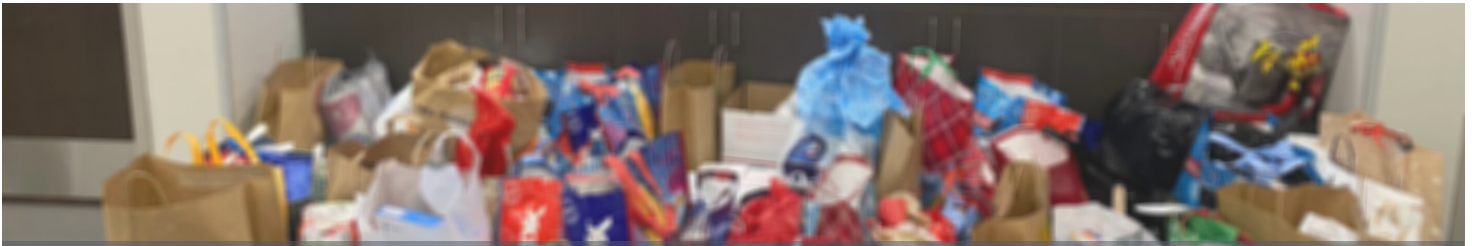




*A moment to focus on the good our team is doing every day*



## CHRISTMAS GIFTS DELIVERED TO UC SENIORS THROUGH PARTNERSHIP

December's Be a Santa to a Senior wrapping party was a success. Through UCDD, 140 seniors received gifts purchased from people in the Upper Cumberland. Each holiday season, Home Instead Senior Care holds the Be a Santa to a Senior event. This gives UC seniors a chance to receive Christmas gifts through the generosity of the public. Through Home Instead's planning and coordination, several hundred seniors receive gifts each year.

### Out in the Field

#### CLIENT FEEDBACK PRAISES JACKSON CO.

- Have you received friendly customer service when contacting UC Public Transportation to schedule service or ask questions about our services?  
Yes ☒ No ☐ Comment: Belinda is very good at her job.
- Have you received friendly customer service from our UC Public Transportation drivers?  
Yes ☒ No ☐ Comment: driver Roy goes above & beyond his duty.
- Is there an area you wish we served that we currently do not? If so, please comment where.  
Yes ☐ No ☒ Comment: \_\_\_\_\_
- Have you ever been denied services when requesting more than 24hrs in advance?  
Yes ☐ No ☒ Comment: \_\_\_\_\_
- Have you ever been denied services when requesting less than 24hrs in advance?  
Yes ☐ No ☒ Comment: Belinda always tries her very best.
- Do you know of anyone who has been denied services? If so, please comment why?  
Yes ☐ No ☒ Comment: \_\_\_\_\_
- Do you believe that transportation services are available to any person, without regard to race, color or national origin?  
Yes ☒ No ☐ Comment: \_\_\_\_\_
- Do you know of someone who is in need of our transportation services? If so, who are they?  
Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_  
Comments: Belinda is very friendly & courteous, drivers Roy & Sam are very courteous & friendly. It's a pleasure to be driven by them.

#### FAMILIAR FACES ON 'AMERICAN PORTRAIT'

Chances are that if you've watched WCTE's American Portrait Series, you've seen some familiar faces.

Among the many series participants UCHRA's own Connie Garrett, Community Services Program Manager, and Dee Prince, CASA Program Director, share insight into their lives. WCTE's American Portrait

Series features a collection of local stories throughout central Tennessee. Through the series, PBS will blend stories across the country into documentaries revealing what it really means to be an American.



To view these episodes, visit [wcte.org/productions/american-portrait-series/](http://wcte.org/productions/american-portrait-series/)

#### AGENCIES UNVEIL NEW MISSION, VISION STATEMENTS



#### LONGTERM EMPLOYEES RECOGNIZED

