Options / OOA HCBS	34	2,384	65,877
Public Guardianship	2	107	5,978
Senior Centers	464	7,776	5,876
SHIP, SMP and MIPPA	602	634	8,923
SNAP - Food Stamps	90	135	1,888
WORKFORCE DEVELOPMENT			
Senior Employment - SSA	1	24	6,786
Senior Employment - State			
Workforce Development	35	175	120,435
HOUSING AND RESTORATION			
Emergency Housing Voucher	1	12	9,555
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency	2	11	1,469
HUD Home Ownership			
HUD Voucher	30	345	225,698
Mainstream Voucher	2	13	7,970
Weatherization			
TRANSPORTATION			
Public Transit	298	11,092	680,465
CORRECTION AND COURT SERVICES			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program	55	110	5,300
Misdemeanor Probation	504	2,811	136,721
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program	2762	22,196	97,910
Child Care Food - Centers			
Child Care Food - Home			
Summer Food	1045	14,695	92,506
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	5	1,120	43,817
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	7,177	93,048	
Total ETHRA FUNDS INVESTED			\$1,758,971

ETHRA Employees
ETHRA Payroll

19
\$714,845

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Alzheimer's & Dementia Respite Care			
Choices - Medicaid Waiver			
CREST	33	82	21,569
CREVAA	73	219	12,953
Elder Abuse Awareness	62	104	166
Health Promotions			
Information & Assistance, Intake & Screening			
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate	4	169	1,370
Nutrition - Seniors			
Office on Aging			
Ombudsman			
Options / OOA HCBS			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher			
Mainstream Voucher			
Weatherization			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program			
Misdemeanor Probation			
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program	4,390	32,639	143,976
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	4,562	33,213	
Total ETHRA FUNDS INVESTED			\$180,033

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Alzheimer's & Dementia Respite Care			
Choices - Medicaid Waiver			
CREST	5	12	3,156
CREVAA	4	12	710
Elder Abuse Awareness	18	49	\$78
Health Promotions			
Information & Assistance, Intake & Screening			
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Seniors			
Office on Aging			
Ombudsman			
Options / OOA HCBS			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher			
Mainstream Voucher			
Weatherization			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program	1	2	\$96
Misdemeanor Probation	4	27	1,313
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	32	102	
Total ETHRA FUNDS INVESTED			\$5,354

Monroe

CUSTOMER SERVICE REPORT 2024

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Alzheimer's & Dementia Respite Care	2	37	896
Choices - Medicaid Waiver	88	127	35,266
CREST	13	23	6,050
CREVAA	53	159	9,404
Elder Abuse Awareness	93	121	193
Health Promotions	138	1,730	10,345
Information & Assistance, Intake & Screening	199	239	7,782
Legal Assistance for the Elderly	2	6	1,581
National Family Caregiver	13	685	16,725
Nutrition - Congregate	112	6,397	51,844
Nutrition - Seniors	144	22,195	75,150
Office on Aging	188	8,693	60,000
Ombudsman	57	94	5,592
Options / OOA HCBS	37	3,032	83,783
Public Guardianship	1	53	2,961
Senior Centers	348	16,143	12,199
SHIP, SMP and MIPPA	538	566	7,966
SNAP - Food Stamps	65	104	1,454
WORKFORCE DEVELOPMENT			
Senior Employment - SSA	18	432	122,143
Senior Employment - State			
Workforce Development	29	176	121,123
HOUSING AND RESTORATION			
Emergency Housing Voucher	2	24	19,109
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency	5	25	3,338
HUD Home Ownership			
HUD Voucher	27	320	209,344
Mainstream Voucher	3	36	22,070
Weatherization	4	3	20,114
TRANSPORTATION			
Public Transit	400	11,653	714,880
CORRECTION AND COURT SERVICES			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program			
Misdemeanor Probation			
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program			
Child Care Food - Centers			
Child Care Food - Home			
Summer Food	4772	217,837	1,371,291
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	4	196	7,668
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	7,353	291,069	
Total ETHRA FUNDS INVESTED			\$2,999,377

