



Annual Report
Fiscal Year June 2025 – June 2026
Amy Blackburn, CEO

Serving 18 Counties in East Tennessee

Across 8 Regional Offices

Setting in-home caregiver industry standards since 1970

A year of extraordinary care...



Our history... our story...

In the 1960s, a federal survey highlighted the need for in-home care to improve the quality of life for older adults and adults with disabilities, demonstrating that such care could effectively delay or even eliminate the need for more expensive institutional options. SCHAS was founded in 1970 with support from federal and local governments, civic organizations, churches, and generous individuals. As a 501(c)(3) nonprofit agency, SCHAS has been a pioneer in providing in-home care for older adults and adults with disabilities in East Tennessee.

Since its inception, SCHAS has set the standard for compassionate and effective in-home care. Today, the agency continues to lead in the field, staying current with the latest developments to ensure that our services meet the evolving needs of today's older adults, Veterans, and adults with disabilities. Our commitment is to provide exceptional care that allows our clients to remain comfortably and independently in their own homes.

Client testimonials from Annual Survey:

***"[My caregiver] is the most efficient caregiving and hard-working person I know.
The company needs more people like her."***

"I would be upset if they changed my caregiver--she is like family & good to me."

Mission:

To enhance the quality of life for older adults, Veterans, people with disabilities, and their families by providing access to compassionate caregivers and supportive service personnel.

Vision:

To be a trusted leader in caregiving, to impact safely aging in place, and to be a solution for long-term care.

Values:

Accountability

Integrity

Communication

Leadership

Connection

Reliability

Dedication

Flexibility

Values-Vision statement:

*“We believe in being fully **dedicated** to the SCHAS Vision and Mission, performing through best practices with **flexibility** and **integrity** to provide quality services. As **leaders**, we will be **accountable** to and **communicate** well with clients, colleagues, and stakeholders to maintain trust and **connection** so we can be a **reliable** source of support to clients and families.”*



“Very nice, helpful, knowledgeable staff, this is an excellent agency!”

“This program has been a wonderful help to me in a very difficult time.”

SCHAS
CHARTERED BY THE
STATE OF TENNESSEE ON JULY 27, 1970



SCHAS takes great pride in its mission—not only to deliver high-quality care to the older adults, Veterans, and people with disabilities in our communities, but also to create meaningful employment opportunities. At the heart of our caregiving philosophy is an essential quality of compassion, in addition to our core commitments and values that permeate our culture.

To ensure every caregiver embodies these values, SCHAS conducts thorough background checks and provides comprehensive training upon hire. This training equips caregivers with the skills necessary to support our service recipients.

Equally important to SCHAS is our commitment to supporting our employees. We are proud to offer a competitive benefits package that includes paid time off and retirement coverage, reinforcing our dedication to both the well-being of our clients and the professional growth of our team.

Who benefits from SCHAS?...

Older adults, Veterans, people with disabilities, family caregivers...

“Whatever you pay caregivers it's not enough.”

“[She] is a wonderful and kind caregiver. We are blessed to have her.”

SERVICES

SCHAS services include in-home caregiving, care coordination and case management tasks, transitional care, and Cedar Point Living residential support. Our County Directors oversee case management tasks such as in-home assessments to ensure clients receive wraparound support tailored to their needs. Transitional care might include caregiver assistance in long-term care facilities as the client prepares to return home. In-home caregiving services include light housekeeping for fall-risk prevention; meal preparation for ease, health and wellness; medication reminders; personal care such as bathing/showering; and respite care for family caregivers. SCHAS also owns/operates Cedar Point Living in collaboration with HUD, in Tazewell, Tennessee, offering affordable independent living for low-income older adults.



EQUITABLE ACCESS CARE PROGRAM

SCHAS is unique from other caregiving agencies in that we are the only organization in East Tennessee that offers an equitable access care program in which the cost of our services is based on the client's net income.

In addition to serving Veterans Affairs' clients and working directly with the VA, we offer the following affordable options:

Equitable Access Fee (formerly sliding scale): \$10 per hour for up to 20 hours per month of services for clients that are not eligible for government programs and cannot afford our full fee hourly rate. SCHAS covers \$25 per hour for these clients through United Way grants and local government funding.

Full Fee: \$35 per hour (January 2026 increase)

Government Program Fee: SCHAS works with various government programs including National Family Caregiver and Options for Community Living, in collaboration with East Tennessee Area Agency on Aging (ETAAAD), a division of East Tennessee Human Resources Agency (ETHRA). These programs are offered to service recipients who qualify based on their income and needs. SCHAS covers \$6 per hour for ETHRA clients.

Why is there a need for SCHAS and why does our work matter?

