



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



**HAPPY HALLOWEEN!**

UCDD/UCHRA wishes everyone a safe and happy Halloween!

## *Out in the Field*



**Call us today to reserve your tickets**  
**931.432.4111**

The Upper Cumberland Development District (UCDD) and the Upper Cumberland Area Agency on Aging & Disability (UCAAAD) continue the Caring Corner video series with Episode 6.

Caring Corner is a virtual support group for those caring for loved ones. In this video series, our knowledgeable staff share information and resources available to family caregivers and answer questions. To enroll in the Caring Corner virtual support group, please complete our enrollment form.

For more information please contact Sara Martin at [smartin@ucdd.org](mailto:smartin@ucdd.org) or by calling (931) 476-4135.

## TENNESSEE SHIP RANKS AMONG TOP FIVE PROGRAMS IN THE COUNTRY

Tennessee's SHIP (State Health Insurance Assistance Program) is ranked among the top five programs in the country! Tennessee SHIP excelled in the following performance measurement categories:

**Total Client Contacts:** Percentage of total client contacts (in-person office, in-person home, telephone [all durations], and contacts by e-mail, postal, or fax) per Medicare beneficiaries in the State.

**Medicare Beneficiaries Under 65:** Percentage of contacts with Medicare beneficiaries under the age of 65 per Medicare beneficiaries under 65 in the State.  
**Hard-to-Reach Contacts:** Percentage of low-income, rural, and non-native English contacts per total "hard-to-reach" Medicare beneficiaries in the State.  
**Enrollment Contacts:** Percentage of unduplicated enrollment contacts (i.e., contacts with one or more qualifying enrollment topics) discussed per Medicare beneficiaries in the State.  
 Congratulations to all who have helped Tennessee's SHIP program achieve this level of success!







## CUSTOM TOOL PLANS EXPANSION THANKS TO UCDD

By Ivan Fisher, NewsTalk 94.1

Custom Tool in Cookeville is planning to expand its operations after being approved for a \$1.1 million loan by UCDD. Custom Tool President Gillen Young said adding more equipment is the first step in ramping up the company to be ready when the economy recovers.

“This opportunity to grow is helping us to drive the capital that we need,” Young said. “That’s gonna create new jobs in this area for us as we execute on our strategy.”

Vice President Bob Young said that the steps after adding equipment would be expanding to make room for new equipment. Young said that despite integrating automation, skilled workers are needed to keep equipment running and maintaining quality control.

“Our customers hold us to standards and quality standards and things like that, that do require a lot of oversight,” Bob Young said. “As we continue to add parts that we produce and customers as well, supporting that is going to be one of the driving factors that allows us to create some more opportunities from an employment standpoint.”

Gillen Young said he believes there has been a fundamental change in the supply chain, in part due to COVID. Young said Custom Tool is seeing an opportunity to manufacture parts in the United States at a level he has not seen before.

“That is part of what is driving our growth opportunities and why we were at the UCDD as one of the avenues to get the capital that we need to expand,” Young said. “In our business it’s very capital intensive, so we have to have the equipment and the space and more importantly, the people and the skilled labor to operate these very advanced machines.”

Gillen Young said he expects to close on the \$1.1 million in funding through UCDD in mid-November. Young said the funding allows the opportunity to grow jobs in 2021.