Morgan

CUSTOMER SERVICE REPORT 2024

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Alzheimer's & Dementia Respite Care			
Choices - Medicaid Waiver	29	48	13,329
CREST	1	2	526
CREVAA	30	90	5,323
Elder Abuse Awareness	41	72	115
Health Promotions	23	102	610
Information & Assistance, Intake & Screening	253	798	25,983
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Seniors	12	1,427	4,832
Office on Aging	79	2,330	16,082
Ombudsman	9	39	2,320
Options / OOA HCBS	27	584	16,138
Public Guardianship			
Senior Centers	148	4,326	3,269
SHIP, SMP and MIPPA	307	323	4,546
SNAP - Food Stamps	32	49	685
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State	1	4	18,289
Workforce Development	203	881	606,303
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP	1,224	651	491,904
LIHWAP	60	60	24,309
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher	11	126	82,429
Mainstream Voucher	1	12	7,357
Weatherization	2	2	13,410
TRANSPORTATION			
Public Transit	105	5,094	312,503
CORRECTION AND COURT SERVICES			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program	7	14	674
Misdemeanor Probation	168	674	32,782
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program	7,473	57,269	252,623
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution	268	1,072	10,182
Emergency Food and Shelter	9	9	1,321
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG	66	66	108,928
TOTAL	10,589	76,124	
Total ETHRA FUNDS INVESTED			\$2,056,771

Roane

CUSTOMER SERVICE REPORT 2024

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Alzheimer's & Dementia Respite Care	2	44	1,065
Choices - Medicaid Waiver	96	139	38,599
CREST	22	33	8,680
CREVAA	58	174	10,291
Elder Abuse Awareness	203	253	403
Health Promotions	33	296	1,770
Information & Assistance, Intake & Screening	232	292	9,507
Legal Assistance for the Elderly	7	21	5,534
National Family Caregiver	12	1,672	40,823
Nutrition - Congregate	57	1,814	14,701
Nutrition - Seniors	214	24,531	83,060
Office on Aging	107	2,370	16,358
Ombudsman	100	312	18,561
Options / OOA HCBS	88	3,939	108,847
Public Guardianship	2	107	5,978
Senior Centers	199	4,401	3,326
SHIP, SMP and MIPPA	547	576	8,107
SNAP - Food Stamps	53	106	1,482
WORKFORCE DEVELOPMENT			
Senior Employment -SSA	10	240	67,857
Senior Employment - State			
Workforce Development	145	675	464,534
HOUSING AND RESTORATION			
Emergency Housing Voucher	1	12	9,555
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency	12	75	10,015
HUD Home Ownership	1	4	2,821
HUD Voucher	42	451	295,044
Mainstream Voucher	5	55	33,718
Weatherization			
TRANSPORTATION			
Public Transit	390	11,746	720,586
CORRECTION AND COURT SERVICES			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program	1	2	96
Misdemeanor Probation	11	102	4,961
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program	2,452	12,137	53,538
Child Care Food - Centers			
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	3	172	6,729
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	5,103	66,707	
Total ETHRA FUNDS INVESTED			\$2,045,482

ETHRA Employees
ETHRA Payroll

9
\$191,577

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Alzheimer's & Dementia Respite Care	3	436	10,553
Choices - Medicaid Waiver	50	69	19,160
CREST	10	25	6,576
CREVAA	29	87	5,146
Elder Abuse Awareness	71	138	220
Health Promotions			
Information & Assistance, Intake & Screening	100	129	4,200
Legal Assistance for the Elderly			
National Family Caregiver	17	2,271	55,448
Nutrition - Congregate	4	328	2,658
Nutrition - Seniors	51	7,972	26,993
Office on Aging	101	561	3,872
Ombudsman	17	93	5,533
Options / OOA HCBS	47	2,271	62,755
Public Guardianship	1	53	2,961
Senior Centers	188	1,043	788
SHIP, SMP and MIPPA	498	524	7,375
SNAP - Food Stamps	62	93	1,301
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development	152	620	426,683
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP	1,484	792	598,445
LIHWAP	96	96	38,895
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher	7	85	55,607
Mainstream Voucher	6	67	41,075
Weatherization	4	2	13,410
TRANSPORTATION			
Public Transit	167	8,562	525,256
CORRECTION AND COURT SERVICES			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program			
Misdemeanor Probation	207	1,237	60,165
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program	3,125	24,000	105,868
Child Care Food - Centers	109	548	1,246
Child Care Food - Home	467	8,260	81,284
Summer Food	505	18,007	113,355
FAMILY ASSISTANCE			
Commodity Food Distribution	302	1,208	11,473
Emergency Food and Shelter			
Homemaker Aide Service - Adult	1	124	4,851
Jane L. Pettway Foundation			
Mountain Valley CSBG	56	56	92,424
TOTAL	7,934	79,321	
Total ETHRA FUNDS INVESTED			\$2,375,021