There is a critical and growing need for accessible in-home caregiving services across East Tennessee, particularly among older adults, Veterans, people with disabilities, and family caregiver support. Health challenges often require regular assistance to maintain independence, safety, and quality of life at home. Many of our clients want to age in place or recover from disability-related health issues in the comfort of their own homes. Sometimes financial barriers prevent them from accessing the support they need—particularly in rural areas. While the full fee hourly rate of \$35.00 is lower than that of most for-profit caregiving agencies, many of our clients live below 150% of the federal poverty guideline and are still unable to afford this rate. Without financial support, these individuals are at increased risk of higher levels of care in a skilled nursing facility, preventable injuries, or worsening health due to a lack of basic care and support—turning a manageable situation into a crisis for both families and the broader community. *This is how we accomplish our Vision to be a trusted leader in caregiving, to impact safely aging in place, and to be a solution for long-term care.*



“Very satisfied with [my caregiver]. She does a very thorough job and shows she cares.”

“They have been so good to me. I love they are really helping me.”

Extraordinary Support & Service to SCHAS

Governing Board of Directors 2025-2026

CHAIR

W. Patrick McGlothin (Joined 2011)
Years Served: FY12 - FY26

VICE-CHAIR/TREASURER

Will Rothermel (Joined 2019)
Years Served: FY20 - FY26

SECRETARY

Bill Tapp (Joined 2017)
Years Served: FY18 - FY26

William L. Cooper III (Joined 1986)
Years Served: FY1987 - FY26

Bradley White (Joined 2010)
Years Served: FY11 – FY26

Erin Harlow (Joined 2017)
Knoxville Award Chair
Years Served: FY18 - FY26

Leslye Hartsell (Joined 2018)
Years Served: FY19 – FY26

Adam Sursa (Joined 2021)
Years Served: FY22 – FY26

Robert Loggins (Joined 2023)
Marketing Committee Chair
Years Served: FY24 - FY26

Derrick Byrd (Joined 2023)
Years Served: FY24 - FY26

Alexis Dyer (Joined 2023)
Years Served: FY24 – FY26

Elizabeth Justus (Joined 2025)

Carol Newland (Joined 2026)

**Extra Special Thanks to the following United Way organizations for
continued support of our
Equitable Access Care Program:**

**United Way of Greater Knoxville
United Way of Anderson and Campbell County
United Way of Blount County
United Way of Hamblen County
United Way of Loudon County
United Way of Roane County
United Way of Sevier County**



SCHAS began in Knox County with the “Homemaker program.” Services are currently provided throughout East Tennessee from the Kentucky border on the north, to the North Carolina border on the east.

Counties served in FY 25-26: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Hancock, Jefferson, Knox, Loudon, McMinn, Monroe, Morgan, Roane, Scott, Sevier, and Union.

Operational Statistics

In fiscal year 2025-2026, SCHAS is on track in providing 150,000 hours of care to more than 700 clients, 85% of which were under the 150% Federal poverty guidelines.

Client testimonials in response to our annual satisfaction survey:

“I’m very pleased with the help I get and I love my caregiver.”

“They go above and beyond. I look forward to seeing them.”

“Thank you for your excellent employees! Keep up the good work!”

“This program has been a God send blessing in our lives. Our caregiver is a treasure.”



Client testimonials, continued...

"I would not trust my mom with anyone other than family. [Our SCHAS caregiver] has earned that trust as well. We are pleased!"

"I enjoy the company and the help. I appreciate it too."

"We are very happy with the help you all give us. Thanks!"

"Very well satisfied. My caregiver is a great help to me."

"Thanks for the years of good service."

"So very happy to have this company to help me."

"Expressing great appreciation for SCHAS! My lifesaver! Thank you!"

"Very satisfied with services."

"Love the company."

"[She] has been a wonderful caregiver, treating dad like her own family."

"Could not have made it without them."

"I found SCHAS a responsible and effective team. Thanks much!"

"[Our caregiver] has been great with my mother. She has a way to get my mom to do things others cannot."

"[Our caregiver] is outstanding. Compassionate. He is great with my dad. We appreciate having him visit."



Opportunity to Support the SCHAS Mission

Each year, SCHAS hosts its signature fall fundraiser, the Knoxville Award Luncheon, held every December. This uplifting event honors an outstanding community member for their service and dedication. Pictured below is the 2025 recipient, Dr. Keith Gray, President and CEO at UT Medical Center, along with his family and attendees.



In addition to the Knox Award, regional offices of SCHAS host their own fundraisers, including: Cocke County Citizenship Award; golf and disc golf tournaments, and other small events. These events are essential in supporting the SCHAS Equitable Access Care Program, which ensures that individuals who are in the gap between full-fee affordability and government assistance eligibility can still receive the support, care, and assistance they need.

For tickets or Information to any of these events, please call (865) 523-2920 or visit [SCHAS.org](https://www.schas.org)

Investing in the Future: SCHAS Endowment Fund

Another powerful way to make a lasting impact is through the SCHAS Endowment Fund. Dr. James Chancey Lett and his wife, Mary, both served many years on the SCHAS Governing Board and helped build our Endowment fund established in 2011 with generous initial contributions. To honor Dr. Lett's service, the Endowment fund was named in his honor in 2018. After nine years of distributions that have supported the emergency needs of clients and caregivers, this fund is also used to support our Equitable Access Care Program and has grown to a year-end balance of [].

Including SCHAS in your planned giving is a meaningful way to ensure that future generations of vulnerable older adults and Veterans continue to receive compassionate, life-enhancing support, care, and assistance at home.



