



ethra™

East Tennessee
Human Resource Agency

Real Services. Real Heart. Real Impact.

2020 Report to the Region

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
East Tennessee Human Resource Agency**

Hello,

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 45 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 45 plus year career with the same organization.

Through a resolution by the policy council and the legislative support provided by Senator Ken Yager, a request for additional state funding for the Guardianship program was successful this year. This funding has provided additional staff to help upkeep the needs of individuals who are unable to see to their own finances.

Not only do we continually strive to improve the quality of services we provide, but this year, we were able to relocate and improve several county offices as well. Offices that were relocated are in Cocke, Roane and Greene counties, along with the American Job Center in Hamblen county. The Knoxville office received some renovations also. These changes should have a positive impact on our staff and those we serve.

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 the report. These services are a vital part of our communities.

I am proud of the ETHRA family and job each one does. However, this year I would like to express special gratitude to the ladies in the Protective Service Homemaker program. The work they do is hard and they do it in some of the worst circumstances imaginable. They are led by an extraordinary woman who has been employed by ETHRA for 38 years, Karen Laws. She exemplifies the true heart of ETHRA. It is with great pleasure that I name Karen Laws, "ETHRA 2020 Employee of the Year".

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.

Gary W. Holiway

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ASSOCIATIONS, BOARD AND COUNCILS

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

2020/2021 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. Over the counter items such as Ensure and Depends are also included. Assistance with opioid addiction treatment and rehabs through partnership with ETHRA's Community Corrections program. **Employment** provides assistance with 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** needs such as testing fees, tuition, books, uniforms and school supplies may be provided in this component. **Nutrition** assistance is provided by CSBG staff at Commodity distributions in each county quarterly. The food is provided by USDA and income guidelines are determined by TEFAP. CSBG staff also assists ETHRA's home delivered meal program by delivering meals to elderly/disabled shut-ins in the community.

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 9 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.



CHAIR
RON WOODY
ROANE COUNTY
EXECUTIVE



VICE CHAIR
ROLAND DYKES III
MAYOR, NEWPORT



SECRETARY
MARK POTTS
JEFFERSON COUNTY
MAYOR



TREASURER
JOE BROOKS
CLAIBORNE COUNTY
MAYOR

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.

ANDERSON COUNTY

Terry Frank – County Mayor *
Tim Thompson
Mayor Scott Burton
Mayor Tim Sharp
Mayor Warren Gooch
Mayor Chris Mitchell
Tom Byrge **

BLOUNT COUNTY

Ed Mitchell – County Mayor
Mayor Ron Palewski
Mayor Andy Lawhorn
Mayor Tom Taylor **
Bryan Daniels
Mayor Tom Bickers
Mayor Carl Koella
Mayor Odis Abbott, Jr.
David Buchanan **

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
Jerrri 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 Beau Tucker
Mayor Glenn Warren
Mayor Mitch Cain
Mayor Donna Hernandez
Ronda Davis **

KNOX COUNTY

Glenn Jacobs – County Mayor
Mayor Ron Williams
Mayor Madeline Rogero
Winnie 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 Glenn Moser
Mayor Patrick Hawkins
Mayor Bob Lovingood
Bryan Hall
Stacy Chambers **
Richard Kirkland *

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 **

SCOTT COUNTY

Jeff Tibbals – County Mayor *
David Cross
Mayor Jack Lay
Mayor Opal Anderson
Mayor Dennis Jeffers

SEVIER COUNTY

Larry Waters, County Mayor *
Earlene Teaster
Mayor Mike Werner
Mayor David Wear
Mayor Jerry Huskey
Vice-Mayor Robbie Fox
Jane Howes **

UNION COUNTY

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

LEGISLATIVE REPRESENTATIVES

Representative Kent Calfee
Senator Richard Briggs

OFFICERS 2019-2020

Chair Executive Ron Woody
Vice Roland Trey Dykes
Secretary Mayor Mark Potts
Treasurer Mayor Joe Brooks

Key

* Policy Council and Governing Board

** Policy Council Only

+ Audit Committee

**ETHRA's
Board &
Policy Council**

**EAST TENNESSEE HUMAN RESOURCE AGENCY
STATEMENT OF NET POSITION**

| | Governmental Activities | Business-Type Activities | Total |
|---|----------------------------|-----------------------------|----------------------|
| Assets | | | |
| Cash and cash equivalents | \$ 2,053,422 | \$ 359,177 | \$ 2,412,599 |
| Investments | 19,361 | | 19,361 |
| Receivables | 9,844,909 | 33,472 | 9,878,381 |
| Loan Receivable | 618,002 | | 618,002 |
| Deposits | 5,744 | | 5,744 |
| Prepaid expenditures | 491,082 | | 491,082 |
| Capital assets, not being depreciated | | | |
| Land | 32,614 | | 32,614 |
| Capital assets, net of accumulated depreciation | | | |
| Buildings | 708,640 | | 708,640 |
| Furniture and equipment | 103,329 | | 103,329 |
| Vehicles | 2,457,501 | 68,450 | 2,525,951 |
| Total capital assets, net | <u>3,302,084</u> | <u>68,450</u> | <u>3,370,534</u> |
| Total assets | <u>\$ 16,334,604</u> | <u>\$ 461,099</u> | <u>\$ 16,795,703</u> |
| Liabilities | | | |
| Accounts payable | \$ 4,423,349 | \$ 21,099 | \$ 4,444,458 |
| Accrued expenses | 3,138,807 | | 3,138,807 |
| Total Liabilities | <u>7,562,156</u> | <u>21,099</u> | <u>7,583,265</u> |
| Net Position | | | |
| Investment in capital assets | 3,302,084 | 68,450 | 3,370,534 |
| Restricted for: | | | |
| THDA - Home Loan | 1,139,671 | | 1,139,671 |
| MVEOA | 205,236 | | 205,236 |
| East Tennessee Foundation Investment | 19,361 | | 19,361 |
| Human Resource Services | 358,294 | | 358,294 |
| Unrestricted | 3,747,802 | 371,540 | 4,119,342 |
| Total net position | <u>\$ 8,772,448</u> | <u>\$ 439,990</u> | <u>\$ 9,212,438</u> |

2020 BUDGET*
2019 - 2020

| | |
|--------------------------------------|-------------------------|
| AGING | \$ 8,209,637.00 |
| AAA&D Planning | \$ 537,585.00 |
| Legal Assistance for the Elderly | \$ 87,158.00 |
| Choices - Medicaid Waiver | \$ 1,107,159.00 |
| Elder Abuse Training & Support | \$ 13,973.00 |
| Health Promotion | \$ 84,153.00 |
| HCBS Case Management | \$ 483,276.00 |
| HCBS Options for Community Living | \$ 1,338,675.00 |
| IIIB In-Home Services | \$ 314,594.00 |
| Information & Assistance | \$ 84,048.00 |
| National Family Caregiver | \$ 498,326.00 |
| Nutrition - Congregate | \$ 651,372.00 |
| Nutrition - Home Delivered | \$ 1,470,840.00 |
| Office on Aging | \$ 840,480.00 |
| Ombudsman | \$ 140,218.00 |
| Public Conservatorship Services | \$ 159,707.00 |
| Senior Centers | \$ 244,685.00 |
| SHIP SMP and PPACA | \$ 153,388.00 |
| WORKFORCE DEVELOPMENT | \$ 12,273,090.37 |
| Senior Employment - State | \$ 305,174.37 |
| Senior Employment - SSA | \$ 770,918.00 |
| Workforce Development | \$ 11,196,998.00 |
| HOUSING AND RESTORATION | \$ 6,778,131.00 |
| LIHEAP/Weatherization | \$ 3,077,310.00 |
| HUD | \$ 3,700,821.00 |
| TRANSPORTATION | \$ 10,706,515.00 |
| Public Transit | \$ 10,706,515.00 |
| CORRECTION AND COURT SERVICES | \$ 3,134,614.00 |
| Adult Alternative Placement | \$ 1,628,470.00 |
| Misdemeanor Probation | \$ 1,359,432.00 |
| Community Youth Intervention | \$ 146,712.00 |
| CHILD DEVELOPMENT | \$ 3,674,200.00 |
| Child Care Food - Centers | \$ 110,588.00 |
| Child Care Food - Home | \$ 321,791.00 |
| At-Risk | \$ 2,019,900.00 |
| Summer Food | \$ 1,221,921.00 |
| FAMILY ASSISTANCE | \$ 1,019,014.00 |
| Commodity Food Distribution | \$ 28,772.85 |
| Emergency Food and Shelter | \$ 4,048.00 |
| Homemaker Aide Service - Adult | \$ 572,040.64 |
| Homemaker Aide Service - Child | \$ 30,420.36 |
| Jane L. Pettway Foundation | \$ 2,305.00 |
| Mountain Valley CSBG | \$ 381,427.15 |
| TOTAL BUDGET | \$ 44,049,326.37 |

