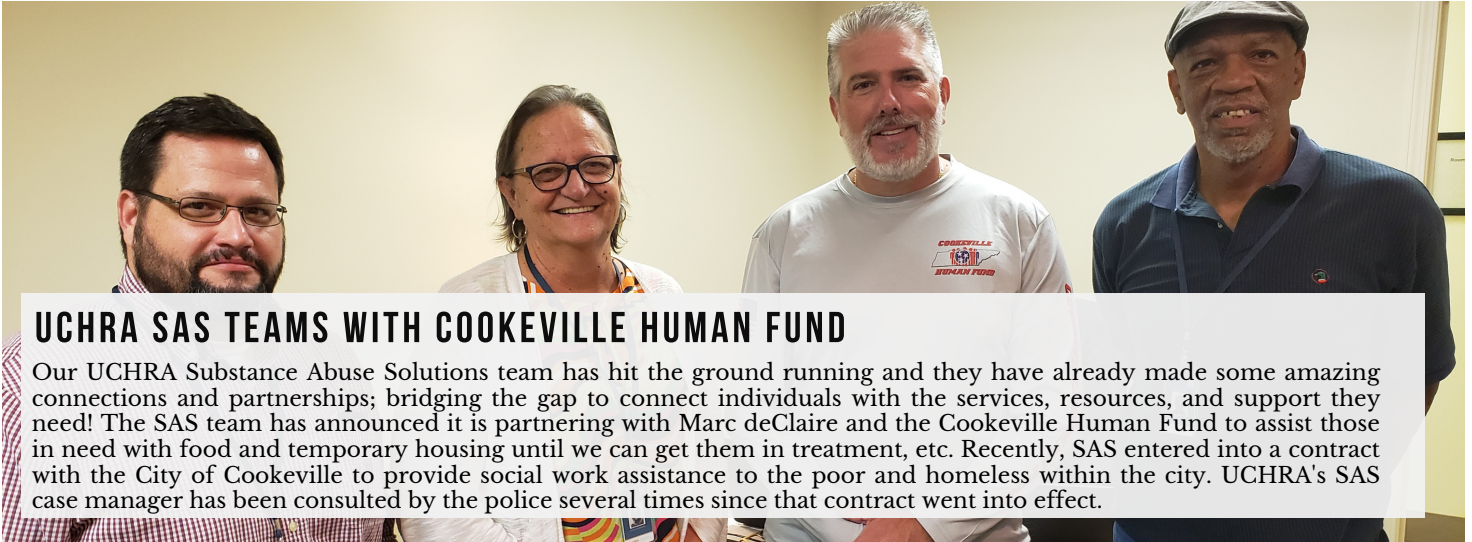




A moment to focus on the good our team is doing every day



UCHRA SAS TEAMS WITH COOKEVILLE HUMAN FUND

Our UCHRA Substance Abuse Solutions team has hit the ground running and they have already made some amazing connections and partnerships; bridging the gap to connect individuals with the services, resources, and support they need! The SAS team has announced it is partnering with Marc deClaire and the Cookeville Human Fund to assist those in need with food and temporary housing until we can get them in treatment, etc. Recently, SAS entered into a contract with the City of Cookeville to provide social work assistance to the poor and homeless within the city. UCHRA's SAS case manager has been consulted by the police several times since that contract went into effect.

Out in the Field



It's been approximately one year since UCHRA's Transportation team unveiled the new Go UC bus route in McMinnville. Go Upper Cumberland buses are running in McMinnville on established bus routes six days a week.

Check out this recent article featured in the Southern Standard newspaper to read more about client impact. For more information about UCHRA's available transportation services, visit www.ucpublictransit.com.



UCDD's Family Caregiver Program recently received a large donation of books. These books will be included in the swag bags handed out during the drive thru expo event later this fall.

TRANSIT TESTIMONIAL

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Good morning!

I was fortunate enough to take the bus to the airport on Sept. 8 and wanted to share my experience. I believe you should get feedback whenever possible and I think it is as important to have good experiences reflected as those where things don't always go well.

I want to give a big thumbs up to the entire experience. From the time I arrived at the station until I was dropped off at the airport terminal, it could not have been more professional or pleasant. Thank you so much for offering this service!

- JOHN VAN DER BLEEK

VAN BUREN COUNTY HEAD START DIRECTOR ANNOUNCES RETIREMENT AFTER 27 YEARS

In her 27 years with the Upper Cumberland Human Resource Agency, Karla Hillis has held many titles. Now, after 23 years as the Director of UCHRA's



Van Buren County Head Start, Hillis has announced her plans to retire next month.