Cedar Point Living: Meeting a Critical Need in Rural Tennessee

Over the years, it has become increasingly clear that East Tennessee communities face a significant shortage of supportive senior living options. SCHAS has stepped up to meet this need in Claiborne County, one of the region's most economically challenged areas.

In April 2017, SCHAS acquired the former 5 Rivers Group Home property in Tazewell, Tennessee, from Catholic Charities. With the support of a grant from the Federal Home Loan Bank of Cincinnati and in collaboration with the Department of Housing and Urban Development (HUD), SCHAS transformed the facility into Cedar Point Living (CPL); a 9-unit independent living residence for low-income older adults and individuals with disabilities. CPL is managed by a HUD-approved property management company recently transferred to Best Property Management from Freedom Investment Group (FIG) in May 2026.

CPL officially opened in July 2017 and immediately made a life-changing impact—providing a safe home for a woman who had been living in her car and a man being discharged from the hospital with nowhere to go.

Today, CPL continues to serve up to nine residents, offering not just housing but stability and community. It also serves as the headquarters for the SCHAS Claiborne County personnel, anchoring their efforts to support vulnerable populations in these rural areas.

SCHAS 2025-2028 Strategic Plan Summary & Conclusion

With the start of the new CEO tenure in the fall of 2024, SCHAS embarked on a six-month evaluation and assessment process that included personnel and the Governing Board of Directors to develop the three-year Strategic Plan. The executive leadership team consisting of the CEO, COO, CFO, and CHRO and board members completed the 501 Commons organizational capacity five elements of a healthy nonprofit, offered by the Tennessee Nonprofit Network (TNN). Three separate SWOT assessments were completed with executive leadership, board members at the board retreat with an external facilitator, and SCHAS department and regional counties leadership. A SCHAS values survey completed in 2018 was also revisited to solidify the current cultural values.

From these evaluation and assessment processes, SCHAS updated the mission and vision, as well as the core beliefs and ethical principles that guide our actions, behaviors, and culture: our values. With the board, we determined the impact areas of need and scope consisting of: (1) Caregiver and support services; (2) HUD residential living (SCHAS Claiborne, LLC, Cedar Point Living); (3) Workforce Development; and (4) Advocacy.

Within the impact areas of need and scope, we established five goals in the strategic plan:

- (1) Enhance direct services and support programs for clients served throughout East Tennessee.
- (2) Continue to maintain HUD-contracted CPL, SCHAS Claiborne, LLC.
- (3) Attract and retain the best employees in the industry.
- (4) Stabilize and secure the infrastructure and support needed to achieve its goals.
- (5) Advocate for older adults at the community, local, state, and federal levels in various forms and be an ambassador for SCHAS.

Some of our objectives, key indicators, and measurement methods include: developing methods and tools to evaluate our programs, data management, monitoring, and reporting; utilizing client and employee surveys; fulfilling contracts and licensing requirements, with zero to correctable deficiencies; employee development, career ladders/pathing, and succession planning; determining the success of a professional marketing plan and strategy for long-term growth and sustainability; risk management and mitigation plans; utilizing technology and systems for operations efficiency; funding and resource development strategies, donor relations, community partnerships, advocacy and leadership, and board development.

SCHAS has leaned in on every strategy within this strategic plan, and our teams continue to enhance and improve efforts. As CEO, I am confident our direction is positive, while keeping the long-standing culture strong. The future of SCHAS is bright and there is no turning back on this momentum for success and strengthening communities throughout East Tennessee.

Community Giving

Thank you for your continued support!

\$10,000 on Up

East Tennessee Human Resources
Agency
William Edward Harper
Siddiqi Charitable Foundation
Jefferson Health Care Foundation (new)
LaFollette Medical Foundation (new)
UT Medical Center (new)

\$1,000-\$9,999

AmeriTeam Services
Bertelkamp Automation
Campbell County Government
Campbell County Enhancement Fund
The Chitwood Family
City of Gatlinburg
City of Knoxville
City of Morristown
Claiborne County Government
Denark Construction
Faith Promise Church
First Horizon Foundation
Ann Giffin
Grainger County Government
Hamblen County Government
Home Federal Bank
Johnson & Galyon
Leadership Knoxville
John A. and Helen M. Kapral Fund
MBI Companies
A. David Martin Charitable Trust
Mount Rest Fund
Oak Ridge National Laboratories
ORNL Federal Credit Union
Jane L. Pettway Foundation
Pinnacle Bank

\$1,000-\$9999 continued...

Pugh CPAs
Realty Trust Group
Sage View Advisory
Shafer Insurance
Sevier County Government
Adam Stanton
University of Tennessee President's
Office
United Way of Anderson and Campbell
County
United Way of Blount County
United Way of Greater Knoxville
United Way of Hamblen County
United Way of Loudon County
United Way of Monroe County
United Way of Roane County
United Way of Sevier County
UT-Batelle
Robert Lee Weiss Foundation

\$500-\$999

Cocke County Government
Covenant health
Leigh Dunlap
James Everett
Furrow Services
Horne Properties
ICC International
Keller Group
KUB
LBMC
Roane County Government
Shults Pediatrics
Catherine Traver