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

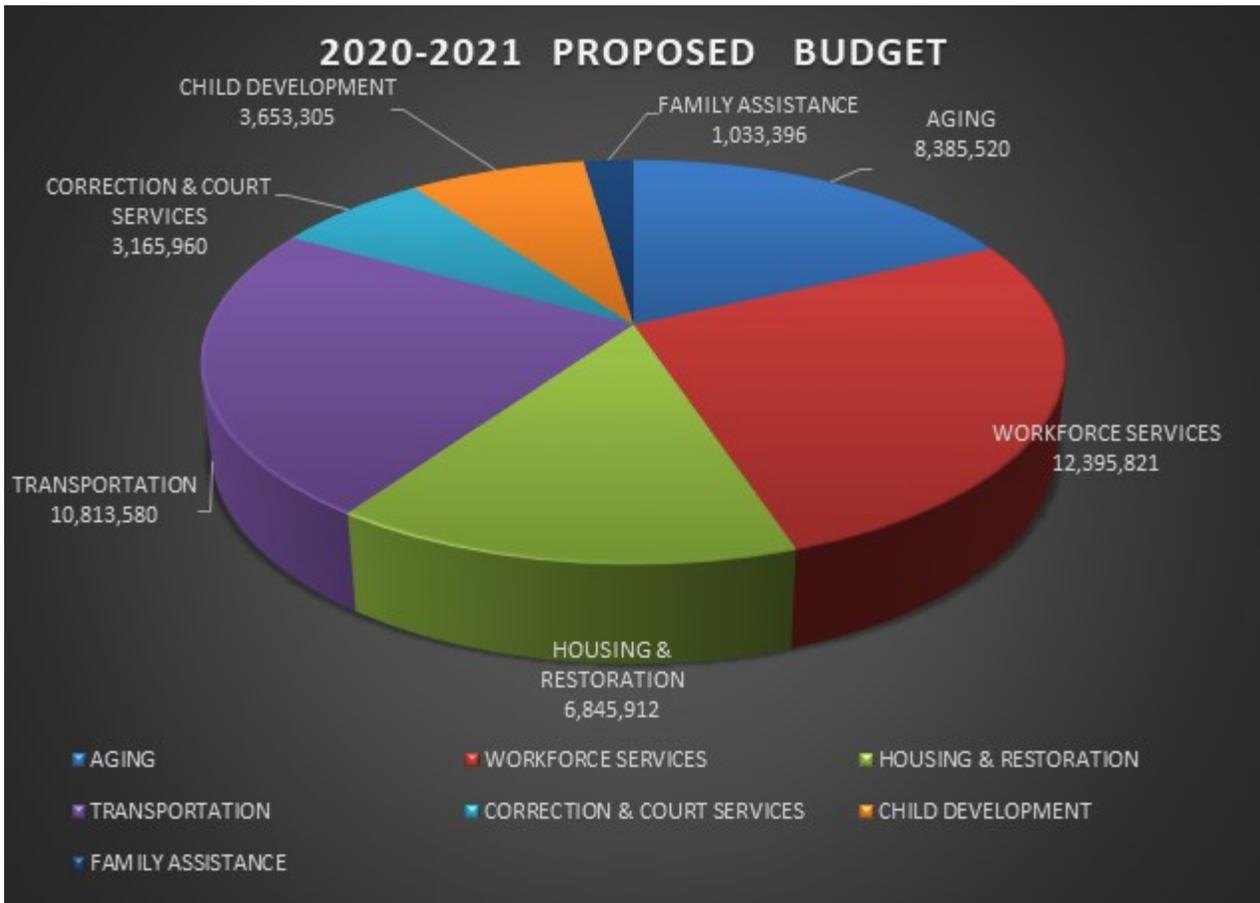
ETHRA's
2019 - 2020
Current
Budget

2021 PROPOSED BUDGET*
2020 - 2021

| | |
|--------------------------------------|-------------------------|
| AGING | \$ 8,385,520.00 |
| 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 |
| WORKFORCE DEVELOPMENT | \$ 12,395,821.00 |
| Senior Employment - State | \$ 308,226.00 |
| Senior Employment - SSA | \$ 778,627.00 |
| Workforce Development | \$ 11,308,968.00 |
| HOUSING AND RESTORATION | \$ 6,845,912.00 |
| LIHEAP/Weatherization | \$ 3,108,083.00 |
| HUD | \$ 3,737,829.00 |
| TRANSPORTATION | \$ 10,813,580.00 |
| Public Transit | \$ 10,813,580.00 |
| CORRECTION AND COURT SERVICES | \$ 3,165,960.00 |
| Adult Alternative Placement | \$ 1,644,755.00 |
| Misdemeanor Probation | \$ 1,373,026.00 |
| Community Youth Intervention | \$ 148,179.00 |
| Child Care Food - Centers | \$ 111,141.00 |
| Child Care Food - Home | \$ 323,400.00 |
| At-Risk | \$ 2,030,000.00 |
| Summer Food | \$ 1,188,764.00 |
| FAMILY ASSISTANCE | \$ 1,033,396.00 |
| Commodity Food Distribution | \$ 29,636.00 |
| Emergency Food and Shelter | \$ 3,250.00 |
| Homemaker Aide Service - Adult | \$ 577,761.00 |
| Homemaker Aide Service - Child | \$ 29,508.00 |
| Jane L. Pettway Foundation | \$ 8,000.00 |
| Mountain Valley CSBG | \$ 385,241.00 |
| TOTAL BUDGET | \$ 45,011,609.00 |

ETHRA's
2020 - 2021
Proposed
Budget

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



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
- United Way of Anderson County
- Lafollette Medical Foundation
- Jane Pettway
- TennCare
- Tennessee Department of Agriculture
- US Department of Housing & Urban Development
- Tennessee Department of Children’s Service

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

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

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.

Shaler Gentry; 865-691-2551 ext. 4260; 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

Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA) is designed to assist older or disabled individuals with emergency situations, who have been the victim of a reported crime and are referred by APS or law enforcement.

Tracy Armstrong; 865-691-2551 ext. 4306; TArmstrong@ethra.org

State Health Insurance Plan (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

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

John Bender; 865-691-2551 ext. 4234; JBender@ethra.org

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

Lynette Edwards; 865-691-2551 ext. 4218; 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.

Long Term Care Ombudsman protects the federally mandated rights of residents of long-term care facilities.

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

Senior Nutrition provides a 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 Home Day Cares, Group Home Day Cares and Unregulated Home Day Cares that care for four or fewer unrelated children. The program provides help with meal planning and monthly food expenses.

Child Care Food for Day Care Centers assists by providing nutritious meals to children in facilities. The program provides assistance to 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 insures that children have good, nutritious meals during the summer when school meals are not available.

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

FAMILY ASSISTANCE

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

Karen Laws; 865-691-2551 ext. 4229; KLaws@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 & 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 (rental assistance) helps low income families obtain safe and sanitary housing at an affordable price.

Steve Bandy or Lisa Condrey; 865-691-2551 ext. 42621 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

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

Sherry Seal; 865-691-2551 ext. 4450; SSeal@ethra.org

Misdemeanor Probation is offered to counties at no cost to the government or taxpayers, operating entirely on fees collected from offenders. The program diverts offenders from the court system and provides necessary supervision and resources to help the clients become more productive in the community, reducing the probability of continued criminal behavior. Staff monitors the payment of court costs and fines, drug screening, in-patient and out-patient treatment classes, education, DUI classes and job search.

DUI Education Class 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.

Judy Brewer; 423-587-6511; JBrewer@ethra.org

TRANSPORTATION

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

Mike Patterson at 865-691-2551 ext. 4263; MPatterson@ethra.org

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

Mobility Management considers the transportation needs of persons with disabilities that go beyond those required by the Americans with Disabilities Act.

Teresa Hickman; 865-691-2551 ext. 4280; THickman@ethra.org

WORKFORCE SERVICES

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

Bill Walker; 865-705-9765; BWalker@ethra.org

Employers Services including incumbent Worker Training grants and Registered Apprenticeships

Tonya Randolph; 865-813-0281 ext. 7106; TRandolph@ethra.org

Job Seeker Services including employment placement and advanced training through the American Job Center Service Delivery System.

Jennifer Eppley; 865-594-0319

East Tennessee Human Resource Agency

Employee of the Year



**Karen Laws, Program Manager of Homemaker
East Tennessee Human Resource Agency**

Karen Laws has been an East Tennessee Human Resource Agency (ETHRA) employee for 38 years. She graduated from Eastern Kentucky University and has been the program manager of the ETHRA's Protective Service Homemaker Program since 1990.

Karen and the homemaker team serve and assist adult and child/family cases referred to ETHRA by Adult Protective Services and Child Protective Services. Homemaker clients are some of the most vulnerable of all those whom ETHRA assists. Everyone who knows Karen knows she puts her heart into her work.

Her skills do not end with her office work. She also projects a warm, cheerful attitude to our clients. She has resolved conflicts and handled other difficult situations with remarkable patience and admirable tact.

Karen's outstanding vision, dedication and commitment to excellence is evident in her work and she is an inspiration to our endeavors. Thank you, Karen, for your loyalty for over 38 years and we thank you for your service and outstanding accomplishments.

Program Quick Stats



361
Child cases last year

245
Adults assisted last year



10 - 12
Number of homes a single homemaker
serves each week

East Tennessee Human Resource Agency

Community Corrections Program

In 1985, Tennessee Legislators created Community Corrections Programs to reduce prison overcrowding. Community Corrections Programs supervise felony offenders in the community and provides supervision and services with the goal of reducing the probability of continued criminal behavior while maintaining the safety of the community. The program is funded through a grant and request for grant proposal (RFGP) system supervised by the TN Department of Corrections.

ETHRA supervises 1,235 felony offenders in 6 Judicial Districts and 19 counties as of December 31, 2019. The Community Corrections Officers monitor payments of court costs, fines and restitution. We also collect supervision and community corrections fees and monitor that clients are working and supporting their families. Staff members provided Cognitive Behavior Intervention Program and Alcohol and Drug Education classes and also monitor client progress while they are attending inpatient and outpatient treatment programs for substance abuse problems. Drug testing is performed and other special conditions are monitored according to court orders. Many of ETHRA staff members are also part of drug court treatment teams in our area and work very closely with the drug court staff. We provide all services possible as ordered by the courts and specified by the contract. We perform a one-year follow-up on all successfully terminated clients. During last fiscal year, 97% of these successful clients continued to be successful as they did not return to the criminal justice system.

We are currently in the third year of a three year contract which expires on June 30, 2020. Staff meets quarterly as required by the contract with local Advisory Boards. Members of those local boards are the County Mayors and Executives, Sheriffs, District Attorney General, Public Defender, TDOC Probation and Parole Officers, Judges, Court staff and interested community citizens. These members are specified by the Act that set up the Program. For over 33 years, we have provided the services to felony offenders that would be in local jails and state prisons with less than 10% of successful offenders returning to the system within the one year follow-up. The 18 Community Corrections Program across the state, supervise approximately 8,000 offenders and they supervise at \$5 per day versus the higher costs of prison at \$78 per day. Community Corrections programs have saved millions of dollars for Tennessee tax payers through the years. There is really no way to measure the savings when you see families remaining together and offenders successfully completing the program.

