



**DELTA
HUMAN
RESOURCE
AGENCY**



ANNUAL REPORT

2018-2019



Fayette County

Lauderdale County



Tipton County

Delta Human Resource Agency

The Delta Human Resource Agency was created on December 18, 1989 and chartered as a Not-For-Profit agency on January 18, 1990. Our goal is to promote the development of Human Resources in the Delta District through effective and efficient delivery of Human Services. We have continued to serve the economically disadvantaged, elderly and handicapped persons in the counties of Tipton, Lauderdale and Fayette and in rural Shelby County with the Rural Transportation Program.

Our central office is located at 915 Highway 51 South in Covington and our satellite office for Lauderdale is located at 198 South Washington Street in Ripley. The Fayette County office is located at 16750 Highway 64 in Somerville.

Our population has grown and so has the number of those needing assistance. We have a dedicated staff that works together in helping those that need help and in making sure all the grants serve the largest number of clients in each of our locations.

Mission Statement

The Mission Statement of Delta Human Resource Agency is to promote the development of human resources in Tipton, Lauderdale and Fayette counties through effective and efficient delivery of human services. It is dedicated to ensure that the best use is made of resources available by networking and coordinating our services with other agencies in our area.



Board Chair's Message

Mayor Rhea (Skip) Taylor

According to the US Census, there are at least 127,913 in the area that Delta HRA serves and who may at one time, or another make use of our services. Delta is the one place where all people can come when a need arises that no other place can address. Whether it is a Food Bank, utility assistance, transportation or housing assistance, Delta addresses those needs unlike any other organization. We are tasked with performing those large jobs with funds that are almost never enough. The organization functions because of great staff and employees. Without their dedication, services would not be provided; transportation to grocery stores and doctors would not happen; and utilities to homes would be cut off. Their dedication to the service of the people of Fayette, Tipton, and Lauderdale Counties cannot be adequately appreciated because of all the good that they do.

During this past year, we had two new leadership positions change. We welcomed Stephen Seibert as the new Transportation Director and Anya Perry as the new Fiscal Officer. We are always looking to improve ourselves and we hope these new leaders will show us ways to improve and expand services to our citizens, as well as to our employees.

On behalf of the Policy Council and the Governing Board of Delta Human Resource Agency, we appreciate the work and dedication of all our employees. The success of our organization is directly dependent on your work and your commitment to the neediest citizens of our communities. Keep up the good work and have Happy Holidays!



Executive Director's Message

Adrienne McGarity

Dear Friends of Delta HRA,

I am honored to serve as the Executive Director of Delta Human Resource Agency. I appreciate the continued support from Mayor Rhea "Skip" Taylor, Mayor Jeff Huffman and Mayor Maurice Gaines, members of the Governing Board and Policy Council and the staff at Delta. As the leader of this growing and results-oriented organization, I am excited to present our 2018-2019 Annual Report that provides a look at the programs we offer and the difference we've made in the lives of the people and communities in which we serve.

Delta Human Resource Agency is one of nine such agencies in Tennessee. While we are different, we all strive to meet the needs of the people we serve. We are successful because of the hard work of our staff on a daily basis. I appreciate each of you and your contribution to Delta Human Resource Agency.

I am very proud of what has been accomplished at Delta Human Resource Agency. As we strive to continuously improve our agency, quality, attention to detail and promptness will be our focus.