Sevier

CUSTOMER SERVICE REPORT 2024

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Alzheimer's & Dementia Respite Care	2	86	2,082
Choices - Medicaid Waiver	119	181	50,261
CREST	27	61	16,045
CREVAA	140	420	24,841
Elder Abuse Awareness	633	796	1,268
Health Promotions	71	251	1,501
Information & Assistance, Intake & Screening	567	977	31,811
Legal Assistance for the Elderly	4	12	3,162
National Family Caregiver	36	841	20,533
Nutrition - Congregate	16	203	1,645
Nutrition - Seniors	148	21,404	72,472
Office on Aging	457	13,639	94,138
Ombudsman	72	273	16,241
Options / OOA HCBS	45	2,738	75,659
Public Guardianship	10	536	29,945
Senior Centers	850	25,329	19,140
SHIP, SMP and MIPPA	1,022	1,076	15,144
SNAP - Food Stamps	121	251	3,510
WORKFORCE DEVELOPMENT			
Senior Employment - SSA	4	96	27,143
Senior Employment - State			
Workforce Development	146	640	440,447
HOUSING AND RESTORATION			
Emergency Housing Voucher	2	24	19,109
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency	4	12	1,602
HUD Home Ownership	1	12	8,463
HUD Voucher	45	530	346,725
Mainstream Voucher	5	58	35,558
Weatherization	6	5	33,524
TRANSPORTATION			
Public Transit	698	18,472	1,133,208
CORRECTION AND COURT SERVICES			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program	90	180	8,672
Misdemeanor Probation	330	2,027	98,589
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program			
Child Care Food - Centers	858	13,411	30,484
Child Care Food - Home			
Summer Food			
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult	11	264	10,328
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	6,538	104,719	
Total ETHRA FUNDS INVESTED			\$2,671,171

Union

CUSTOMER SERVICE REPORT 2024

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Alzheimer's & Dementia Respite Care	2	296	7,164
Choices - Medicaid Waiver	16	21	5,831
CREST	4	12	3,156
CREVAA	14	42	2,484
Elder Abuse Awareness	52	91	145
Health Promotions			
Information & Assistance, Intake & Screening	44	57	1,856
Legal Assistance for the Elderly	2	6	1,581
National Family Caregiver	15	689	16,822
Nutrition - Congregate	58	2,940	23,827
Nutrition - Seniors	21	3,641	12,328
Office on Aging	49	4,537	31,315
Ombudsman	12	93	5,533
Options / OOA HCBS	25	3,526	97,434
Public Guardianship	1	53	2,961
Senior Centers	91	8,427	6,368
SHIP, SMP and MIPPA	185	195	2,744
SNAP - Food Stamps	48	67	937
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development	19	104	71,573
HOUSING AND RESTORATION			
Emergency Housing Voucher	2	24	19,109
LIHEAP	1,531	755	570,487
LIHWAP	49	49	19,853
HUD Family Self-Sufficiency	19	74	9,882
HUD Home Ownership	5	60	42,313
HUD Voucher	109	1,280	837,374
Mainstream Voucher	8	96	58,854
Weatherization	8	2	13,410
TRANSPORTATION			
Public Transit	160	7,091	435,014
CORRECTION AND COURT SERVICES			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program	24	48	2,313
Misdemeanor Probation	154	1,151	55,982
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program	3,049	13,658	60,248
Child Care Food - Centers			
Child Care Food - Home			
Summer Food	1,274	30,072	189,304
FAMILY ASSISTANCE			
Commodity Food Distribution	330	1,319	12,528
Emergency Food and Shelter			
Homemaker Aide Service - Adult	1	124	4851.19524
Jane L. Pettway Foundation	29	29	6,215
Mountain Valley CSBG	72	72	118,831
TOTAL	7,480	80,405	
Total ETHRA FUNDS INVESTED			\$2,743,464

