



Year in Review 2020-21

FTHRA IN THE COMMUNITY

2021 >>>



297,903 Hot Meals delivered to Seniors



116,082 trips covering 2,580,534 miles of regional transportation



Adult Day Service provided care for 49 adults with disabilities



72 Foster Grandparents spent over 86,000 hours mentoring 500 children in local schools

Supervised 3,624 probation clients, collected over \$500,000 in court costs



112,923 meals provided to 215 children



10,000 hours of homecare to 180 at risk adults



Placed 55 seniors in 37 non-profit agencies



Accomplishments

COVID

- ▶ Continued to provide services throughout the pandemic....we never closed one day!
- ▶ Only 14 out of 250 total employees have tested positive to date over the pandemic due to our safety culture
- ▶ Conducted two onsite COVID vaccine clinics and gave out 33 shots to staff members
- ▶ Continued to effectively manage supply chain issues and inflation/cost increases on a daily basis

Financial/Compliance

- ▶ 7th year in a row without an audit finding (no missing money, fraud, issues of non-compliance, or etc.)
- ▶ Consistently high marks on grant monitorings (no scandals)
- ▶ The Transportation program received \$2,011,696 in CARES Act funding due to the pandemic's impact
- ▶ The Nutrition program received \$200,000 in additional funding (CARES Act) to offset the additional costs of the pandemic
- ▶ Financial stability and conservative management of fund balance allowed us to “weather the storm” of a pandemic and a recession (Probation fees dropped 70%, Rider fares dropped 70%, and etc.)

Accomplishments - Continued

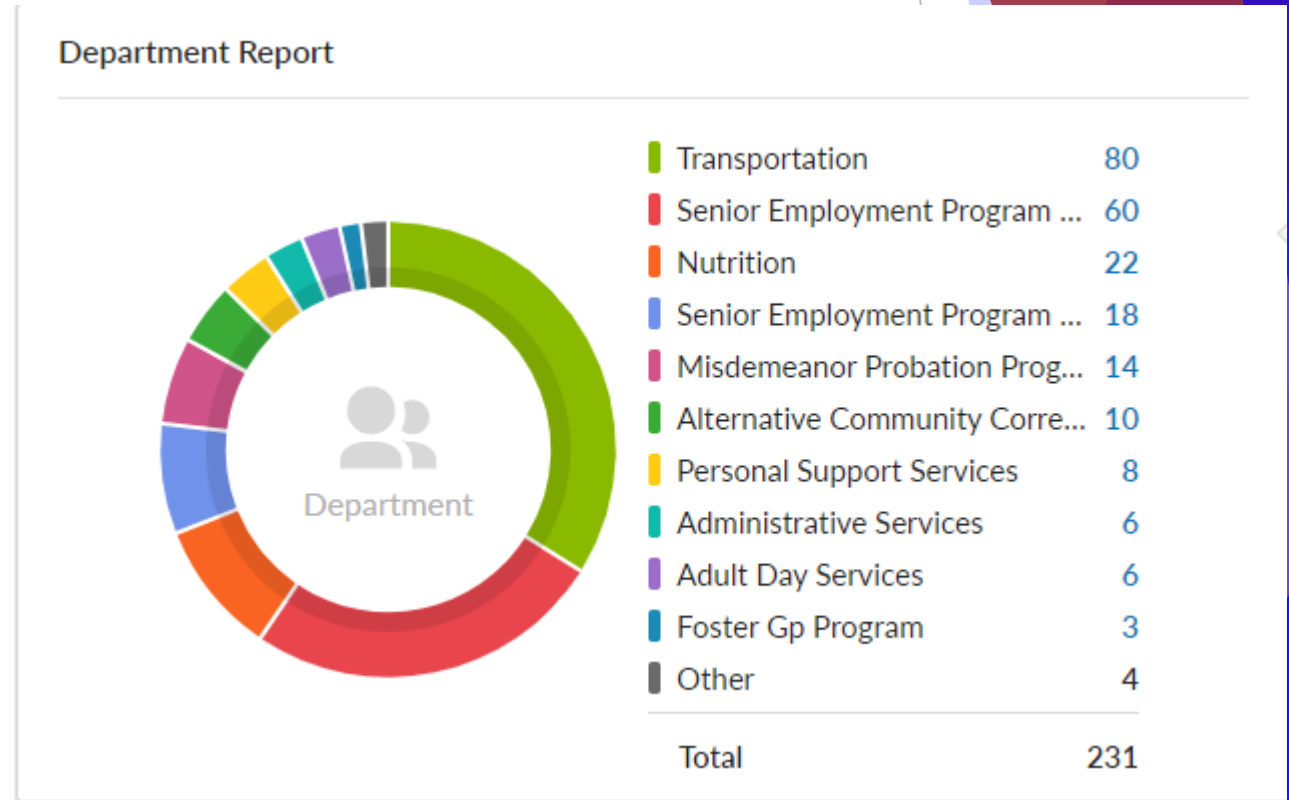
- ▶ Health Department scores during the year for Central Kitchen 100 and 99
- ▶ Nutrition - QSI Surveys from Aging - Home Delivered Meals (95 % score) - Almost Always or Always Satisfied with the meal
- ▶ Recidivism rate was 87% for felony probation, where successfully discharged clients didn't repeat offend, or have new charges within the next year
 - ▶ Expanded our treatment team to include a licensed drug and alcohol counselor
 - ▶ Partnering with the First Judicial District Recovery Court; have 11 current clients in the program, 4 recent graduates
 - ▶ 9 years contracting with ETSU Clinical Psychology Dept. for a student therapist to offer specialized group and individual therapy
- ▶ Creative solutions - FGP Program - virtual stories with students, wrote "pen pal" letters to students, and assisted teachers with making virtual learning packets

2021 Employment Statistics

Hiring

- ▶ Transportation: 24
- ▶ Corrections: 5
- ▶ Nutrition: 5
- ▶ Personal Support Services: 2
- ▶ Administration: 1
- ▶ Adult Day Services: 1
- ▶ Foster Grandparents: 1
- ▶ Senior Employment: 1

- ▶ TOTAL: 40



2021 Retirements

- ▶ Gene Allison - Transportation - Sullivan County
- ▶ Teresa Price - Fiscal - Unicoi County
- ▶ Renee Fox - Nutrition - Washington County

Service Awards

▶ 10 Years of Service-

- ▶ Christy Young - Corrections - Johnson County
- ▶ Beverly Culp - Adult Day Service - Washington County
- ▶ Norma Harrison - Nutrition - Hawkins County
- ▶ Ronnie Hyder - Transportation - Carter County
- ▶ Doug Tomlin - Transportation - Carter County

▶ 15 Years of Service-

- ▶ Susie Arnold - Transportation - Washington County
- ▶ Greg Miller - Transportation - Washington County
- ▶ Deanna Tankersley - Nutrition - Hancock County



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