

UCHIRA

Delivering Hope



A comprehensive service guide of the
Upper Cumberland Human Resource Agency

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MESSAGE FROM THE EXECUTIVE DIRECTOR

"Where there is no vision, the people perish..."

The Upper Cumberland Human Resource Agency board of directors and staff's vision for moving residents from dependence to independence is reflected in the pages of this service guide.

The Agency was established in 1973 to be the delivery system for human services in the 14 counties of the Upper Cumberland, and we are continuously assessing specific needs and providing a wide range of programs to improve the quality of life for residents in the region. These programs illustrate the services delivered by our Agency through contracts with various federal, state, and local sources. Easily accessible to the community through local county offices, services range from child care food to elderly nutrition.

UCHRA's work is demonstrated through a new and exciting spirit of cooperation and hope.



Phyllis Bennett
Executive Director
UCHRA

Nutrition/Food Services

Child and Adult Care Food Program

The Child and Adult Care Food Program supplements the cost of meals and snacks to caregivers for children enrolled in Licensed Day Care or Alternate Approval Facilities.

Eligibility: Contact UCHRA for complete program eligibility.

Nutrition Programs for Older Adults and Adults with Disabilities

Congregate Meals

Congregate meals are provided to persons age 60 and over in a congregate setting at Senior Citizens Centers located in all 14 Upper Cumberland counties. The nutritious noon meal which complies with the Dietary Guidelines for Americans and meets the Daily Reference Intake (DRI) of nutrients for a single meal is provided four days per week at congregate sites.

Eligibility: 60 years of age or older.

Home Delivered Meals

A meal that meets the Daily Reference Intake (DRI) of required nutrients as recommended by the Dietary Guidelines for Americans is delivered to the eligible client's place of residence five to seven days per week as prescribed in the individual's plan of care.

Eligibility: Older persons or other adults with disabilities that meet the requirements related to functional ability and as prescribed in the individual's plan of care. Contact UCHRA for complete program eligibility.

Ensure Available

As a service to the residents in the Upper Cumberland area, The Upper Cumberland Human Resource Agency's Nutrition Program is offers Ensure at a discounted price to families and individuals.

Eligibility: Open to everyone. Contact your local UCHRA office for details.

Temporary Emergency Food Assistance Program (Commodities)

The Commodities Program provides surplus foods to households.

Eligibility: Meet low income guidelines. Contact UCHRA for complete eligibility.

Children's Services

Court Appointed Special Advocates (CASA)

CASA is administered by the UCHRA and located in the Tennessee Career Center at Cookeville in Putnam County and the UCHRA office in Cumberland County. CASA recruits, trains, and supervises community volunteers who are appointed by a judge to provide an objective voice to represent the best interests of abused and neglected children in court proceedings; ultimately assuring the child's placement in a safe, nurturing, and permanent home. Funding sources include the Tennessee Commission on Children and Youth (TCCY), UCHRA, Tennessee Bar Foundation, local governments, grants, community donations, and fund raising events.

Eligibility: Representatives are court appointed. To become a CASA volunteer, call the UCHRA office.

Van Buren County Head Start

This full day, preschool program for children ages 3-5 provides education and health care services. The school's daily program includes social and intellectual activities to enhance the development of skills in preparation for entry into the public school system. The program staff assists parents in learning to assume a more active role in identifying and meeting the needs of their children and family.

Eligibility: Entry at age 3 allows for building a strong educational and developmental foundation, ensuring success throughout preschool and future education. First priority is given to income eligible families with a minimum of ten percent of available slots reserved for children with special needs.

Transportation Services

UCHRA Public Transit System

UCHRA Public Transit System provides public transportation to residents of all ages. The deviated fixed route and demand-response service provides each community with customized services to address the needs of residents as they are identified.

Eligibility: Anyone can ride.

Cookeville Area Transit System (CATS)

UCHRA's new CATS system provides a fixed route bus service within the city of Cookeville, including Tennessee Tech University. Maps and schedules are available online and at the UCHRA Hub. Tickets for CATS service are available for purchase at the Hub. Students and faculty of Tennessee Tech ride free with ID.

Eligibility: Anyone can ride.

UCHRA Hub City Express

This operation includes express routes departing and arriving in the following cities: Nashville, Knoxville, Chattanooga, Dunlap, Cookeville, Livingston, Sparta, McMinnville, and Celina. This system provides fixed route services from the Upper Cumberland to each destination daily connecting with the metropolitan airports and area bus stations. Connections to these routes can be made at the UCHRA Transportation Hub in Cookeville.

Eligibility: Anyone can ride.

Job Access Transportation Program

The Job Access Program provides transportation services that connect welfare recipients and low-income persons to employment and support services.