Governing Board Members

Tipton County

Honorable Jeff Huffman – Tipton County Mayor

Mayor Sarah Crocker – Brighton

Mayor W. Daryl Walker – Atoka

Mayor Justin Hanson - Covington

Mayor Jim Kenny – Burlison

Mayor Stephen Fletcher – Gilt Edge

Mayor Kelly Gray – Garland

Mayor Dwayne Cole - Munford

Mayor Emmitt Gooden – Mason

Lauderdale County

Honorable Maurice Gaines, Jr. – Lauderdale County Mayor

Mayor Dwayne Dixon – Gates

Mayor Eugene Pugh – Halls

Mayor Boris Douglas – Henning

Mayor Jon Pavletic – Ripley

Fayette County

Honorable Rhea (Skip) Taylor, Fayette County Mayor

Mayor Chester Cocke – Braden

Mayor William Simpson – Gallaway

Mayor Curtis Lane – Grand Junction

Mayor John P. Walker, Jr. – LaGrange

Mayor LaChrisha Jackson – Moscow

Mayor Chris Goodman – Oakland

Mayor Henry Coats – Piperton

Mayor Judy Watters – Rossville

Mayor Ronnie Neill – Somerville

Mayor Audrey McQueen – Williston

Policy Council Officers

Mayor Rhea (Skip) Taylor – Chairman

Mayor Maurice Gaines – Vice Chairman

Mayor Jeff Huffman – Secretary/Treasurer

Policy Council Members

Tipton County

Mayor Jeff Huffman

Sheila Barlow

Delores Hayes

Lauderdale County

Mayor Maurice Gaines

Mayor Eugene Pugh

Angela Flowers

Fayette County

Mayor Rhea (Skip) Taylor

Mayor Chris Goodman

Wallace Montague




The Public Transportation Program is made possible through Federal, State and local funds, contract revenue, and general public fares. We serve Tipton, Fayette, Lauderdale and Non-Urban Shelby Counties. General Public clients do not have to be income eligible to ride. Our contract services include TennCare (United Healthcare and Southeastrans).

Delta Human Resource Agency (HRA) drivers are the first contact with the clients and provide professional service to each. Professional appearance of the driver and cleanliness of the vehicle has an impact on client opinion of Delta HRA Public Transit. It is important that Delta drivers are courteous and professional with each client.

Total Vans	Passenger Vans	Lift Equipped	Mini Vans	Mini Lift Equipped	General Public Trips
54	22	32	9	6	26,252
Clients Transported	General Public Clients	Contracted Clients	Dialysis Clients	Disabled Clients	Completed Trips
2,403	1,161	1,499	45	417	52,678

Delta HRA drivers are trained twice a year on topics required by Tennessee Department of Transportation (TDOT) that aid in ensuring that Delta drivers have training and knowledge to address most issues encountered on the road. Drivers have access to additional training in areas he or she may be weak in. Drivers attend the following training classes at Delta HRA: Title VI, Emergency Evacuations, Defensive Driving, Passenger Assistance, First AID/CPR AED, and HIPAA awareness.



LOW INCOME
ENERGY
ASSISTANCE
PROGRAM


The objective of the Low Income Home Energy Assistance Program (LIHEAP) is to provide one-time assistance with the rising cost of energy used to heat or cool the homes of low income, elderly and handicapped households in the three-county Delta Human Resource Agency area. To be eligible, a household must be responsible for their fuel bill, and be within 150% of the poverty guideline. The program is comprised of two components, Crisis/Emergency and Energy Assistance, and clients receiving assistance from either component receives a one-time benefit of between \$350.00 and \$650.00, with the average client benefit being \$500.00. Households are not allowed to receive assistance from both programs, i.e., a household receiving assistance from the energy assistance program can not apply for crisis/emergency assistance, and vice-versa.

For LIHEAP-18/19, the Agency's budget for client assistance was \$1,883,298.00 (\$897,123.00 for LIHEAP-18 and an additional amendment amount of \$986,175.00-LIHEAP 19). The LIHEAP-18 contract period was July 1, 2018 through December 31, 2018 or until ALL funds were spent. On January 1, 2019, all clients were eligible to apply for assistance again—through September 30, 2019. Crisis applications were processed daily and Energy Assistance applications were processed monthly. All applications were done by **appointment only**, whether face to face or paper applications. At the end of each month, all completed applications were prioritized, clients were notified of their approval or denial status and payments were made to utility vendors.

For LIHEAP-18/19, a total of 2,829 households received assistance through the LIHEAP Program. The breakdown by component (energy or crisis assistance) and county is as follows:

COUNTY	ENERGY	HOUSEHOLDS PAID	CRISIS	HOUSEHOLDS PAID
FAYETTE	\$423,742.06	756	\$47,082.46	50
LAUDERDALE	\$525,440.15	936	\$58,382.24	72
TIPTON	\$745,786.01	937	\$82,865.11	78
	\$1,694,968.22	2,629	\$188,329.81	200

The LIHEAP Program Year transitioned from the State Fiscal Year to the Federal Fiscal Year. The contract dates were July 1, 2018-- September 30, 2019.



WEATHERIZATION ASSISTANCE PROGRAM

The Weatherization Assistance Program (WAP) was established under Title IV of the Energy Conservation and Production Act and Amended by the National Energy Conservation Policy Act, the Energy Security Act, the Human Services Reauthorization Act of 1984, and the State Energy Efficiency Programs Improvement Act of 1990. The program is administered and funded at the federal level by the U.S. Department of Energy (DOE). The program is designed to assist low-income households in reducing their fuel costs and to contribute to national energy conservation through increased energy efficiency and consumer education. Weatherization measures provided by this program will reduce heat loss and energy costs by improving the thermal efficiency of dwelling units occupied by low-income households.