Program Quick Stats



19

Counties served by Community Corrections

900+

Assigned felons in the 19-county area



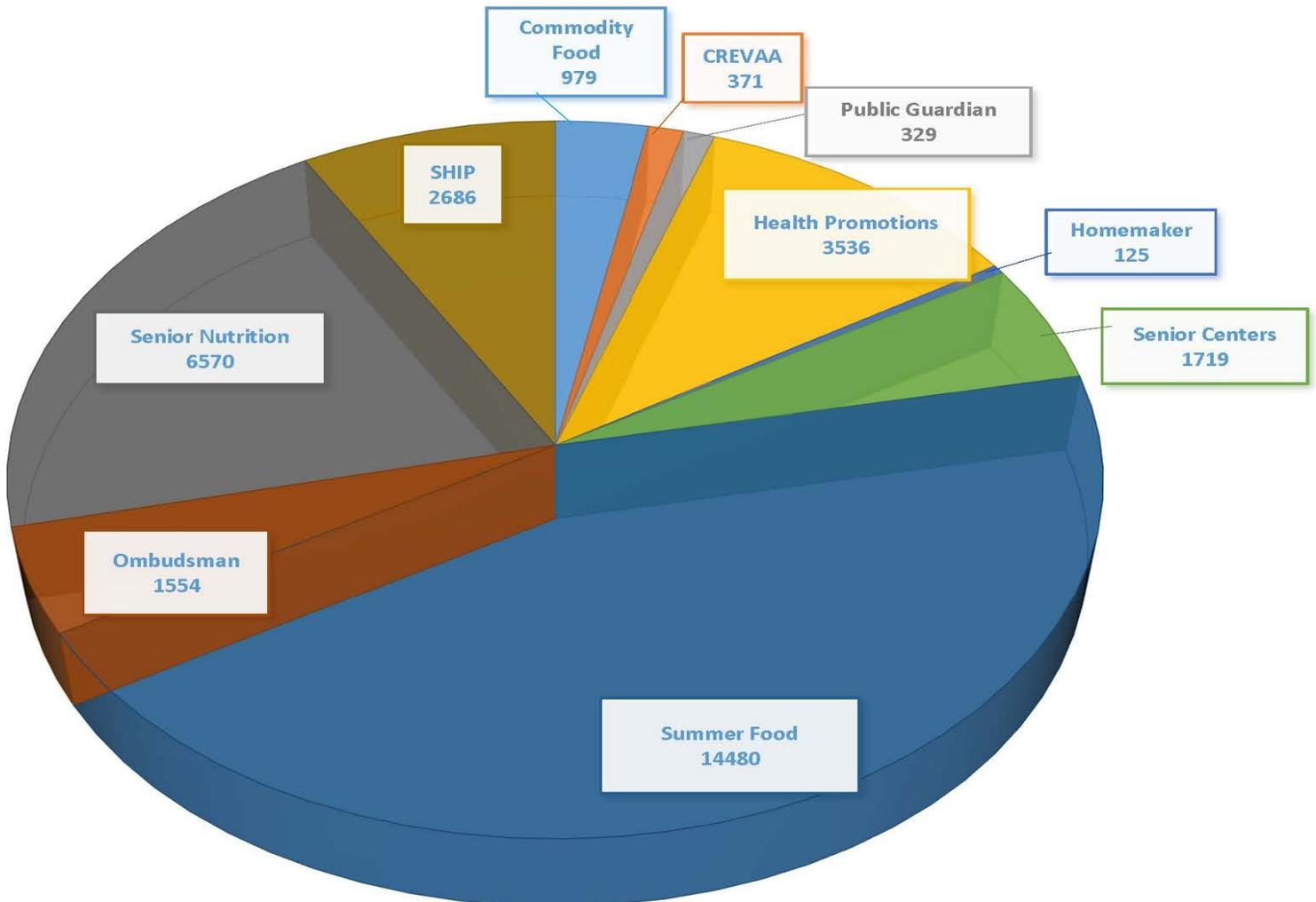
VOLUNTEER OPPORTUNITIES

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.

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



VOLUNTEER HOURS



2019 TN Elder Justice Conference

September 8—11, 2019
Gaylord Opryland Hotel
Nashville, Tennessee

Hosted by:
East Tennessee Elder Justice Coalition
a project of ETHRA /
East Tennessee Area Agency on Aging and Disability

The 2019 TN Elder Justice Conference was held in conjunction with the Southeastern Association of Area Agencies on Aging Conference. Seen below, Aaron Bradley, ETHRA AAAD Director, speaks at the 2019 conference. Attendees included Law Enforcement, Financial Institutions, Emergency Responders, Victim's Advocates, Social Workers, Attorneys, Adult Protective Services, Medical Case Managers and anyone interested in combating Elder Abuse.



City of Morristown Fixed Route Bus Service

The East Tennessee Human Resource Agency (ETHRA) and the Lakeway Area Metropolitan Transportation Planning Organization (LAMTPO) in cooperation with the City of Morristown and the Tennessee Department of Transportation (TDOT) participated in a fixed-route bus study and analysis authorized by TDOT and conducted by AECOM.

The study provided a unique opportunity to understand the potential for a fixed-route bus service in the Morristown portion of the urbanized area. As a result of the planning process it was determined that three fixed routes, operating on 30-minute headways, would best serve the needs for the initial bus service in the Morristown community with future expansions to Jefferson City and White Pine.

The three fixed routes were recommended in order to improve mobility options for the Morristown residents, with each one serving distinct activity centers in regions of the city. The routes are envisioned to function as a comprehensive transit system, allowing multiple connections to residential, employment and shopping opportunities.

The projected implementation date is March/April 2020.

Tennessee Department of Transportation Bus Grant Award

The East Tennessee Human Resource Agency was successful in our competitive bus replacement application and was awarded \$1,642,034 for the replacement of 42 demand response vehicles for the replacement of vehicles that has met their useful life.

ETHRA was awarded \$1,642,034 for the purchase of replacement vehicles within the East Tennessee region.

Statewide Application Bus Application funded by DOT

The Tennessee Public Transportation Association and the Tennessee Department of Transportation submitted an application to the U.S. Department of Transportation on behalf of 10 transit association members for bus replacements. The U.S. Department of Transportation awarded TPTA and TDOT \$16.2 million dollars for the replacement of 25 buses and 279 demand re-

sponse vehicles to replace existing vehicles that have met their useful life. Tennessee's application received full funding and received one of the top eight highest-funded awards in the country out of 94 recipients that submitted applications.



ETHRA was awarded \$2,709,000 for the purchase of 45 vehicles within the East Tennessee region.

ETHRA

CUSTOMER SERVICE REPORT 2019

| SERVICES PROVIDED | Customers | Units of Service | Total Dollars |
|--------------------------------------|------------------------|---------------------|---------------------|
| AGING | | | |
| Legal Assistance for the Elderly | 286 | 312 | 90,460 |
| Choices - Medicaid Waiver | 2,739 | 4,450 | 972,183 |
| CREVAA | 395 | 2,222 | 178,514 |
| Elder Abuse | 413 | 5 | 62,902 |
| Health Promotion | 386 | 4,671 | 84,508 |
| HCBS Case Management | 848 | 4,455 | 449,449 |
| HCBS Options Community Living | 533 | 79,679 | 1,453,452 |
| III-B In-Home Services | 91 | 4,033 | 90,429 |
| Information & Assistance | 1,736 | 3,651 | 96,118 |
| National Family Caregiver | 142 | 17,434 | 546,573 |
| Nutrition - Congregate | 1,748 | 131,069 | 725,157 |
| Nutrition - Home Delivered | 2,716 | 402,924 | 2,000,277 |
| Office on Aging | 6,234 | 95,686 | 726,030 |
| Ombudsman | 1,329 | 2,962 | 155,653 |
| Public Guardianship | 48 | 1,891 | 195,284 |
| Senior Centers | 9,961 | 336,230 | 273,718 |
| SHIP, SMP and MIPPA | 10,791 | 12,099 | 220,053 |
| SNAP - Food Stamps | 1,484 | 3,859 | 46,651 |
| WORKFORCE DEVELOPMENT | | | |
| Senior Employment - State | 22 | 99 | 231,001 |
| Senior Employment -SSA | 138 | 11,592 | 860,035 |
| Workforce Development | 2,199 | 7,436 | 8,075,707 |
| HOUSING AND RESTORATION | | | |
| LIHEAP | 13,263 | 7,351 | 3,956,423 |
| HUD Home Ownership | 19 | 228 | 135,514 |
| HUD Family Self-Sufficiency | 22 | 349 | 30,861 |
| HUD Voucher | 673 | 8,076 | 3,754,161 |
| Weatherization | 50 | 50 | 335,580 |
| TRANSPORTATION | | | |
| Public Transit | 11,877 | 285,137 | 11,263,236 |
| CORRECTION AND COURT SERVICES | | | |
| Adult Alternative Placement | 1,576 | 19,757 | 1,702,682 |
| Misdemeanor Probation | 6,783 | 53,724 | 1,322,743 |
| Community Youth Intervention | 25 | 322 | 134,490 |
| CHILD DEVELOPMENT | | | |
| Child Care Food - Home | 2,436 | 44,322 | 315,321 |
| Child Care Food - Centers | 2,250 | 46,374 | 98,399 |
| Child Care Food - At-Risk Program | 33,954 | 476,465 | 1,541,515 |
| Summer Food | 9,874 | 193,644 | 966,537 |
| FAMILY ASSISTANCE | | | |
| Commodity Food Distribution | 3,267 | 3,267 | 36,457 |
| Emergency Food and Shelter | 57 | 21 | |
| Homemaker Aide Service - Adult | 228 | 11,897 | 485,410 |
| Homemaker Aide Service - Child | 239 | 593 | 11,759 |
| Jane L. Pettway Foundation | 43 | 29 | 5,405 |
| Mountain Valley CSBG | 518 | 304 | 401,158 |
| TOTAL | 131,393 | 2,278,669 | |
| Total ETHRA FUNDS INVESTED | | | \$44,031,805 |
| | | | |
| | ETHRA Employees | 407 | |
| | ETHRA Payroll | \$14,236,796 | |

Anderson

CUSTOMER SERVICE REPORT 2019

| SERVICES PROVIDED | Customers | Units of Service | Total Dollars |
|--------------------------------------|---------------|------------------|--------------------|
| AGING | | | |
| Legal Assistance for the Elderly | 28 | 39 | 11,398 |
| Choices - Medicaid Waiver | 161 | 274 | 59,860 |
| CREVAA | 56 | 276 | 22,174 |
| Elder Abuse | 80 | 1 | 12,580 |
| Health Promotion | 0 | 0 | 0 |
| HCBS Case Management | 53 | 291 | 29,358 |
| HCBS Options Community Living | 34 | 4,393 | 80,134 |
| III-B In-Home Services | 3 | 30 | 673 |
| Information & Assistance | 102 | 211 | 5,555 |
| National Family Caregiver | 11 | 1,293 | 40,537 |
| Nutrition - Congregate | 121 | 13,138 | 72,688 |
| Nutrition - Home Delivered | 68 | 14,057 | 69,785 |
| Office on Aging | 1,590 | 29,390 | 223,000 |
| Ombudsman | 77 | 155 | 8,129 |
| Public Guardianship | 4 | 272 | 28,090 |
| Senior Centers | 644 | 70,727 | 57,577 |
| SHIP, SMP and MIPPA | 803 | 872 | 15,860 |
| SNAP - Food Stamps | 105 | 254 | 3,071 |
| WORKFORCE DEVELOPMENT | | | |
| Senior Employment - State | 0 | 0 | 0 |
| Senior Employment -SSA | 16 | 1,344 | 99,714 |
| Workforce Development | 112 | 379 | 411,605 |
| HOUSING AND RESTORATION | | | |
| LIHEAP | 3,305 | 1,700 | 914,967 |
| HUD Home Ownership | 4 | 48 | 28,529 |
| HUD Family Self-Sufficiency | 12 | 174 | 15,386 |
| HUD Voucher | 172 | 2,064 | 959,459 |
| Weatherization | 5 | 5 | 33,558 |
| TRANSPORTATION | | | |
| Public Transit | 1,587 | 32,570 | 1,286,552 |
| CORRECTION AND COURT SERVICES | | | |
| Adult Alternative Placement | 57 | 858 | 73,943 |
| Misdemeanor Probation | | | |
| Community Youth Intervention | | | |
| CHILD DEVELOPMENT | | | |
| Child Care Food - Home | | | |
| Child Care Food - Centers | | | |
| Child Care Food - At-Risk Program | 1,155 | 16,632 | 53,810 |
| Summer Food | 474 | 9,488 | 47,358 |
| FAMILY ASSISTANCE | | | |
| Commodity Food Distribution | | | |
| Emergency Food and Shelter | | | |
| Homemaker Aide Service - Adult | 37 | 1,999 | 81,561 |
| Homemaker Aide Service - Child | 113 | 204 | 4,045 |
| Jane L. Pettway Foundation | | | |
| Mountain Valley CSBG | | | |
| TOTAL | 10,989 | 203,138 | |
| Total ETHRA FUNDS INVESTED | | | \$4,750,955 |
| | | | |
| ETHRA Employees | | 33 | |
| ETHRA Payroll | | \$898,224 | |