Eligibility: Individuals that fall below 150% of the Federal Income Guidelines. Contact UCHRA for complete eligibility.

Rural Commuter “Van Pool” Program

The Van Pool Program provides 8- and 15- passenger vans for commuter service to work or job-related training in all counties of the Upper Cumberland. Additionally, vehicles are available for short term lease to the general public.

Eligibility: Anyone with a valid drivers license is eligible to lease short-term or long-term; must provide proof of insurance.

Driver Education

Driver Education classes are available with state certified driver instructors, teaching ages 15 through adulthood the skills needed to become a safe and responsible driver. Financial Aid may be available through our scholarship program based on income guidelines.

Eligibility: 15 years of age or older; no learner permit is required.

New Freedoms

Provides mobility management as a new approach to managing transportation resources allowing transportation service needs to be met. Assistance with travel training introduces individuals to transit services.

Eligibility: Anyone can apply.

Community Intervention Services

Adult Community Corrections

The Adult Community Corrections Program provides an alternative to incarceration for non-violent felony offenders. Participants are under intensive supervision, receive alcohol and drug treatment, counseling, education and employment assistance.

Eligibility: Sentenced by Criminal Court Judges

Anti-Drug Coalition

The Fentress County Anti-Drug Coalition is an organization geared towards the awareness and prevention of alcohol and substance abuse in youth. Our goal is to partner with other organizations to reduce drug and alcohol use and accessibility of these substances by changing policies and providing resources to those affected by drug and alcohol abuse.

Eligibility: Anyone whom may want assistance with drug and alcohol abuse.

DUI School

This program provides education about drug and alcohol use and provides assistance to participants in meeting state mandated requirements for license renewal.

Eligibility: Self-referred, convicted of a DUI charge 1st offense. Contact UCHRA for class dates and times.

Juvenile Community Intervention Program

The Juvenile Community Intervention Program assists in reducing the number of delinquent juvenile offenders that are committed to institutions by allowing them to remain in their community under intensive supervision with alcohol and drug treatment, community service work, family and individual counseling. Continuing education and employment assistance available upon request.

Eligibility: Must be court ordered with a delinquent charge.

Emergency Services

Information and Referral Assistance

This program's experienced staff provides individuals with current information on opportunities and services available to the individuals within their communities including assessing the problems and capacities of the individuals, linking individuals to the opportunities and services that are available; to the maximum extent practicable, ensures that the individuals receive the needed services, and are aware of the opportunities available to the individuals, by establishing adequate follow-up procedures.

Eligibility: All individuals are eligible to receive Information and Referral Services.

Rent, Utilities, and Prescription Assistance

The Rent, Utilities, and Prescription Assistance Program provides assistance to eligible households by providing food, shelter, energy, prescribed drugs, and homeless prevention.

Eligibility: Low-income and provide proof documenting an emergency situation.

Energy Assistance

Low-Income Home Energy Assistance Program (LIHEAP)

LIHEAP provides assistance targeted toward the elderly (age 60 or above), the disabled, and households with children under the age of six years with a one-time payment per program year to offset energy costs. Services are provided in the form of Regular LIHEAP assistance and Emergency Crisis LIHEAP Assistance.

Eligibility: Households must fill out an application available year round from all 14 county UCHRA offices or request an application to be mailed to them if they cannot come into the local office. Must provide documentation for all sources of income for those 18 years of age or older in household along with Social Security Number documentation. Energy usage and energy supplier information is also required in the form of current utility bill.

Crisis LIHEAP will be based on an uncontrollable circumstance(s), which must include a shutoff notice or a lack of home delivered fuel notice with at least one documented emergency situation as determined by DHS guidelines.

Weatherization Assistance Program (WAP)

WAP provides basic insulation and weatherization measures to low-income households. WAP is funded by the Tennessee Department of Human Services in all 14 counties.

Eligibility: Low income or provide documentation of cash assistance through Families First. Must verify ownership of home or landlord must sign a rental guarantee in order for work to be completed. Contact UCHRA for complete program eligibility.

In-Home Services

Homemaker Aide and Chore Services for Older Persons and Adults with Disabilities

The Homemaker Aide and Elderly Chore Service Program assists elderly and disabled clients remain in their own homes rather than seek alternative care in nursing or foster homes. Services provided include light housekeeping, errands and preparing meals.

Eligibility: Older adults and other adults with disabilities that meet the requirements related to functional ability and as prescribed in the individual's plan of care. Contact UCHRA for complete program eligibility.

Adult Protective Service (APS) Homemaker Services

Through Adult Protective Homemaker services fragile adults who have been abused, neglected or exploited are assisted with household chores, errands, budgeting, counseling, etc. enabling them to live independently and without fear of being abused.

