



*A moment to focus on the good our team is doing every day*



## UCHRA TRANSPORTATION SEES INCREASE IN RIDERSHIP

UCHRA's Transportation service lines are seeing an increase in ridership following weeks of below-average trip counts due to COVID-19. Transportation director Rebecca Harris says the agency is currently averaging around 580 trips daily. "We would like to see this increase to an average of 680-plus," she said. "This would be approximately 80 percent of our daily trips prior to COVID-19." Drivers will continue to follow the guidance of the Public Transportation Recommended COVID-19 Safety Protocols and extend the tentative expiration date of those measures to June 30 pending reevaluation. Drivers are asked to continue cleaning buses and drivers and passengers are asked to continue wearing masks.

*For more information about UCHRA Transportation services, visit [www.ucpublictransit.com](http://www.ucpublictransit.com).*

## Out in the Field



Tasha Schwenn, Service Coordinator/ABC Grant Coordinator, and Alicia Eldridge, Project Manager, collect items for UCDD housing complexes.

## GOING THE EXTRA MILE FOR THOSE SEEKING UTILITY BILL ASSISTANCE

Amber Milligan, Cannon County Coordinator, was able to help a client that was recently divorced with two children. The client was self-employed and had not received any money yet from unemployment due to COVID-19. After seeing a post about LIHEAP on Facebook, she met with Amber who helped her apply for assistance with her utility bill. She was very grateful to UCHRA for the help and has expressed interest in donating/volunteering for UCHRA when she is back on her feet financially.

In Fentress County, a client who had completed an application online in recent weeks, could not have their application processed due to needing a support statement. Carol Watson, Fentress County Coordinator, sent her emails, called many times and sent text messages but did not receive a response. Carol then contacted the client's landlord and asked her to give the client the message. "The lady came in today (Wednesday) and, with tears in her eyes, she stated that she prayed hard last night that God would make a way for help on the electric bill," Carol said.

*Great job, ladies, and thank you for helping our clients get the assistance they need!*

In May, UCHRA served 321 households with regular and crisis funds totaling \$144,152.19 for the month. Staff assisted 176 households with regular LIHEAP funds totaling \$78,152.19 and another 145 households with crisis LIHEAP funds totaling \$66,000.

## STAR SUCCESS STORY: DEVONNA STEPHENS

*The following information was submitted by a UCHRA program participant and has been edited for clarity.*

My name is Devonna Stephens and at 38 years old I found myself facing a turning point in my life. As a single mother, I was unemployed and looking for work but without a college degree, I was unable to find a position that could support my daughter and I sufficiently. It was in this moment that I decided to return to school and pursue a degree in Health Information Management (HIM) at Roane State Community College (RSCC). During my time at RSCC and enrolled in the Upper Cumberland Human Resource Agency's STAR Program I was given numerous opportunities to strengthen myself as well as serve my community.

In June 2018, I was the first to organize an American Red Cross blood drive at the Fentress County Campus. In February 2020, I was privileged to be chosen to speak as a student panel member on behalf of RSCC during the "Dream 2020: Achieve the Dream Conference" in New Harbor, Maryland. I served as the only student member of the Health Information Management advisory board and will continue as an advisory board member per invitation from RSCC faculty. I served as a member of the Adult Advisory board and served as a member of the College Activities Board. I was an active member of Beta Alpha Chi Phi Theta Kappa as well as Phi Theta Kappa Honors Society. I served as the Rotaract Club Vice President for the Fentress County Campus. I served as a Peer Mentor and was on the President's and/or Dean's Honor Roll during my entire time at RSCC. I was a 2019-2020 Student Senate nominee. I was an alternate finalist for the 2018/2019 Roane State Foundation Student Ambassador and was a finalist for the 2019-2020 Roane State Foundation Student Ambassador. I was the recipient of the A.C. Mullins Adult Learner Scholarship, the THIMA Natalie Stovall Frady Memorial Scholarship, and the Knox Area Health Information Scholarship. I was a finalist for the Health Information Management Outstanding Graduate of 2020, and a finalist for the Presidential Award for Outstanding Graduate of 2020.

I am proud to say on May 8, I achieved my goal by graduating Magna Cum Laude from RSCC. Without the financial assistance and various other forms of assistance from the UCHRA's STAR Program and case manager Balinda Westmoreland this opportunity would not have been possible. I would like to thank UCHRA staff for their tireless efforts to improve the educational opportunities of students in this area.