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

Blount

CUSTOMER SERVICE REPORT 2019

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

| SERVICES PROVIDED | Customers | Units of Service | Total Dollars |
|--------------------------------------|--------------|------------------|--------------------|
| AGING | | | |
| Legal Assistance for the Elderly | 94 | 89 | 25,871 |
| Choices - Medicaid Waiver | 256 | 414 | 90,446 |
| CREVAA | 37 | 235 | 18,880 |
| Elder Abuse | 80 | 1 | 12,580 |
| Health Promotion | 1 | 2 | 36 |
| HCBS Case Management | 70 | 368 | 37,126 |
| HCBS Options Community Living | 41 | 6,595 | 120,302 |
| III-B In-Home Services | 6 | 357 | 8,005 |
| Information & Assistance | 163 | 355 | 9,346 |
| National Family Caregiver | 8 | 1,040 | 32,605 |
| Nutrition - Congregate | 114 | 11,077 | 61,285 |
| Nutrition - Home Delivered | 239 | 36,813 | 182,755 |
| Office on Aging | 363 | 4,816 | 36,542 |
| Ombudsman | 67 | 126 | 6,639 |
| Public Guardianship | 1 | 30 | 3,098 |
| Senior Centers | 388 | 55,554 | 45,225 |
| SHIP, SMP and MIPPA | | | |
| SNAP - Food Stamps | 134 | 346 | 4,183 |
| WORKFORCE DEVELOPMENT | | | |
| Senior Employment - State | | | |
| Senior Employment -SSA | 23 | 1,932 | 143,339 |
| Workforce Development | 128 | 433 | 470,250 |
| HOUSING AND RESTORATION | | | |
| LIHEAP | | | |
| HUD Home Ownership | 3 | 36 | 21,397 |
| HUD Family Self-Sufficiency | 3 | 38 | 3,360 |
| HUD Voucher | 60 | 720 | 334,695 |
| Weatherization | | | |
| TRANSPORTATION | | | |
| Public Transit | 1,289 | 41,309 | 1,631,753 |
| CORRECTION AND COURT SERVICES | | | |
| Adult Alternative Placement | 270 | 1,976 | 170,294 |
| Misdemeanor Probation | | | |
| Community Youth Intervention | | | |
| CHILD DEVELOPMENT | | | |
| Child Care Food - Home | 96 | 2,124 | 15,111 |
| Child Care Food - Centers | 475 | 9,740 | 20,667 |
| Child Care Food - At-Risk Program | 280 | 2,244 | 7,260 |
| Summer Food | 1,912 | 38,247 | 190,903 |
| FAMILY ASSISTANCE | | | |
| Commodity Food Distribution | | | |
| Emergency Food and Shelter | | | |
| Homemaker Aide Service - Adult | 8 | 320 | 13,056 |
| Homemaker Aide Service - Child | | | |
| Jane L. Pettway Foundation | | | |
| Mountain Valley CSBG | | | |
| TOTAL | 6,609 | 217,338 | |
| Total ETHRA FUNDS INVESTED | | | \$3,717,008 |
| ETHRA Employees | | 23 | |
| ETHRA Payroll | | \$665,596 | |

Campbell

CUSTOMER SERVICE REPORT 2019

| SERVICES PROVIDED | Customers | Units of Service | Total Dollars |
|--------------------------------------|--------------|------------------|--------------------|
| AGING | | | |
| Legal Assistance for the Elderly | 16 | 35 | 10,238 |
| Choices - Medicaid Waiver | 74 | 123 | 26,872 |
| CREVAA | 29 | 294 | 23,620 |
| Elder Abuse | | | |
| Health Promotion | 47 | 775 | 14,021 |
| HCBS Case Management | 25 | 130 | 13,115 |
| HCBS Options Community Living | 22 | 3,439 | 62,732 |
| III-B In-Home Services | 5 | 529 | 11,861 |
| Information & Assistance | 57 | 132 | 3,475 |
| National Family Caregiver | 3 | 386 | 12,101 |
| Nutrition - Congregate | 48 | 4,503 | 24,913 |
| Nutrition - Home Delivered | 30 | 6,344 | 31,494 |
| Office on Aging | 402 | 10,984 | 83,343 |
| Ombudsman | 28 | 67 | 3,495 |
| Public Guardianship | 4 | 169 | 17,453 |
| Senior Centers | 422 | 25,270 | 20,572 |
| SHIP, SMP and MIPPA | 489 | 531 | 9,658 |
| SNAP - Food Stamps | 42 | 96 | 1,161 |
| WORKFORCE DEVELOPMENT | | | |
| Senior Employment - State | 7 | 32 | 73,500 |
| Senior Employment -SSA | | | |
| Workforce Development | 204 | 690 | 749,360 |
| HOUSING AND RESTORATION | | | |
| LIHEAP | 2,721 | 1,563 | 841,231 |
| HUD Home Ownership | | | |
| HUD Family Self-Sufficiency | 1 | 32 | 2,830 |
| HUD Voucher | 16 | 192 | 89,252 |
| Weatherization | 4 | 4 | 26,846 |
| TRANSPORTATION | | | |
| Public Transit | 834 | 18,625 | 735,709 |
| CORRECTION AND COURT SERVICES | | | |
| Adult Alternative Placement | 49 | 864 | 74,461 |
| Misdemeanor Probation | 770 | 3,852 | 94,840 |
| Community Youth Intervention | | | |
| CHILD DEVELOPMENT | | | |
| Child Care Food - Home | | | |
| Child Care Food - Centers | | | |
| Child Care Food - At-Risk Program | | | |
| Summer Food | | | |
| FAMILY ASSISTANCE | | | |
| Commodity Food Distribution | 481 | 481 | 5,368 |
| Emergency Food and Shelter | | | |
| Homemaker Aide Service - Adult | 29 | 1,500 | 61,202 |
| Homemaker Aide Service - Child | 45 | 160 | 3,173 |
| Jane L. Pettway Foundation | | | |
| Mountain Valley CSBG | 85 | 36 | 47,506 |
| TOTAL | 6,989 | 81,837 | |
| Total ETHRA FUNDS INVESTED | | | \$3,175,400 |
| | | | |
| ETHRA Employees | | 21 | |
| ETHRA Payroll | | \$603,473 | |

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

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 37752-3734
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

| Claiborne | | | |
|--------------------------------------|------------------|-------------------------|----------------------|
| CUSTOMER SERVICE REPORT 2019 | | | |
| SERVICES PROVIDED | Customers | Units of Service | Total Dollars |
| AGING | | | |
| Legal Assistance for the Elderly | 9 | 22 | 6,352 |
| Choices - Medicaid Waiver | 70 | 120 | 26,216 |
| CREVAA | 6 | 31 | 2,491 |
| Elder Abuse | | | |
| Health Promotion | 7 | 17 | 308 |
| HCBS Case Management | 39 | 188 | 18,967 |
| HCBS Options Community Living | 26 | 6,158 | 112,330 |
| III-B In-Home Services | 6 | 557 | 12,489 |
| Information & Assistance | 73 | 145 | 3,817 |
| National Family Caregiver | 5 | 931 | 29,188 |
| Nutrition - Congregate | 102 | 7,920 | 43,818 |
| Nutrition - Home Delivered | 25 | 5,872 | 29,151 |
| Office on Aging | 148 | 1,745 | 13,240 |
| Ombudsman | 14 | 51 | 2,685 |
| Public Guardianship | | | |
| Senior Centers | 60 | 146 | 119 |
| SHIP, SMP and MIPPA | 607 | 634 | 11,531 |
| SNAP - Food Stamps | 68 | 195 | 2,357 |
| WORKFORCE DEVELOPMENT | | | |
| Senior Employment - State | 6 | 27 | 63,000 |
| Senior Employment -SSA | | | |
| Workforce Development | 48 | 162 | 175,937 |
| HOUSING AND RESTORATION | | | |
| LIHEAP | 2,217 | 1,382 | 743,814 |
| HUD Home Ownership | 1 | 12 | 7,132 |
| HUD Family Self-Sufficiency | | | |
| HUD Voucher | 21 | 252 | 117,143 |
| Weatherization | 2 | 2 | 13,423 |
| TRANSPORTATION | | | |
| Public Transit | 283 | 5,172 | 204,300 |
| CORRECTION AND COURT SERVICES | | | |
| Adult Alternative Placement | 37 | 296 | 25,510 |
| Misdemeanor Probation | 363 | 3,969 | 97,721 |
| Community Youth Intervention | 3 | 28 | 11,695 |
| CHILD DEVELOPMENT | | | |
| Child Care Food - Home | 156 | 2,184 | 15,538 |
| Child Care Food - Centers | | | |
| Child Care Food - At-Risk Program | 3,570 | 46,785 | 151,364 |
| Summer Food | 457 | 9,140 | 45,621 |
| FAMILY ASSISTANCE | | | |
| Commodity Food Distribution | 719 | 719 | 8,023 |
| Emergency Food and Shelter | 10 | 4 | 0 |
| Homemaker Aide Service - Adult | 12 | 1,025 | 41,821 |
| Homemaker Aide Service - Child | | | |
| Jane L. Pettway Foundation | | | |
| Mountain Valley CSBG | 111 | 86 | 113,485 |
| TOTAL | 9,281 | 95,977 | |
| Total ETHRA FUNDS INVESTED | | | \$2,150,586 |
| ETHRA Employees | | 16 | |
| ETHRA Payroll | | \$315,498 | |