Eligibility: Referrals for this service are made through TN Department of Human Services case managers.

State-Wide Home & Community Based Waiver Services

1. Homemaker Services
2. Personal Care and Personal Care Attendant Services
3. In-Home Respite Services
4. Home Modifications for the Elderly and Disabled

Eligibility: Older persons or other adults with disabilities who meet TennCare requirements related to functional ability as prescribed in the individual's plan of care. UCHRA provides the above listed services in all 14 counties to clients referred to it through Tennessee Commission on Aging and Disability network.

Employment and Training

Workforce Investment Act (WIA)

The Workforce Investment Act program is designed to make employment and training services readily accessible to all customers -- employers and job seekers. With affiliate Career Centers in the Upper Cumberland, all employment needs can be met in one place. This project is funded under an agreement with the US Department of Labor, Tennessee Department of Labor and Workforce Development, and Senior Service America, Inc.

Youth

Serving a wide age range of youth, the WIA program provides occupational skills training through area technology centers and colleges, as well as career training programs.

Eligibility: Individuals must be age 14-21. Contact UCHRA for complete program eligibility.

Out-of-School Youth

Youth who have a high school diploma, GED, or wish to obtain a GED.

Eligibility: Individuals must be age 18-21. Contact UCHRA for complete program eligibility.

Adult

The adult program provides classroom training, on-the-job training, and job placement assistance.

Eligibility: Individuals must be age 18 or older. Contact UCHRA for complete program eligibility.

Dislocated Worker

UCHRA offers training to workers who have lost their employment due to poor economic conditions, mass layoffs, and other reasons. In addition to classroom and on-the-job training, the program also offers job placement services.

Eligibility: Individuals must be age 18 or older. Contact UCHRA for complete program eligibility.

Title V Senior Community Service Employment (SCSEP)

The Title V Senior Community Service Employment Program provides employment for older adults by placing these experienced citizens in public and non-profit facilities for part-time community service work.

Eligibility: Individuals must be 55 years of age and over. Contact UCHRA for complete program eligibility.

Tennessee Career Center @ Cookeville

The Career Center offers a one-stop shopping concept for employers and job seekers: "The place where people and jobs connect". The main office provides numerous workshops, seminars and training sessions to strengthen the Upper Cumberland workforce.

Lakeside Resort and Educational Complex

Lakeside Educational Complex, in coordination with Tennessee Technological University and Tennessee Department of Labor and Workforce Development, provides classroom education and hands-on knowledge in culinary arts certification and hospitality management. Lakeside Resort staff and guests are proud of its furnished cabins, lodge, swimming pool, amphitheater, conference meeting room, and restaurant to accommodate business retreats, week-end getaways and church/civic groups.

Eligibility: Contact Lakeside Resort and Educational Complex for Culinary Arts Certification and Hospitality Management Training and for arrangements for using the facility.

Residential Programs

CHANCE Residential Center for Girls (Putnam County)

CHANCE offers a safe, highly structured, therapeutic environment for girls with around-the-clock care and counseling, academic instruction in a transitional school setting, as well as music & art therapy. All youth are returned to respective communities in the region.

Eligibility: Youth must be 12-18 years of age; contact UCHRA for complete program eligibility. Maximum capacity: 24

Indian Mound Residential Center for Boys (DeKalb County)

Indian Mound Residential Center for Boys offers a safe, highly structured, therapeutic environment in a farm setting with around-the-clock care and counseling, academic instruction in a transitional school setting, as well as music & art therapy. All youth are returned to respective communities in the region.

Eligibility: Youth must be 12-18 years of age; contact UCHRA for complete program eligibility. Maximum capacity: 16

Youth Impact Center for Boys (Cumberland County)

The Youth Impact Center provides a safe, highly structured, therapeutic environment with around-the-clock care and counseling, academic instruction in a transitional school setting, as well as music & art therapy. All youth are returned to respective communities in the region.

Eligibility: Boys must be 12-18 years of age; contact UCHRA for complete program eligibility. Maximum capacity: 16

Residential Aftercare

The Residential Aftercare Program is designed to provide intensive aftercare services for delinquent youth whom reside in the Upper Cumberland. Upon completion of one of the Residential Centers each youth is assigned to a residential Aftercare Case Manager, who seeks to provide services to meet the unique and cultural needs of both the youth and their family. This program is funded by a block grant received from Tennessee Commission on Children and Youth.

