



Annual Report

FY2020-2021



LETTER FROM THE CHAIRMAN —

RANDY HEADY JACKSON COUNTY MAYOR

Dear Board members, Policy Council, and regional partners,

It is an honor to serve as Chairman of the Board for the Upper Cumberland Development District and Human Resource Agency. While the last 18 months challenged us all, the agencies continue to serve our communities and the Upper Cumberland region well through a multitude of programs and services.


Through difficult circumstances, agency leadership did not stick with the status quo; rather they continued to elevate their performance through new and better use of technology, investment in staff, public and private sector partnerships, and branching out into new areas of service. UCDD and UCHRA staff never stopped serving clients; always finding ways to meet the needs of this region through innovation, collaboration, and leadership.

- The Area Agency on Aging and Disability developed creative ways to work with local restaurants and other service providers to make sure our seniors received more than 340,000 quality meals along with a friendly hello - a lifeline for seniors who were shut in throughout much of the COVID crisis.
- Collaboration between agencies and departments is on the rise as directors and staff are working together to provide quality services to their clients. For example, Community Intervention clients and staff are partnering with county commodities programs to aid in the distribution of food to 19,000 families in need.
- The Substance Abuse Solutions team has secured \$2 million in grant funds that are currently being used to support those who are ready for treatment, need safe and affordable housing, and are in search of gainful employment. This program is designed to help individuals and families move to self-sufficiency and the success stories are nothing short of inspiring.

There are some exciting things on the horizon for UCDD and UCHRA. Construction of a housing development for migrant workers in Warren County will begin in the coming year. Students from TTU's College of Business are completing their Senior Capstone Project by assisting with the implementation of Public Transportation's Community Rides program. The Childcare Creation Program will provide more than \$1 million for new and expanded childcare facilities in the region.

Thank you for your support of UCDD and UCHRA and the hundreds of committed staff members who are making a definitive contribution to the Upper Cumberland every day.

Respectfully,

A handwritten signature in black ink that reads "Randy Heady". The signature is written in a cursive, flowing style. There are some light blue ink smudges or highlights around the signature.

LEADERSHIP

UCDD & UCHRA BOARD OF DIRECTORS

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Fred Howell, Industrial Rep.

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Doug Young, Industrial Rep.

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Trent Prater, Mayor-Viola
Sue Anderson, Mayor-Morrison
Marvin Lusk, Minority Rep.
Don Alexander, Industrial Rep.

LEGISLATIVE MEMBERS

Cameron Sexton, Speaker of the House of Representatives
Senator Paul Bailey

Denotes Executive Committee Members



UCHRA POLICY COUNCIL

Elected Officials/Local Representatives

Randy Heady, Jackson County Mayor
Mickey Robinson, Mayor-Spencer
Charlene Whittaker, McMinnville Electric Systems
Cindy Putnam, WCTE Central Tennessee PBS
Darrin Stout, Cookeville Police Department

Consumer Representatives

Barbara Wheeler, Macon County
Don Hollingsworth, Van Buren County
Billy Adcock, DeKalb County
Linda Pastrick, Pickett County
Marilyn Davis, Warren County

Provider Representatives

Terri Dunn, Department of Human Services
Kristi Paling, Regional Coordinator-TCCY
Marie Ferran, Aging Services for the Upper Cumberland
Bill Gibson, Power of Putnam
Anne Stamps, Volunteer Behavioral Health
Michael Burton, Tennessee Department of Corrections

Minority Representative

Marvin Lusk, Warren County



TRANSPORTATION —

RURAL MOBILITY CHAMPION

The Rural Mobility Champion Award is presented to all rural frontline transit heroes that unselfishly provided and continue to provide essential transportation services during the COVID-19 Pandemic. When everything else stopped, our rural transit frontline heroes made sure that essential workers got to their jobs, vulnerable populations got to much needed medical appointments and treatments, and passengers got to testing and vaccination sites. Our frontline heroes showed up to work every day regardless of the risk to their own well-being and safety, concerns about the exposure they might be bringing home to the virus to their loved ones, the emotional toll associated with the loss of too many passengers to the virus, and the unprecedented levels of stress associated with the chaos, isolation, and uncertainty of the times. While others stayed at home or dealt with issues from afar, our rural transit workers came to work every day to serve the public. This award recognizes them for the heroes that they are. Congratulations and thank you!