| SERVICES PROVIDED | Customers | Units of Service | Total Dollars |
|--------------------------------------|--------------|------------------|--------------------|
| AGING | | | |
| Legal Assistance for the Elderly | 13 | 18 | 5,192 |
| Choices - Medicaid Waiver | 84 | 154 | 33,644 |
| CREVAA | 24 | 218 | 17,514 |
| Elder Abuse | | | |
| Health Promotion | 16 | 253 | 4,577 |
| HCBS Case Management | 51 | 305 | 30,770 |
| HCBS Options Community Living | 31 | 4,783 | 87,248 |
| III-B In-Home Services | 11 | 444 | 9,955 |
| Information & Assistance | 66 | 159 | 4,186 |
| National Family Caregiver | 6 | 1,230 | 38,562 |
| Nutrition - Congregate | 28 | 1,173 | 6,490 |
| Nutrition - Home Delivered | 64 | 8,962 | 44,491 |
| Office on Aging | 261 | 925 | 7,019 |
| Ombudsman | 22 | 41 | 2,152 |
| Public Guardianship | 2 | 121 | 12,496 |
| Senior Centers | 120 | 1,867 | 1,520 |
| SHIP, SMP and MIPPA | 492 | 546 | 9,930 |
| SNAP - Food Stamps | 62 | 145 | 1,753 |
| WORKFORCE DEVELOPMENT | | | |
| Senior Employment - State | | | |
| Senior Employment -SSA | 22 | 1,848 | 137,107 |
| Workforce Development | | | |
| HOUSING AND RESTORATION | | | |
| LIHEAP | | | |
| HUD Home Ownership | | | |
| HUD Family Self-Sufficiency | | | |
| HUD Voucher | 3 | 36 | 16,735 |
| Weatherization | 6 | 6 | 40,270 |
| TRANSPORTATION | | | |
| Public Transit | 571 | 13,160 | 519,835 |
| CORRECTION AND COURT SERVICES | | | |
| Adult Alternative Placement | 67 | 1,328 | 114,449 |
| Misdemeanor Probation | 377 | 3,905 | 96,145 |
| Community Youth Intervention | 6 | 101 | 42,185 |
| CHILD DEVELOPMENT | | | |
| Child Care Food - Home | 120 | 2,016 | 14,342 |
| Child Care Food - Centers | | | |
| Child Care Food - At-Risk Program | | | |
| Summer Food | 0 | 0 | 0 |
| FAMILY ASSISTANCE | | | |
| Commodity Food Distribution | | | |
| Emergency Food and Shelter | | | |
| Homemaker Aide Service - Adult | 15 | 1,200 | 48,961 |
| Homemaker Aide Service - Child | | | |
| Jane L. Pettway Foundation | | | |
| Mountain Valley CSBG | | | |
| TOTAL | 2,540 | 44,944 | |
| Total ETHRA FUNDS INVESTED | | | \$1,347,528 |
| ETHRA Employees | | 15 | |
| ETHRA Payroll | | \$503,280 | |

Grainger County -
Court Services

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

| Grainger | | | |
|--------------------------------------|--------------|------------------|------------------|
| CUSTOMER SERVICE REPORT 2019 | | | |
| SERVICES PROVIDED | Customers | Units of Service | Total Dollars |
| AGING | | | |
| Legal Assistance for the Elderly | 7 | 2 | 493 |
| Choices - Medicaid Waiver | 48 | 86 | 18,788 |
| CREVAA | 6 | 27 | 2,169 |
| Elder Abuse | | | |
| Health Promotion | 1 | 25 | 452 |
| HCBS Case Management | 21 | 74 | 7,466 |
| HCBS Options Community Living | 10 | 1,373 | 25,045 |
| III-B In-Home Services | 3 | 19 | 426 |
| Information & Assistance | 40 | 93 | 2,448 |
| National Family Caregiver | 4 | 543 | 17,024 |
| Nutrition - Congregate | 19 | 513 | 2,838 |
| Nutrition - Home Delivered | 57 | 7,810 | 38,772 |
| Office on Aging | 212 | 1,189 | 9,022 |
| Ombudsman | 3 | 8 | 438 |
| Public Guardianship | | | |
| Senior Centers | 168 | 3,124 | 2,543 |
| SHIP, SMP and MIPPA | 229 | 236 | 4,292 |
| SNAP - Food Stamps | 21 | 68 | 822 |
| WORKFORCE DEVELOPMENT | | | |
| Senior Employment - State | | | |
| Senior Employment -SSA | 4 | 336 | 24,929 |
| Workforce Development | | | |
| HOUSING AND RESTORATION | | | |
| LIHEAP | | | |
| HUD Home Ownership | 1 | 12 | 7,132 |
| HUD Family Self-Sufficiency | | | |
| HUD Voucher | 9 | 108 | 50,204 |
| Weatherization | 3 | 3 | 20,135 |
| TRANSPORTATION | | | |
| Public Transit | 339 | 6,467 | 255,454 |
| CORRECTION AND COURT SERVICES | | | |
| Adult Alternative Placement | 38 | 606 | 52,226 |
| Misdemeanor Probation | 273 | 2,524 | 62,144 |
| Community Youth Intervention | 4 | 64 | 26,731 |
| CHILD DEVELOPMENT | | | |
| Child Care Food - Home | | | |
| Child Care Food - Centers | | | |
| Child Care Food - At-Risk Program | | | |
| Summer Food | 187 | 3,741 | 18,672 |
| FAMILY ASSISTANCE | | | |
| Commodity Food Distribution | | | |
| Emergency Food and Shelter | | | |
| Homemaker Aide Service - Adult | 5 | 400 | 16,320 |
| Homemaker Aide Service - Child | | | |
| Jane L. Pettway Foundation | | | |
| Mountain Valley CSBG | | | |
| TOTAL | 1,712 | 29,451 | |
| Total ETHRA FUNDS INVESTED | | | \$666,986 |
| ETHRA Employees | | | 5 |
| ETHRA Payroll | | | \$191,966 |

Hamblen

CUSTOMER SERVICE REPORT 2019

| SERVICES PROVIDED | Customers | Units of Service | Total Dollars |
|--------------------------------------|--------------|------------------|--------------------|
| AGING | | | |
| Legal Assistance for the Elderly | 26 | 17 | 4,901 |
| Choices - Medicaid Waiver | 165 | 280 | 61,171 |
| CREVAA | 17 | 124 | 9,962 |
| Elder Abuse | | | |
| Health Promotion | 56 | 456 | 8,250 |
| HCBS Case Management | 64 | 372 | 37,530 |
| HCBS Options Community Living | 35 | 6,672 | 121,706 |
| III-B In-Home Services | 10 | 194 | 4,350 |
| Information & Assistance | 90 | 194 | 5,107 |
| National Family Caregiver | 13 | 2,688 | 84,271 |
| Nutrition - Congregate | 53 | 4,537 | 25,102 |
| Nutrition - Home Delivered | 105 | 16,085 | 79,852 |
| Office on Aging | 392 | 4,322 | 32,794 |
| Ombudsman | 190 | 274 | 14,425 |
| Public Guardianship | 6 | 244 | 25,198 |
| Senior Centers | 1,492 | 21,858 | 17,794 |
| SHIP, SMP and MIPPA | 647 | 694 | 12,622 |
| SNAP - Food Stamps | 85 | 232 | 2,805 |
| WORKFORCE DEVELOPMENT | | | |
| Senior Employment - State | | | |
| Senior Employment -SSA | 22 | 1,848 | 137,107 |
| Workforce Development | 462 | 1,562 | 1,696,376 |
| HOUSING AND RESTORATION | | | |
| LIHEAP | | | |
| HUD Home Ownership | | | |
| HUD Family Self-Sufficiency | 1 | 32 | 2,830 |
| HUD Voucher | 31 | 372 | 172,926 |
| Weatherization | 8 | 8 | 53,693 |
| TRANSPORTATION | | | |
| Public Transit | 1,070 | 29,212 | 1,153,907 |
| CORRECTION AND COURT SERVICES | | | |
| Adult Alternative Placement | 179 | 2,976 | 256,475 |
| Misdemeanor Probation | 1,893 | 13,314 | 327,805 |
| Community Youth Intervention | 6 | 58 | 24,225 |
| CHILD DEVELOPMENT | | | |
| Child Care Food - Home | | | |
| Child Care Food - Centers | | | |
| Child Care Food - At-Risk Program | | | |
| Summer Food | | | |
| FAMILY ASSISTANCE | | | |
| Commodity Food Distribution | | | |
| Emergency Food and Shelter | | | |
| Homemaker Aide Service - Adult | 12 | 780 | 31,825 |
| Homemaker Aide Service - Child | | | |
| Jane L. Pettway Foundation | | | |
| Mountain Valley CSBG | | | |
| TOTAL | 7,130 | 109,405 | |
| Total ETHRA FUNDS INVESTED | | | \$4,405,010 |
| ETHRA Employees | | 30 | |
| ETHRA Payroll | | \$957,313 | |

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

Jefferson Main

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

| Jefferson | | | |
|--------------------------------------|------------------------|-------------------------|----------------------|
| CUSTOMER SERVICE REPORT 2019 | | | |
| SERVICES PROVIDED | Customers | Units of Service | Total Dollars |
| AGING | | | |
| Legal Assistance for the Elderly | 24 | 17 | 5,017 |
| Choices - Medicaid Waiver | 117 | 188 | 41,072 |
| CREVAA | 19 | 113 | 9,078 |
| Elder Abuse | | | |
| Health Promotion | | | |
| HCBS Case Management | 57 | 264 | 26,634 |
| HCBS Options Community Living | 34 | 5,987 | 109,211 |
| III-B In-Home Services | 9 | 77 | 1,727 |
| Information & Assistance | 94 | 198 | 5,213 |
| National Family Caregiver | 14 | 1,373 | 43,045 |
| Nutrition - Congregate | 24 | 598 | 3,309 |
| Nutrition - Home Delivered | 68 | 11,121 | 55,209 |
| Office on Aging | 123 | 239 | 1,813 |
| Ombudsman | 67 | 142 | 7,478 |
| Public Guardianship | 3 | 150 | 15,491 |
| Senior Centers | 402 | 9,161 | 7,458 |
| SHIP, SMP and MIPPA | 431 | 462 | 8,403 |
| SNAP - Food Stamps | 64 | 205 | 2,478 |
| WORKFORCE DEVELOPMENT | | | |
| Senior Employment - State | | | |
| Senior Employment -SSA | 6 | 504 | 37,393 |
| Workforce Development | | | |
| HOUSING AND RESTORATION | | | |
| LIHEAP | | | |
| HUD Home Ownership | 1 | 12 | 7,132 |
| HUD Family Self-Sufficiency | | | |
| HUD Voucher | 12 | 144 | 66,939 |
| Weatherization | 5 | 5 | 33,558 |
| TRANSPORTATION | | | |
| Public Transit | 820 | 16,756 | 661,881 |
| CORRECTION AND COURT SERVICES | | | |
| Adult Alternative Placement | 54 | 719 | 61,964 |
| Misdemeanor Probation | 1,451 | 7,888 | 194,211 |
| Community Youth Intervention | 6 | 71 | 29,655 |
| CHILD DEVELOPMENT | | | |
| Child Care Food - Home | 0 | 0 | 0 |
| Child Care Food - Centers | | | |
| Child Care Food - At-Risk Program | | | |
| Summer Food | | | |
| FAMILY ASSISTANCE | | | |
| Commodity Food Distribution | | | |
| Emergency Food and Shelter | | | |
| Homemaker Aide Service - Adult | 12 | 450 | 18,360 |
| Homemaker Aide Service - Child | | | |
| Jane L. Pettway Foundation | | | |
| Mountain Valley CSBG | | | |
| TOTAL | 3,917 | 56,845 | |
| Total ETHRA FUNDS INVESTED | | | \$1,453,728 |
| | ETHRA Employees | 14 | |
| | ETHRA Payroll | \$422,447 | |