It all began in 1992. Hillis, a first-time mom, was serving on the Head Start Policy Council at the inception of the program in Van Buren County. Hillis began her career with UCHRA and the Van Buren County Head Start in 1993 as

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CONTINUED: HEAD START DIRECTOR ANNOUNCES RETIREMENT

a Teacher Aide; quickly climbing the ranks. She became the Health/Disability Coordinator in 1994, receiving additional duties as Center Supervisor in 1995, and being named Interim Director of the facility before officially becoming the Van Buren County Head Start Director in 1997.

Through the years, all three of Hillis' children attended the program. "(They) all graduated in the top 10 of their class," Hills said of her children. "I feel their success is in part, their exposure as well as mine, in the process of education (through head start)."

Head Start is the country's largest federally-funded early childhood program; helping high-risk children from low-income families by providing comprehensive services — early childhood education, parent education, and community service. Tennessee's head start programs have served more than 20,000 children annually. Head start programs promote and encourage self-sufficiency and independence in head start parents by helping them achieve and maintain responsible jobs.

According to an article shared by members of the Tennessee Head Start Association and the Tennessee Head Start Collaboration Office, more than 25 percent of Head Start employees come from the ranks of Head Start or Early Head Start Programs.

"The number of children served has remained the same but the quality of services has increased over time," Hillis said of changes she's witnessed over the years.

Higher quality standards in early childhood, determined by the Office of Head Start, Tennessee licensing requirements, and the National Association of Education for Young Children (NAEYC). Under Hillis' leadership, the program became the first to participate in the State Star Quality report card system. The facility also became nationally accredited and has maintained accreditation from NAEYC.

"The program has raised itself to meet every standard and (we) are very proud to be known among our peers as a program of high quality," Hillis said. "We are proud to be a Three-Star Facility as determined by the State of Tennessee licensing."

After decades of meeting and exceeding goals, there's a new objective on Hillis' list — specifically, spending more time with her grandchildren. Her second grandchild is due to arrive in November. Hillis plans to remain on the UCHRA roster on a part-time basis as UCHRA moves toward bringing its proposed Early Head Start Program to life.

"(I) am in love with the opportunity to spend more time with them," Hillis said of her grandchildren. "Head Start will always be a love for me and I will be an advocate for many years to come. I have many friends in the Head Start community, in the Agency, and employees in the program and feel blessed to have had this opportunity and the very fond memories that will last for many years after I retire."

"I would like to add a 'thank you' to Ms. Phyllis Bennett for the leadership she provided; Keith Garrett, for his mentoring me in my early years as a Director; Rebecca Harris, for her guidance as I grew as a Head Start Director; and Cheryl Davis, for words of wisdom in my last years with the agency," she added. "I hope I am remembered as a Head Start advocate, my passion for Head Start and for providing high-quality services, the love I have for the children and families we serve, and by some a true friend."

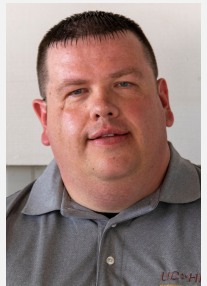


LATEST CARING CORNER VIDEO AVAILABLE ONLINE

Visit www.ucdd.org or our new YouTube Channel (UC Connect) to view the latest installment of the Caring Corner video series now.

GOODMAN NAMED SMITH COUNTY COORDINATOR; BLAYLOCK NAMED INTERIM HEAD START DIRECTOR

The Upper Cumberland Human Resource Agency has selected Brian Goodman as the new Smith County Coordinator. Goodman will lead the Smith County UCHRA office, directing program functions within the office and serving as the local UCHRA liaison.



"I am honored to be selected as the Smith County Coordinator," Goodman said. "I look forward to serving all of Smith County."

Before being selected for the Smith County Office's top position, Goodman served as Intake Specialist for the office; where he made the schedule for all the drivers, coordinated and scheduled client trips, dispatched drivers, and reported all cash money received from clients.

He is a graduate of Ripley High School in Ripley, Tenn. and has also been in the ministry since 1994. Goodman says the experiences and skills learned there have helped him tremendously in his role as an Intake Specialist.

In Van Buren County, teacher Elsie Blaylock has been named the interim director of the Van Buren County Head Start following Karla Hillis' recent retirement announcement.