Eligibility: Youth that complete Residential Program

Target Population Services

Ryan White Community Aids Partnership

The Ryan White Community Aids Partnership (Case Management) provides timely and coordinated access to medically appropriate levels of health and support services through ongoing assessment of the client and other key family members' needs and personal support system. Key activities include an initial assessment of the service needs, development of a comprehensive service plan, coordination of the services required to implement the plan as well as client monitoring and periodic re-evaluation and adaptation of the plan as necessary over the life of the client. Additionally, (Transportation) includes conveyance services provided by UCHRA Public Transit or through a gas card for access to health care or psychosocial services and (Nutrition) provides nutritional support/food supplements with a licensed nutritionist.

Eligibility: Low income; verification of diagnosis by health care provider; contact UCHRA for complete program eligibility.

Housing Opportunity for Persons with AIDS (HOPWA)

The Housing Opportunity for Persons with Aids (HOPWA) Program provides housing information services including counseling, information and referral to assist eligible individuals to locate, acquire, and maintain housing to prevent homelessness. Additional services include assistance with needs assessment and referral service through local, state, and federal benefits and services.

Eligibility: Low income; verification of diagnosis by health care provider; contact UCHRA for complete program eligibility.

Economic Development Opportunities

Saving for Us Individual Development Accounts (IDAs) Program

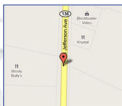
Saving for Us is a matched savings program designed to help low income individuals and families save for and purchase their asset dream. Participants open special savings accounts, Individual Development Accounts (IDAs), and save \$30 or more each month. When individuals are ready to buy a house, launch a business, or go to school, their savings are matched. Through the IDA Program individuals can strengthen their financial knowledge, sharpen their money management skills and repair their credit record in a ten part personal finance and money management workshop series.

Eligibility: Low income; contact UCHRA for complete program eligibility.

Upper Cumberland Human Resource Agency

Serving 14 counties in the Upper Cumberland region, The Upper Cumberland Human Resource Agency aims to improve the quality of life of the less fortunate. Our vision is to create a new direction for social service delivery throughout the Upper Cumberland region. Our motto, "Delivering Hope," serves to remind us that everyone needs help and everyone can help.

Our mission is to promote a strong sense of community and family values by administering programs designed to provide tools, knowledge and resources to improve the quality of life, promote a positive sense of individual self-worth, encourage responsible decision making and provide opportunities for individuals to become productive and independent while giving first priority to the elderly, handicapped and severely economically disadvantaged.

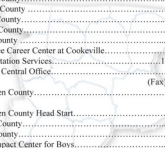


UCHRA
580 South Jefferson Avenue
Suite B
Cookeville, Tennessee 38501
Telephone: (931) 528-1127

Visit us online at uchra.com to locate your county office and find out more about our services.

"An Equal Opportunity Employer/Programs"

Agency Phone Numbers



Cannon County	615-563-2916
Chance Residential Center for Girls.....	931-526-4565
Clay County	931-243-3674
Cookeville Area Transit System (CATS).....	931-372-8000
Cumberland County	931-456-0691
DeKalb County	615-597-4504
Fentress County.....	931-879-8040
Indian Mound Residential Center for Boys.....	931-761-5335
Jackson County	931-268-9840
Lakeside Resort	1-615-597-4298
	1-888-839-4799
Macon County.....	615-666-3377
Overton County	931-823-7323
Pickett County.....	931-864-6540
Putnam County.....	931-528-1285
Smith County	615-735-0476
Tennessee Career Center at Cookeville.....	931-520-8733
Transportation Services.....	1-800-968-2472
UCHRA Central Office.....	931-528-1127
	(Fax) 931-526-8305
Van Buren County.....	931-946-7151
	423-881-5669
Van Buren County Head Start.....	423-881-5182
Warren County.....	931-473-6652
White County.....	931-738-6255
Youth Impact Center for Boys.....	931-707-1077

Agency Offices and Addresses

Cannon County

301 West Main St., Room 302, Woodbury, TN 37190

Clay County

500 Dow Avenue, Celina, TN 38551

Cumberland County

73 Methodist Campground Loop, Crossville, TN 38555

DeKalb County

527 West Main Street, Smithville, TN 37166

Fentress County

308 West Main Street South, Suite 101, Jamestown, TN 38556

Jackson County

238 A North Grundy Quarles Highway, Gainesboro, TN 38562

Macon County

607 Highway 52 Bypass, Lafayette, TN 37083

Overton County

106 West Henson, Livingston, TN 38570

Pickett County

105 South Main Street, Room #6, Byrdstown, TN 38549

Putnam County

580 South Jefferson Ave., Suite A, Cookeville, TN 38501

Smith County

120 Pauline Gore Way, Suite A, Carthage, TN 37030

Van Buren County

24038 State Route 30, Spencer, TN 38585 or 826 Valley View Drive, Sparta, TN 38583

Warren County

201 Locust Street, Suite 16, McMinnville, TN 37110

White County

826 Valley View Drive, Sparta, TN 38583