Knox

CUSTOMER SERVICE REPORT 2019

Knox County

Administrative Office

9111 Cross Park Drive

Suite D-100

Knoxville, TN 37923

(865) 691-2551

Fax (865) 251-1473

| SERVICES PROVIDED | Customers | Units of Service | Total Dollars |
|--------------------------------------|---------------|--------------------|--------------------|
| AGING | | | |
| Legal Assistance for the Elderly | 0 | 0 | 0 |
| Choices - Medicaid Waiver | 1,088 | 1,678 | 366,589 |
| CREVAA | 47 | 363 | 29,163 |
| Elder Abuse | 220 | 1 | 12,580 |
| Health Promotion | 152 | 1,357 | 24,551 |
| HCBS Case Management | 236 | 1,288 | 129,942 |
| HCBS Options Community Living | 151 | 17,906 | 326,629 |
| III-B In-Home Services | 15 | 554 | 12,422 |
| Information & Assistance | 631 | 1,201 | 31,618 |
| National Family Caregiver | 42 | 3,824 | 119,886 |
| Nutrition - Congregate | 951 | 62,445 | 345,485 |
| Nutrition - Home Delivered | 1,681 | 225,952 | 1,121,717 |
| Office on Aging | 552 | 22,946 | 174,106 |
| Ombudsman | 519 | 1,275 | 66,989 |
| Public Guardianship | 22 | 668 | 68,985 |
| Senior Centers | 3,800 | 78,227 | 63,683 |
| SHIP, SMP and MIPPA | 3,457 | 4,070 | 74,024 |
| SNAP - Food Stamps | 500 | 1,207 | 14,591 |
| WORKFORCE DEVELOPMENT | | | |
| Senior Employment - State | | | |
| Senior Employment -SSA | | | |
| Workforce Development | 783 | 2,647 | 2,874,717 |
| HOUSING AND RESTORATION | | | |
| LIHEAP | | | |
| HUD Home Ownership | | | |
| HUD Family Self-Sufficiency | | | |
| HUD Voucher | | | |
| Weatherization | | | |
| TRANSPORTATION | | | |
| Public Transit | 823 | 19,774 | 781,096 |
| CORRECTION AND COURT SERVICES | | | |
| Adult Alternative Placement | | | |
| Misdemeanor Probation | | | |
| Community Youth Intervention | | | |
| CHILD DEVELOPMENT | | | |
| Child Care Food - Home | 1,428 | 28,380 | 201,904 |
| Child Care Food - Centers | 903 | 18,239 | 38,701 |
| Child Care Food - At-Risk Program | | | |
| Summer Food | | | |
| FAMILY ASSISTANCE | | | |
| Commodity Food Distribution | | | |
| Emergency Food and Shelter | | | |
| Homemaker Aide Service - Adult | 55 | 2,555 | 104,247 |
| Homemaker Aide Service - Child | 20 | 42 | 833 |
| Jane L. Pettway Foundation | | | |
| Mountain Valley CSBG | | | |
| TOTAL | 18,076 | 496,599 | |
| Total ETHRA FUNDS INVESTED | | | \$6,984,458 |
| | | | |
| ETHRA Employees | | 140 | |
| ETHRA Payroll | | \$6,731,643 | |

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

| Loudon | | | |
|--------------------------------------|------------------------|------------------|--------------------|
| CUSTOMER SERVICE REPORT 2019 | | | |
| SERVICES PROVIDED | Customers | Units of Service | Total Dollars |
| AGING | | | |
| Legal Assistance for the Elderly | 11 | 6 | 1,856 |
| Choices - Medicaid Waiver | 92 | 154 | 33,644 |
| CREVAA | 29 | 62 | 4,981 |
| Elder Abuse | | | |
| Health Promotion | 31 | 79 | 1,429 |
| HCBS Case Management | 23 | 116 | 11,703 |
| HCBS Options Community Living | 19 | 2,727 | 49,744 |
| III-B In-Home Services | 2 | 18 | 404 |
| Information & Assistance | 52 | 110 | 2,896 |
| National Family Caregiver | 3 | 318 | 9,970 |
| Nutrition - Congregate | 68 | 6,052 | 33,484 |
| Nutrition - Home Delivered | 93 | 15,342 | 76,164 |
| Office on Aging | 666 | 3,240 | 24,584 |
| Ombudsman | 127 | 313 | 16,457 |
| Public Guardianship | 4 | 147 | 15,181 |
| Senior Centers | 528 | 13,224 | 10,765 |
| SHIP, SMP and MIPPA | 328 | 366 | 6,657 |
| SNAP - Food Stamps | 53 | 137 | 1,656 |
| WORKFORCE DEVELOPMENT | | | |
| Senior Employment - State | | | |
| Senior Employment -SSA | 8 | 672 | 49,857 |
| Workforce Development | 33 | 112 | 121,635 |
| HOUSING AND RESTORATION | | | |
| LIHEAP | | | |
| HUD Home Ownership | | | |
| HUD Family Self-Sufficiency | 0 | 0 | 0 |
| HUD Voucher | 26 | 312 | 145,034 |
| Weatherization | | | |
| TRANSPORTATION | | | |
| Public Transit | 584 | 13,771 | 543,970 |
| CORRECTION AND COURT SERVICES | | | |
| Adult Alternative Placement | 154 | 1,929 | 166,244 |
| Misdemeanor Probation | 519 | 4,871 | 119,929 |
| Community Youth Intervention | | | |
| CHILD DEVELOPMENT | | | |
| Child Care Food - Home | | | |
| Child Care Food - Centers | | | |
| Child Care Food - At-Risk Program | 1793 | 23,952 | 77,492 |
| Summer Food | 805 | 16,110 | 80,410 |
| FAMILY ASSISTANCE | | | |
| Commodity Food Distribution | | | |
| Emergency Food and Shelter | | | |
| Homemaker Aide Service - Adult | 4 | 120 | 4,896 |
| Homemaker Aide Service - Child | 18 | 48 | 952 |
| Jane L. Pettway Foundation | | | |
| Mountain Valley CSBG | | | |
| TOTAL | 6073 | 104,309 | |
| Total ETHRA FUNDS INVESTED | | | \$1,611,994 |
| | ETHRA Employees | 23 | |
| | ETHRA Payroll | \$657,260 | |

Monroe

CUSTOMER SERVICE REPORT 2019

| SERVICES PROVIDED | Customers | Units of Service | Total Dollars |
|--------------------------------------|-------------|------------------|--------------------|
| AGING | | | |
| Legal Assistance for the Elderly | 6 | 5 | 1,508 |
| Choices - Medicaid Waiver | 133 | 198 | 43,257 |
| CREVAA | 21 | 76 | 6,106 |
| Elder Abuse | | | |
| Health Promotion | 30 | 386 | 6,984 |
| HCBS Case Management | 44 | 215 | 21,691 |
| HCBS Options Community Living | 25 | 3,596 | 65,596 |
| III-B In-Home Services | 6 | 193 | 4,327 |
| Information & Assistance | 80 | 202 | 5,318 |
| National Family Caregiver | 7 | 1,022 | 32,041 |
| Nutrition - Congregate | 99 | 7,933 | 43,890 |
| Nutrition - Home Delivered | 68 | 11,124 | 55,224 |
| Office on Aging | 378 | 443 | 3,361 |
| Ombudsman | 68 | 127 | 6,666 |
| Public Guardianship | 0 | 0 | 0 |
| Senior Centers | 424 | 5,054 | 4,114 |
| SHIP, SMP and MIPPA | 501 | 562 | 10,221 |
| SNAP - Food Stamps | 63 | 171 | 2,067 |
| WORKFORCE DEVELOPMENT | | | |
| Senior Employment - State | | | |
| Senior Employment -SSA | 23 | 1,932 | 143,339 |
| Workforce Development | 39 | 132 | 143,356 |
| HOUSING AND RESTORATION | | | |
| LIHEAP | | | |
| HUD Home Ownership | | | |
| HUD Family Self-Sufficiency | | | |
| HUD Voucher | 41 | 492 | 228,708 |
| Weatherization | 4 | 4 | 26,846 |
| TRANSPORTATION | | | |
| Public Transit | 756 | 17,531 | 692,494 |
| CORRECTION AND COURT SERVICES | | | |
| Adult Alternative Placement | | | |
| Misdemeanor Probation | 0 | 0 | 0 |
| Community Youth Intervention | | | |
| CHILD DEVELOPMENT | | | |
| Child Care Food - Home | | | |
| Child Care Food - Centers | | | |
| Child Care Food - At-Risk Program | 72 | 631 | 2,041 |
| Summer Food | | | |
| FAMILY ASSISTANCE | | | |
| Commodity Food Distribution | | | |
| Emergency Food and Shelter | | | |
| Homemaker Aide Service - Adult | 12 | 760 | 31,009 |
| Homemaker Aide Service - Child | 12 | 95 | 1,879 |
| Jane L. Pettway Foundation | | | |
| Mountain Valley CSBG | | | |
| TOTAL | 2912 | 52,884 | |
| Total ETHRA FUNDS INVESTED | | | \$1,582,044 |
| ETHRA Employees | | 12 | |
| ETHRA Payroll | | \$385,832 | |