Effective July 1, 2015 Delta Human Resource Agency is now under contract with Tennessee Housing Development Agency (THDA) who is now operating the Department of Energy Weatherization Assistance Program. Delta is servicing seven counties, which are as follows: Tipton, Crockett, Dyer, Fayette, Lauderdale, Lake, and Obion. Funds for WAP were provided, by the Department of Energy. THDA has allocated money from LIHEAP to assist with Health and Safety for home repairs, with the maximum amount of \$10,000 per home. In addition, Delta was able to enter into an agreement with the Memphis Area Association of Governments (MAAG) with their Emergency Repair for the Elderly. This program provided \$50,000 to be used to provide matching funds of \$2.00 for \$1.00 of allowable cost to make repairs on the homes of clients over 60 years of age, disabled, who own their homes.

During 2018-2019, the Agency continued to use the whole house method of weatherization, i.e., sealing and dense-pack insulation of the house envelope, repairing or replacing faulty heating systems, leaky ducts, and base load measures. With additional funds from LIHEAP and MAAG, the Agency was able to install central heating and air units, replace roofing, flooring, siding, and other measures in 6 MAGG homes. The amount budgeted for clients services under the WAP program for 2018-2019 was \$96,676 with \$17,085 of this amount was designated for Health & Safety issues from WAP funds. An additional \$95,193.00 was allocated by THDA from LIHEAP funds to cover health and safety repairs for eligible households. A total of 15 homes received weatherization assistance for the fiscal year of 2018-2019. The numbers of households served are as follows: Lauderdale -2, Tipton - 4, Fayette - 3, Crockett-0, Dyer - 4, Lake - 0, and Obion- 2.

Due to low participation we did not have a GroupWork camp in July 2019.



Community Service Block Grant

Community Service Block Grant funds were used to serve low income households, address their multiple needs, develop partnerships with community organizations, involve low income clients in the agency's operations, and administer the program to have a measurable impact.

October 1, 2018 – September 30, 2019

Service	Households Served	Individuals Served	Cost
Rent	26	63	\$11,594.00
Mortgage	2	4	\$1,000.00
Gas	6	9	\$1,166.54
Utility	4	18	\$553.61
Surplus Commodity	1,223	1,960	

Clothing – One household (who lost their home due to a fire) received a clothing voucher.

Access to Jobs/Employment Support – Twelve households obtained reliable transportation services to job sites to maintain employment.

Wood – Twenty-six households experienced an increase in disposable income as a result of receiving fourteen loads of donated wood from Tipton County Public Works

Linkages – One hundred fifty three individuals received appropriate referrals to community resources to assist with needs to stabilize their households.



**EMERGENCY
FOOD & SHELTER**

Emergency Food and Shelter Program

October 1, 2018 to September 30, 2019

The Emergency Food and Shelter Program was established on March 24, 1983, with the signing of the “Jobs Stimulus Bill,” Public Law 98-8. That legislation created a National Board, chaired by the Federal Emergency Management Agency (FEMA) that consisted of representatives of the American Red Cross, Catholic Charities USA, the Jewish Federations of North America, National Council of the Churches of Christ in the USA, the Salvation Army and United Way Worldwide.

Since 1983, in its 35 year history, the EFSP will have distributed \$4.4 billion to over 14,000 human service agencies in more than 2,500 communities across the country through this collaborative effort between the private and public sectors.

Lauderdale County

Service	Households Served	Individuals Served	Costs
Rent/Mortgage	24	64	\$11,019.08
Electric	7	16	\$1,109.15
Water	3	9	\$282.71
Gas	3	5	\$607.76
Balance			\$13,018.70

Tipton County

Service	Households Served	Individuals Served	Costs
Rent/Mortgage	13	37	\$6,764.00
Electric	6	17	\$930.22
Water	0	0	0
Gas	2	3	\$487.99
Balance			\$8,182.21



USDA COMMODITY
PROGRAM

USDA ANNUAL REPORT

USDA COMMODITY PROGRAM

Tennessee Emergency Food Assistance Program (TEFAP)

TEFAP better known as surplus commodities is a federal funded to help low-income eligible families to stretch their food dollars to supply wholesome and healthy meals. Recipients of the food for home use must meet income eligibility criteria set by Tennessee Department of Agriculture.

Sites in each county: Tipton county are Drummonds, Garland, Brighton Covington National Guard and Covington and First United Methodist Family Life center. Lauderdale County: Halls Sr. Center, Ripley UT Martin Center, Rice Park and New Hope CME Dowell Center. Fayette County: House of Faith Ministries, Galloway Church of Christ and Lagoshen Baptist Church.