-Robbie Sarles, RLS & Associates, Frontline Heroes Nominator



COMMUNITY OF THE YEAR

CITY OF BAXTER

In 2020, the City of Baxter was awarded \$2,903,146 in grants from federal, state and private funding sources. These grants include \$1,000,000 from the Economic Development Administration, \$500,000 from the Appalachian Regional Commission, \$628,896 from the United States Department of Housing and Urban Development, \$19,250 from the United States Department of Agriculture, \$5,000 from the Wal-Mart Foundation and \$750,000 from Blue Cross Blue Shield.

In December 2018, state officials announced the Brazilian ceramic tile manufacturer, Portobello America, Inc., would locate its U.S. headquarters and first U.S. production facility in Baxter; creating 220 jobs and investing approximately \$150 million in Putnam County. The Upper Cumberland Development District (UCDD) worked with the City of Baxter and submitted the grant on behalf of the city. In addition to the \$1 million grant award from EDA, that will provide funding for the extension of a sewer line and water line upgrades to the future site.

“One of the goals of the Development District is to provide sustainable economic and community development support within our region,” said Mark Farley, UCDD Executive Director. “The strong partnerships UCDD has with local, state, and federal agencies play a significant role in assisting the communities we serve. We believe that the Upper Cumberland region is made stronger through regional cooperation and shared resources. We are honored to work with agencies that operate with that same intent as ours, to improve the quality of life for all of our citizens.”

“The funding provided by the Economic Development Administration and the Appalachian Regional Commission will ensure that Portobello America will have sufficient infrastructure to operate at maximum capacity for years to come,” said Tommy Lee, UCDD’s Deputy Director. “This is a big win for not only Baxter and Putnam County, but for the Upper Cumberland Region as a whole.”



Dana Gartzke, EDA; Mark Farley, UCDD/UCHRA; Mayor John Martin, City of Baxter; Scott Turner, EDA

SENIOR CENTER OF THE YEAR

MCMINNVILLE-WARREN COUNTY

The purpose of senior centers is to facilitate the social, emotional, and physical well-being of Tennesseans over 60 as part of a comprehensive system of services and activities. They are designed to provide access to resources that help to maintain independence and wellness. The circumstances of the last 18 months created significant difficulties for our senior centers and they rose to the challenge by providing outdoor activities and delivering goody bags.

The McMinnville-Warren County Senior Center did an outstanding job of responding to the hardships created by COVID-19. The center's Director, Lana Whitlock, became certified by AAAD as a SHIP/SMP Volunteer, which allows her to assist center participants and others in her community with Medicare questions and prescription drug plan comparisons. Lana also became a member of the Tennessee Federation on Aging and served on the Planning Committee for the 2021 Annual Conference, which was held in Gatlinburg with over 200 attendees from across the state. She conducted six online grocery shopping classes for 60 center participants who each received a \$50 food box for completing the two hour course. Although the center was closed due to the pandemic until mid-April, they continued to serve the community with carryout and home-delivered meals, home-delivered commodities, food boxes, telephone reassurance, coordinating flu and mobile vaccine clinics at the senior center and senior residential complexes, and coordinating other clinics such as eye health. After reopening, they offered two preventive health classes in collaboration with UT and TSU Extension Offices: Living with Chronic Conditions and Eat Well Feel Well.