Monroe County -

Transportation

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

American Job Center

155 Grand Vista Drive,
Suite 4
Vonore, TN 37885
Phone: (423) 884-2400
FAX: (423) 884-2191

Morgan

CUSTOMER SERVICE REPORT 2019

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

| SERVICES PROVIDED | Customers | Units of Service | Total Dollars |
|--------------------------------------|--------------|------------------|--------------------|
| AGING | | | |
| Legal Assistance for the Elderly | 1 | 1 | 232 |
| Choices - Medicaid Waiver | 50 | 77 | 16,822 |
| CREVAA | 12 | 35 | 2,812 |
| Elder Abuse | | | |
| Health Promotion | 43 | 1,275 | 23,067 |
| HCBS Case Management | 15 | 85 | 8,575 |
| HCBS Options Community Living | 11 | 1,774 | 32,360 |
| III-B In-Home Services | 1 | 10 | 224 |
| Information & Assistance | 32 | 71 | 1,869 |
| National Family Caregiver | 2 | 233 | 7,305 |
| Nutrition - Congregate | 6 | 601 | 3,325 |
| Nutrition - Home Delivered | 25 | 4,668 | 23,174 |
| Office on Aging | 170 | 4,475 | 33,955 |
| Ombudsman | 19 | 63 | 3,328 |
| Public Guardianship | | | |
| Senior Centers | 139 | 6,102 | 4,968 |
| SHIP, SMP and MIPPA | 271 | 274 | 4,983 |
| SNAP - Food Stamps | 31 | 76 | 919 |
| WORKFORCE DEVELOPMENT | | | |
| Senior Employment - State | 4 | 18 | 42,000 |
| Senior Employment -SSA | | | |
| Workforce Development | 86 | 291 | 316,034 |
| HOUSING AND RESTORATION | | | |
| LIHEAP | 1,442 | 799 | 430,034 |
| HUD Home Ownership | 1 | 12 | 7,132 |
| HUD Family Self-Sufficiency | | | |
| HUD Voucher | 23 | 276 | 128,300 |
| Weatherization | 2 | 2 | 13,423 |
| TRANSPORTATION | | | |
| Public Transit | 345 | 5,538 | 218,757 |
| CORRECTION AND COURT SERVICES | | | |
| Adult Alternative Placement | 40 | 276 | 23,786 |
| Misdemeanor Probation | 230 | 2,554 | 62,882 |
| Community Youth Intervention | | | |
| CHILD DEVELOPMENT | | | |
| Child Care Food - Home | | | |
| Child Care Food - Centers | | | |
| Child Care Food - At-Risk Program | 2,565 | 35,199 | 113,880 |
| Summer Food | | | |
| FAMILY ASSISTANCE | | | |
| Commodity Food Distribution | 672 | 672 | 7,499 |
| Emergency Food and Shelter | 47 | 17 | 0 |
| Homemaker Aide Service - Adult | 3 | 52 | 2,122 |
| Homemaker Aide Service - Child | 4 | 21 | 407 |
| Jane L. Pettway Foundation | | | |
| Mountain Valley CSBG | 109 | 56 | 73,898 |
| TOTAL | 6,401 | 65,603 | |
| Total ETHRA FUNDS INVESTED | | | \$1,608,073 |
| ETHRA Employees | | 10 | |
| ETHRA Payroll | | \$383,188 | |

Roane

CUSTOMER SERVICE REPORT 2019

| SERVICES PROVIDED | Customers | Units of Service | Total Dollars |
|--------------------------------------|--------------|------------------|--------------------|
| AGING | | | |
| Legal Assistance for the Elderly | 24 | 32 | 9,223 |
| Choices - Medicaid Waiver | 128 | 225 | 49,155 |
| CREVAA | 30 | 161 | 12,935 |
| Elder Abuse | 23 | 1 | 12,580 |
| Health Promotion | 2 | 46 | 832 |
| HCBS Case Management | 49 | 283 | 28,551 |
| HCBS Options Community Living | 38 | 5,767 | 105,198 |
| III-B In-Home Services | 7 | 899 | 20,158 |
| Information & Assistance | 70 | 172 | 4,528 |
| National Family Caregiver | 6 | 644 | 20,190 |
| Nutrition - Congregate | 56 | 5,694 | 31,503 |
| Nutrition - Home Delivered | 81 | 15,600 | 77,445 |
| Office on Aging | 316 | 1,310 | 9,940 |
| Ombudsman | 73 | 214 | 11,272 |
| Public Guardianship | 2 | 90 | 9,294 |
| Senior Centers | 245 | 8,939 | 7,277 |
| SHIP, SMP and MIPPA | 306 | 339 | 6,166 |
| SNAP - Food Stamps | 92 | 230 | 2,780 |
| WORKFORCE DEVELOPMENT | | | |
| Senior Employment - State | | | |
| Senior Employment -SSA | 5 | 420 | 31,161 |
| Workforce Development | 128 | 433 | 470,250 |
| HOUSING AND RESTORATION | | | |
| LIHEAP | | | |
| HUD Home Ownership | 1 | 12 | 7,132 |
| HUD Family Self-Sufficiency | 4 | 42 | 3,714 |
| HUD Voucher | 53 | 636 | 295,647 |
| Weatherization | | | |
| TRANSPORTATION | | | |
| Public Transit | 658 | 15,946 | 629,885 |
| CORRECTION AND COURT SERVICES | | | |
| Adult Alternative Placement | 83 | 471 | 40,591 |
| Misdemeanor Probation | 52 | 499 | 12,286 |
| Community Youth Intervention | | | |
| CHILD DEVELOPMENT | | | |
| Child Care Food - Home | | | |
| Child Care Food - Centers | | | |
| Child Care Food - At-Risk Program | | | |
| Summer Food | 249 | 4,982 | 24,867 |
| FAMILY ASSISTANCE | | | |
| Commodity Food Distribution | | | |
| Emergency Food and Shelter | | | |
| Homemaker Aide Service - Adult | 9 | 300 | 12,240 |
| Homemaker Aide Service - Child | 2 | 8 | 164 |
| Jane L. Pettway Foundation | | | |
| Mountain Valley CSBG | | | |
| TOTAL | 2,792 | 64,396 | |
| Total ETHRA FUNDS INVESTED | | | \$1,946,964 |
| ETHRA Employees | | 10 | |
| ETHRA Payroll | | \$203,998 | |

Roane Main

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

American Job Center

1082 North Gateway
Avenue
Rockwood, TN 37854
Phone: (865) 376-3082
FAX: (865) 376-2259

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

| Scott | | | |
|--------------------------------------|------------------------|------------------|--------------------|
| CUSTOMER SERVICE REPORT 2019 | | | |
| SERVICES PROVIDED | Customers | Units of Service | Total Dollars |
| AGING | | | |
| Legal Assistance for the Elderly | 0 | 0 | 0 |
| Choices - Medicaid Waiver | 31 | 57 | 12,453 |
| CREVAA | 7 | 26 | 2,089 |
| Elder Abuse | | | |
| Health Promotion | | | |
| HCBS Case Management | 20 | 90 | 9,080 |
| HCBS Options Community Living | 13 | 2,666 | 48,631 |
| Ill-B In-Home Services | 2 | 20 | 448 |
| Information & Assistance | 38 | 86 | 2,264 |
| National Family Caregiver | 5 | 785 | 24,611 |
| Nutrition - Congregate | 6 | 858 | 4,747 |
| Nutrition - Home Delivered | 19 | 3,996 | 19,838 |
| Office on Aging | 91 | 901 | 6,836 |
| Ombudsman | 9 | 17 | 867 |
| Public Guardianship | | | |
| Senior Centers | 75 | 655 | 533 |
| SHIP, SMP and MIPPA | 266 | 287 | 5,220 |
| SNAP - Food Stamps | 31 | 95 | 1,148 |
| WORKFORCE DEVELOPMENT | | | |
| Senior Employment - State | 4 | 18 | 42,000 |
| Senior Employment -SSA | | | |
| Workforce Development | 78 | 264 | 286,711 |
| HOUSING AND RESTORATION | | | |
| LIHEAP | 1,886 | 1,073 | 577,505 |
| HUD Home Ownership | | | |
| HUD Family Self-Sufficiency | | | |
| HUD Voucher | 11 | 132 | 61,361 |
| Weatherization | 2 | 2 | 13,423 |
| TRANSPORTATION | | | |
| Public Transit | 279 | 10,152 | 401,016 |
| CORRECTION AND COURT SERVICES | | | |
| Adult Alternative Placement | 34 | 299 | 25,768 |
| Misdemeanor Probation | | | |
| Community Youth Intervention | | | |
| CHILD DEVELOPMENT | | | |
| Child Care Food - Home | 444 | 8,700 | 61,895 |
| Child Care Food - Centers | | | |
| Child Care Food - At-Risk Program | 1,562 | 28,011 | 90,624 |
| Summer Food | 508 | 10,163 | 50,727 |
| FAMILY ASSISTANCE | | | |
| Commodity Food Distribution | 891 | 891 | 9,943 |
| Emergency Food and Shelter | | | |
| Homemaker Aide Service - Adult | 4 | 160 | 6,528 |
| Homemaker Aide Service - Child | 6 | 5 | 99 |
| Jane L. Pettway Foundation | | | |
| Mountain Valley CSBG | 102 | 75 | 98,970 |
| TOTAL | 6,424 | 70,484 | |
| Total ETHRA FUNDS INVESTED | | | \$1,865,336 |
| | | | |
| | ETHRA Employees | | 18 |
| | ETHRA Payroll | | \$443,517 |

Sevier

CUSTOMER SERVICE REPORT 2019

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

| SERVICES PROVIDED | Customers | Units of Service | Total Dollars |
|--------------------------------------|--------------|------------------|--------------------|
| AGING | | | |
| Legal Assistance for the Elderly | 25 | 23 | 6,671 |
| Choices - Medicaid Waiver | 216 | 380 | 83,018 |
| CREVAA | 52 | 172 | 13,818 |
| Elder Abuse | 10 | 1 | 12,580 |
| Health Promotion | | | |
| HCBS Case Management | 74 | 352 | 35,512 |
| HCBS Options Community Living | 39 | 4,549 | 82,980 |
| III-B In-Home Services | 4 | 39 | 874 |
| Information & Assistance | 117 | 247 | 6,503 |
| National Family Caregiver | 11 | 1,089 | 34,141 |
| Nutrition - Congregate | 38 | 2,887 | 15,973 |
| Nutrition - Home Delivered | 76 | 16,227 | 80,557 |
| Office on Aging | 409 | 8,298 | 62,962 |
| Ombudsman | 40 | 81 | 4,235 |
| Public Guardianship | 0 | 0 | 0 |
| Senior Centers | 909 | 25,313 | 20,607 |
| SHIP, SMP and MIPPA | 908 | 1,087 | 19,770 |
| SNAP - Food Stamps | 117 | 362 | 4,376 |
| WORKFORCE DEVELOPMENT | | | |
| Senior Employment - State | | | |
| Senior Employment -SSA | 9 | 756 | 56,089 |
| Workforce Development | 98 | 331 | 359,475 |
| HOUSING AND RESTORATION | | | |
| LIHEAP | | | |
| HUD Home Ownership | 0 | 0 | 0 |
| HUD Family Self-Sufficiency | 1 | 13 | 1,150 |
| HUD Voucher | 23 | 276 | 128,300 |
| Weatherization | 7 | 7 | 46,981 |
| TRANSPORTATION | | | |
| Public Transit | 1,236 | 31,928 | 1,261,192 |
| CORRECTION AND COURT SERVICES | | | |
| Adult Alternative Placement | 242 | 3,532 | 304,392 |
| Misdemeanor Probation | 294 | 2,780 | 68,447 |
| Community Youth Intervention | | | |
| CHILD DEVELOPMENT | | | |
| Child Care Food - Home | 192 | 918 | 6,531 |
| Child Care Food - Centers | 872 | 18,395 | 39,032 |
| Child Care Food - At-Risk Program | | | |
| Summer Food | 593 | 11,864 | 59,217 |
| FAMILY ASSISTANCE | | | |
| Commodity Food Distribution | | | |
| Emergency Food and Shelter | | | |
| Homemaker Aide Service - Adult | 3 | 90 | 3,672 |
| Homemaker Aide Service - Child | | | |
| Jane L. Pettway Foundation | | | |
| Mountain Valley CSBG | | | |
| TOTAL | 6,615 | 131,997 | |
| Total ETHRA FUNDS INVESTED | | | \$2,819,055 |
| ETHRA Employees | | 24 | |
| ETHRA Payroll | | \$532,724 | |