HOUSEHOLD SERVED:

Fayette County: 1,720 Lauderdale County: 2,078 TIPTON COUNTY: 1,956

Value of commodities distributed: \$204,562.00

Commodities distributed by units:

Fayette County: 71,431

Lauderdale County: 108,706

Tipton County: 87,766

Consolidated Programmatic Expenditures as of June 30, 2019

Salaries	\$ 1,386,198
Fringe Benefits	\$ 384,210
Total Personnel	\$ 1,770,408
Travel	\$ 17,008
Communication	\$ 53,237
Maintenance	\$ 315,824
Contracted Services	\$ 174,211
Professional Fees	\$ 33,000
Client Assistance	\$ 1,198,513
Supplies	\$ 23,376
Occupancy	\$ 82,820
Training	\$ 2,950
Insurance	\$ 75,880
Dues	\$ 12,478
Capital Expenses	\$ -
Total Non-Personnel	\$ 1,989,299
Total Expenses	\$ 3,759,707

*

*Does not include the value of commodities distributed nor van ridership benefits.

Balance Sheet as of June 30, 2019

Assets	
Operating Cash Account	2,445,004.62
Payroll Bank Account	100.00
Accounts Receivable	878.98
Allowance for Uncollect AC	-10,000.00
Prepaid Expense	150.00
Deferred Outflows: Pension	431,648.12
Equipment	728,192.11
Vehicles	1,777,588.48
Commodity Inventory	102,456.24
	-
Accumulated Depreciation	2,264,700.25
	3,211,318.30
Liabilities	
Unearned Revenue	12,361.50
Inventory Liability	243,515.98
Accrued Leave Payable	78,887.54
Unemployment Tax Payable	2,381.74
Health Insurance Liability	81,473.33
Employee's Savings Payable	1,407.59
Net Pension Liability	-55,766.99
Deferred Inflows-Pensions	135,722.00
Equity	2,711,335.61
	3,211,318.30

Delta Human Resource Agency Staff

Central Office



Adrienne McGarity – Executive Director



Chelsey Shaw – Programs Director



Anya Perry, Fiscal Officer



**Nikki Gray – Deputy Director/
Accounting Assistant**



James Jaquess – Previous Fiscal Officer/Deputy Director



Norma Hudson – Emergency & USDA Coordinator



**Rickey Rogers – Weatherization
Coordinator**



Tulesia Montgomery – Community Organizer/Assistant WAP Coordinator



Cathy L. Johnson – Low Income Home Energy Program (LIHEAP) Coordinator

Michelle Guess – Receptionist/LIHEAP Assistant

Lauderdale County Office Staff



Bianca Perry – Community Organizer

**Marilyn Wilson – Assistant
Community Organizer**

Fayette County Office Staff



Jennifer Hughes, Community Organizer

**Vernice Williams – Assistant
Community Organizer**



Shalonda Turner – Previous Community Organizer

Rural Transportation Staff

Stephen Seibert – Transportation Director
Wesley Fowler – Previous Transportation Director
Melissa Holloway – Transportation Coordinator
Lisa Baker – Billing Clerk
Denise Prescott – Access to Jobs Coordinator
Sundra Matthewis – Fayette County Scheduler
Cherronda Welch – Lauderdale County Scheduler
Lanette Trew –Tipton County Scheduler
Norma Nash – Tipton County Scheduler
Ralo Jones – Central Dispatch
Holly Bryan – Central Dispatch
Corey Mann – Service Maintenance Supervisor

Tipton/Shelby County Van Drivers

Heidi Griggs	Rudolph Boykin Jr.	Wardell Henning
Lisa McDaniel	Mark Clark	Erin Brown
Greg Hartzog	Sharonda Hall-Bond	Robert Roach
Jazzme Black	Emma Taylor	Kenitha McCain

Lauderdale County Van Drivers

Marcellus Nance	Gloria Valentine	Bennie Mosby
Patricia Bostic	Eddie Holloway	Jerry McBroom
Vivian Smashum	Ray Sanders	Harvey Taylor
Stephen Escue	Joy Glenn	Kenneth Carroll
Linda West	Arthur Baltimore	Paris Payne
Tony Smith		

Fayette County Van Drivers

Ruthie Eason	Charlotte Key	Cedric Jones
Josephine Watkins	Tiffany Austin	Shanda Anderson
Gloria Whitley	Wanda Dubose	Charles Johnson
Melissa Davis	Latina Miller	April Wilson
Cynthia Griggs		