Director Lana Whitlock and Senior Center Participants



APARTMENT COMPLEX OF THE YEAR

SOUTH CARTHAGE MANOR

South Carthage Manor, located in Smith County, is the Apartment Complex of the Year. This HUD 202 complex houses 14 tenants that are sixty-two years and older. Each apartment is made up of a bedroom, full size bathroom, kitchen, and living room. This small community is overseen by a live-in apartment manager that serves as the first point of contact for future applicants as well as maintenance of a clean commons area and helping tenants.

The convenient location, which is next to the Smith County Senior Citizen building and the Upper Cumberland Human Resource Agency, allows tenants to be involved with their community. A service coordinator works one day a week at the complex to provide help with daily issues such as answers to insurance questions, help with getting commodities, and other items that are needed to enjoy their elderly lifestyles. Games are played monthly and pot luck lunches provide social gatherings if tenants choose to attend.

Cumberland Regional Development Corporation staff strives to make each complex a home - at South Carthage Manor, tenants seem very content. Congratulations on being named Apartment Complex of the Year.



AGENCY PROGRAMS

UCDD is designated by the Tennessee Commission on **Aging and Disability as the Area Agency on Aging and Disability** (AAAD) to provide care, nutrition, transportation, and other services to older or physically disabled Middle Tennesseans. AAAD's three primary functions are advocacy services, information and assistance, and provision of services.

UCDD offers a variety of **Planning & Community Development** services to communities across the region including grant writing, administration and technical assistance related to land use and zoning, solid waste, historic preservation, and housing. The **Economic Development and Lending** department works with community leaders to secure grant funds primarily for industrial development as well as offering loans to small businesses seeking to expand and create jobs.

UCDD staffs the **Small Business Development Center** (SBDC), which administers a variety of lending programs, including the SBA 504 program through the U.S. Small Business Administration. SBDC also partners with TTU's Rural Reimagined program and The Biz Foundry to provide support and technical assistance to businesses and startups in the region.


UCDD's **Housing and Family Services** provides affordable housing to low income seniors and individuals

with disabilities. The department also administers programs that provide support to relative caregivers and housing repairs to those in need.

UCDD provides data collection and analysis through the **Informatics Services** department. These services are often used for planning, grant applications, presentations, and publications.

UCHRA offers a variety of **Public Transportation** services from door-to-door rides, scheduled shuttle services, and inner-city bus routes. The transportation call center uses innovation and technology to find the "right fit" solution for customers. Pick Up Cookeville is a new, on-demand service powered by Uber Technologies, which allows riders to quickly and easily schedule a trip at a moment's notice and simply enjoy the ride to their destination. This new service also allows UC Public Transportation to tap into the after-hours and weekends clientele.

UCHRA's **Community Intervention** department provides alternatives to incarceration for juvenile and adult offenders, driver education and corrective education programs, judicial system advocacy for children, and residential programs for troubled youth. The department also operates Van Buren County Head Start.



The **Community Services** department administers a number of programs offering support to vulnerable populations including utility assistance vouchers, weatherization, commodities distribution, childcare nutrition, in-home care, and protective services for the elderly. Through a federal grant, the department provides a range of services aimed at reducing poverty and encouraging self-sufficiency.

UCHRA's **Substance Abuse Solutions** team offers a comprehensive list of support services to clients from emergency and transitional housing, reentry to the workforce, transportation, and case management through a variety of grants and pilot programs.

UCHRA staffs an office in each county that gives access to the programs described above through personal service and community outreach. Clients receive hands-on assistance with applications and information. **UCAssist.org** is a web-based database designed to provide online access to resources and services available in the region.

OUR TEAM



At the **Upper Cumberland Development District** and **Human Resource Agency**, we are passionate about helping people. Through our wide array of services, we connect individuals, families, businesses and local officials with resources they need to improve their quality of life.