Union Main

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

| Union | | | |
|--------------------------------------|--------------|------------------|--------------------|
| CUSTOMER SERVICE REPORT 2019 | | | |
| SERVICES PROVIDED | Customers | Units of Service | Total Dollars |
| AGING | | | |
| Legal Assistance for the Elderly | 2 | 5 | 1,508 |
| Choices - Medicaid Waiver | 26 | 42 | 9,176 |
| CREVAA | 3 | 9 | 723 |
| Elder Abuse | | | |
| Health Promotion | | | |
| HCBS Case Management | 7 | 34 | 3,430 |
| HCBS Options Community Living | 4 | 1,294 | 23,604 |
| III-B In-Home Services | 1 | 93 | 2,085 |
| Information & Assistance | 31 | 75 | 1,974 |
| National Family Caregiver | 2 | 35 | 1,097 |
| Nutrition - Congregate | 15 | 1,140 | 6,307 |
| Nutrition - Home Delivered | 17 | 2,951 | 14,650 |
| Office on Aging | 161 | 463 | 3,513 |
| Ombudsman | 6 | 8 | 398 |
| Public Guardianship | | | |
| Senior Centers | 145 | 11,009 | 8,962 |
| SHIP, SMP and MIPPA | 157 | 163 | 2,965 |
| SNAP - Food Stamps | 16 | 40 | 484 |
| WORKFORCE DEVELOPMENT | | | |
| Senior Employment - State | 1 | 5 | 10,500 |
| Senior Employment -SSA | | | |
| Workforce Development | | | |
| HOUSING AND RESTORATION | | | |
| LIHEAP | 1,692 | 834 | 448,872 |
| HUD Home Ownership | 7 | 84 | 49,926 |
| HUD Family Self-Sufficiency | 0 | 0 | 0 |
| HUD Voucher | 169 | 2,028 | 942,724 |
| Weatherization | 2 | 2 | 13,423 |
| TRANSPORTATION | | | |
| Public Transit | 403 | 7,226 | 285,435 |
| CORRECTION AND COURT SERVICES | | | |
| Adult Alternative Placement | 20 | 270 | 23,269 |
| Misdemeanor Probation | 265 | 4,153 | 102,251 |
| Community Youth Intervention | | | |
| CHILD DEVELOPMENT | | | |
| Child Care Food - Home | | | |
| Child Care Food - Centers | | | |
| Child Care Food - At-Risk Program | | | |
| Summer Food | 194 | 3,899 | 19,461 |
| FAMILY ASSISTANCE | | | |
| Commodity Food Distribution | 504 | 504 | 5,624 |
| Emergency Food and Shelter | | | |
| Homemaker Aide Service - Adult | 8 | 186 | 7,589 |
| Homemaker Aide Service - Child | 19 | 11 | 208 |
| Jane L. Pettway Foundation | 43 | 29 | 5,405 |
| Mountain Valley CSBG | 111 | 51 | 67,300 |
| TOTAL | 4,031 | 36,642 | |
| Total ETHRA FUNDS INVESTED | | | \$2,062,865 |
| ETHRA Employees | | | 8 |
| ETHRA Payroll | | | \$191,963 |

**Fentress County
Child Development
& Court Services**

| Fentress | | | |
|--------------------------------------|------------|------------------|-----------------|
| CUSTOMER SERVICE REPORT 2019 | | | |
| SERVICES PROVIDED | Customers | Units of Service | Total Dollars |
| CORRECTION AND COURT SERVICES | | | |
| Adult Alternative Placement | 64 | 811 | \$69,893 |
| Misdemeanor Probation | | | |
| Community Youth Intervention | | | |
| CHILD DEVELOPMENT | | | |
| Child Care Food - Home | | | |
| Child Care Food - Centers | | | |
| Child Care Food - At-Risk Program | | | |
| Summer Food, ---- | 160 | 3,219 | 16,067 |
| TOTAL | 224 | 4,030 | |
| Total ETHRA FUNDS INVESTED | | | \$85,960 |

**Greene County
Child Development
& Court Services**

| Greene | | | |
|--------------------------------------|-------------|------------------|------------------|
| CUSTOMER SERVICE REPORT 2019 | | | |
| SERVICES PROVIDED | Customers | Units of Service | Total Dollars |
| CORRECTION AND COURT SERVICES | | | |
| Adult Alternative Placement | 86 | 1,291 | 111,260 |
| Misdemeanor Probation | 117 | 1,516 | 37,326 |
| Community Youth Intervention | | | |
| CHILD DEVELOPMENT | | | |
| Child Care Food - Home | | | |
| Child Care Food - Centers | | | |
| Child Care Food - At-Risk Program | 910 | 17,729 | 57,359 |
| Summer Food | 488 | 5,857 | 29,234 |
| TOTAL | 1601 | 26,393 | |
| Total ETHRA FUNDS INVESTED | | | \$235,179 |
| ETHRA Employees | | | 2 |
| ETHRA Payroll | | | \$56,885 |

**Hancock County
Court Services**

| Hancock | | | |
|--------------------------------------|------------|------------------|-----------------|
| CUSTOMER SERVICE REPORT 2019 | | | |
| SERVICES PROVIDED | Customers | Units of Service | Total Dollars |
| HOUSING AND RESTORATION | | | |
| LIHEAP | | | |
| HUD Home Ownership | | | |
| HUD Family Self-Sufficiency | | | |
| HUD Voucher | 3 | 36 | 16,735 |
| Weatherization | | | |
| CORRECTION AND COURT SERVICES | | | |
| Adult Alternative Placement | 10 | 200 | 17,236 |
| Misdemeanor Probation | 153 | 1,675 | 41,240 |
| Community Youth Intervention | | | |
| TOTAL | 166 | 1,911 | |
| Total ETHRA FUNDS INVESTED | | | \$75,211 |
| ETHRA Employees | | | 3 |
| ETHRA Payroll | | | \$91,990 |

**Hawkins County
Court Services**

| Hawkins | | | |
|--------------------------------------|-----------|------------------|-----------------|
| CUSTOMER SERVICE REPORT 2019 | | | |
| SERVICES PROVIDED | Customers | Units of Service | Total Dollars |
| CORRECTION AND COURT SERVICES | | | |
| Adult Alternative Placement | 52 | 785 | 67,652 |
| Misdemeanor Probation | 21 | 197 | 4,850 |
| Community Youth Intervention | | | |
| TOTAL | 73 | 982 | |
| Total ETHRA FUNDS INVESTED | | | \$72,503 |

**Jackson County
Child Development
Services**

| Jackson | | | |
|-----------------------------------|-------------|------------------|-----------------|
| CUSTOMER SERVICE REPORT 2019 | | | |
| SERVICES PROVIDED | Customers | Units of Service | Total Dollars |
| CHILD DEVELOPMENT | | | |
| Child Care Food - Home | | | |
| Child Care Food - Centers | | | |
| Child Care Food - At-Risk Program | 1,941 | 26,940 | 87,159 |
| Summer Food | 24 | 468 | 2,336 |
| TOTAL | 1965 | 27,408 | |
| Total ETHRA FUNDS INVESTED | | | \$89,495 |

**Meigs County
Court Services**

| Meigs | | | |
|--------------------------------------|-----------|------------------|-----------------|
| CUSTOMER SERVICE REPORT 2019 | | | |
| SERVICES PROVIDED | Customers | Units of Service | Total Dollars |
| CORRECTION AND COURT SERVICES | | | |
| Adult Alternative Placement | 40 | 270 | 23,269 |
| Misdemeanor Probation | 5 | 27 | 665 |
| Community Youth Intervention | | | |
| TOTAL | 45 | 297 | |
| Total ETHRA FUNDS INVESTED | | | \$23,934 |

**Putnam County
Child Development
Services**

| Putnam | | | |
|-----------------------------------|---------------|------------------|------------------|
| CUSTOMER SERVICE REPORT 2019 | | | |
| SERVICES PROVIDED | Customers | Units of Service | Total Dollars |
| CHILD DEVELOPMENT | | | |
| Child Care Food - Home | | | |
| Child Care Food - Centers | | | |
| Child Care Food - At-Risk Program | 14,728 | 193,236 | 625,180 |
| Summer Food | 3,259 | 65,183 | 325,348 |
| TOTAL | 17,987 | 258,419 | |
| Total ETHRA FUNDS INVESTED | | | \$950,528 |

**Warren County
Child Development
Services**

| Warren | | | |
|-----------------------------------|--------------|------------------|------------------|
| CUSTOMER SERVICE REPORT 2019 | | | |
| SERVICES PROVIDED | Customers | Units of Service | Total Dollars |
| CHILD DEVELOPMENT | | | |
| Child Care Food - Home | | | |
| Child Care Food - Centers | | | |
| Child Care Food - At-Risk Program | 5,378 | 85,106 | 275,345 |
| Summer Food | 564 | 11,283 | 56,317 |
| TOTAL | 5,942 | 96,389 | |
| Total ETHRA FUNDS INVESTED | | | \$331,662 |

| Other Programs and Contracts | | | |
|--|--|--|------------------|
| CUSTOMER SERVICE REPORT 2019 | | | |
| | | | Total Dollars |
| Area Agency on Aging and Disability | | | |
| Planning & QA | | | 598,315 |
| SAIL - Falls Prevention | | | 8,747 |
| SVTN - Volunteer Assist. Transit 60+ | | | 91,754 |
| Nutrition Assessments | | | 38,850 |
| | | | |
| Total ETHRA FUNDS INVESTED | | | \$737,666 |

ETHRA

CUSTOMER SERVICE REPORT 2019

SERVICES PROVIDED

| AGING | |
|--------------------------------------|---------------------------------|
| 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 |
| Office on Aging | One Contact or Service Provided |
| Ombudsman | One Hour Of Service |
| Public Guardianship | One Contact or Service Provided |
| Senior Centers | One Contact or Service Provided |
| SHIP, SMP and MIPPA | One Contact or Service Provided |
| SNAP - Food Stamps | One Contact or Service Provided |
| WORKFORCE DEVELOPMENT | |
| Senior Employment - State | One Contact or Service Provided |
| Senior Employment -SSA | One Contact or Service Provided |
| Workforce Development | One Contact or Service Provided |
| HOUSING AND RESTORATION | |
| 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 |
| TRANSPORTATION | |
| Public Transit | One Ride |
| CORRECTION AND COURT SERVICES | |
| Adult Alternative Placement | One Supervised Contact |
| Violence Intervention | One Class |
| Misdemeanor Probation | One Supervised Contact |
| Community Youth Intervention | One Supervised Contact |
| CHILD DEVELOPMENT | |
| Child Care Food - Home | One Meal |
| Child Care Food - Centers | 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 |
| Homemaker Aide Service - Child | One Hour Of Service |
| Jane L. Pettway Foundation | One Household Assisted |
| Mountain Valley CSBG | One Service Provided |

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