Warren

CUSTOMER SERVICE REPORT 2024

SERVICES PROVIDED	Customers	Units of Service	Total Dollars
AGING			
Alzheimer's & Dementia Respite Care			
Choices - Medicaid Waiver			
CREST			
CREVAA			
Elder Abuse Awareness			
Health Promotions			
Information & Assistance, Intake & Screening			
Legal Assistance for the Elderly			
National Family Caregiver			
Nutrition - Congregate			
Nutrition - Seniors			
Office on Aging			
Ombudsman			
Options / OOA HCBS			
Public Guardianship			
Senior Centers			
SHIP, SMP and MIPPA			
SNAP - Food Stamps			
WORKFORCE DEVELOPMENT			
Senior Employment -SSA			
Senior Employment - State			
Workforce Development			
HOUSING AND RESTORATION			
Emergency Housing Voucher			
LIHEAP			
LIHWAP			
HUD Family Self-Sufficiency			
HUD Home Ownership			
HUD Voucher			
Mainstream Voucher			
Weatherization			
TRANSPORTATION			
Public Transit			
CORRECTION AND COURT SERVICES			
Community Corrections / Day Reporting Centers			
Juvenile Justice Prevention Program			
DUI Program			
Misdemeanor Probation			
CHILD DEVELOPMENT			
Child Care Food - At-Risk Program	11,172	76,800	338,777
Child Care Food - Centers			
Child Care Food - Home			
Summer Food	822	15,073	94,885
FAMILY ASSISTANCE			
Commodity Food Distribution			
Emergency Food and Shelter			
Homemaker Aide Service - Adult			
Jane L. Pettway Foundation			
Mountain Valley CSBG			
TOTAL	11,994	91,873	
Total ETHRA FUNDS INVESTED			\$433,662

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[illegible]

SERVICES PROVIDED

AGING

Alzheimer's & Dementia Respite Care	One Hour Of Service
Choices - Medicaid Waiver	One Hour Of Service
CREST	One Contact or Service Provided
CREVAA	One Contact or Service Provided
Elder Abuse Awareness	One Contact or Service Provided
Health Promotions	One Contact or Service Provided
HCBS Case Management	One Contact or Service Provided
HCBS Options Community Living	One Contact or Service Provided
III-B In-Home Services	One Contact or Service Provided
Information & Assistance, Intake & Screening	One Contact or Service Provided
Legal Assistance for the Elderly	One Hour Of Service
National Family Caregiver	One Contact or Service Provided
Nutrition - Congregate	One Meal
Nutrition - Seniors	One Meal
Office on Aging	One Contact or Service Provided
Ombudsman	One Hour Of Service
Options / OAA HCBS	One Contact or Service Provided
Public Guardianship	One Contact or Service Provided
Senior Centers	One Contact or Service Provided
SHIP, SMP and MIPPA	One Contact or Service Provided
SNAP - Food Stamps	One Contact or Service Provided

WORKFORCE DEVELOPMENT

Senior Employment -SSA	One Contact or Service Provided
Senior Employment - State	One Contact or Service Provided
Workforce Development	One Contact or Service Provided

HOUSING AND RESTORATION

Emergency Housing Voucher	One Household Assisted
HUD Family Self-Sufficiency	One Class
HUD Home Ownership	One Household Assisted
HUD Voucher	One Household Assisted
LIHEAP	One Household Assisted
LIHWAP	One Household Assisted
Mainstream Voucher	One Household Assisted
Weatherization	One Home Weatherized

TRANSPORTATION

Public Transit	One Ride
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CORRECTION AND COURT SERVICES

Community Corrections / Day Reporting Centers	One Supervised Contact
Juvenile Justice Prevention Program	One Supervised Contact
DUI Program	One Supervised Contact
Misdemeanor Probation	One Supervised Contact

CHILD DEVELOPMENT

Child Care Food - At-Risk Program	One Meal
Child Care Food - Centers	One Meal
Child Care Food - Home	One Meal
Summer Food	One Meal

FAMILY ASSISTANCE

Commodity Food Distribution	One Household Assisted
Emergency Food and Shelter	One Household Assisted
Homemaker Aide Service - Adult	One Hour Of Service
Jane L. Pettway Foundation	One Household Assisted
Mountain Valley CSBG	One Household Assisted