Executive Director

Mark Farley

Deputy Director, Community Development

Tommy Lee

Community Services Director

LaNelle Godsey

Economic Development & Lending Director

Megan Choate

Informatics Director

Chuck Sutherland

Housing & Family Services Director

Myra Walker

Area Agency on Aging and Disability Director

Holly Williams

Community Intervention Director

Cheryl Cox

Public Transportation Director

Holly Montooth

Finance Director

Ginger Stout



CLAY COUNTY



By the Numbers



1,523
Households provided with Commodities



\$169,850
Utility assistance to eligible households



3,981
Meals served or delivered to seniors



4,230
Trips provided by Public Transportation



118,526
Miles driven by Public Transportation

City of Celina and Clay County Receive Grants to Fund Wastewater System Upgrades



UCDD's Economic Development team aided the City of Celina with a \$500,000 Appalachian Regional Commission grant that will fund the improvement of the wastewater system. Construction is scheduled to begin in January 2022.

The Industrial Development Board was awarded a \$500,000 grant from the Appalachian Regional Commission to replace the trunk line that passes through the Mitchell Street Industrial Site to the Wastewater Treatment Plant. When completed in December of 2022, the line will serve the industrial site and upgrade the entire water system. The grant application was submitted by Economic Development staff who also will facilitate administration of the funds.

CAIC Loan Awarded to Dale Hollow Marina

The Cumberland Area Investment Corporation worked with owners of the Dale Hollow Marina to fund the expansion of the marina, providing 120 additional boat slips to address their extensive 250 person waiting list.



VAN BUREN COUNTY



By the Numbers



1,105

Households served with Commodities



\$66,350

In utility assistance to low income households



2,912

Meals served to seniors



1,327

Trips provided by Public Transportation



41,840

Miles driven by Public Transportation



New Playground at Van Buren County Head Start

The playground amenities include a covered Picnic Patio, paved Trike Track with a Healthy Living/Fuel station (dramatic play), 4 Bay swings, Rock Cave Climber, Merry Music Stand, Social Gazebo, Mud Kitchen, Sand & Water Table, Construction Dig Zone, Slide, Ride-on Firetruck, and Ball goal area. The playground was designed to incorporate all the learning centers from within the indoor gross motor area in some capacity but to also promote the further large muscle & motor skills needed.

Senior Center Outreach

The center distributed shelf-stable food items and household cleaning supplies to vulnerable seniors in 2020-2021. Staff delivered meals, groceries, and medications as well as reaching out through phone calls and home visits providing much needed socialization and wellness checks to seniors who were in isolation. Partnering with UCHRA Public Transportation, the center provided almost 500 transportation tickets for Ride Upper Cumberland trips at no cost, enabling seniors to get to medical visits and other critical appointments.

PUTNAM COUNTY



By the Numbers



1,592

Households provided with Commodities



\$550,885

Utility assistance to eligible households



15,793

Meals served or delivered to seniors



77,648

Trips provided by Public Transportation



255,113

Miles driven by Public Transportation

Pick Up Cookeville Launched

UCHRA launched its Uber-based transportation service Pick Up Cookeville in August. The Cookeville/Putnam County area will now have another mobility on demand option. The rides differ from regular public transportation in that the service is offered after hours and on weekends. Riders can access the service through the Uber app or by calling Public Transportation's call center at 1-833-UCTRIPS.



UCHRA Putnam County Staff Handles High Client Volume

In the last 12 months, UCHRA county staff have served nearly 6,000 clients providing hands-on help with utility assistance, referral services, commodities, community stabilization programs, and more. The office received more than 9,000 phone calls in FY21. They have recently implemented a reception kiosk system to provide more efficient service to clients who visit the office in person.



DEKALB COUNTY



By the Numbers



1,354
Households provided with Commodities



\$98,580
Utility assistance to eligible households



1,420
Meals served or delivered to seniors



7,412
Trips provided by Public Transportation



166,390
Miles driven by Public Transportation

Commodities Distribution

Community Corrections clients are handing out Commodities to families in need. This is an opportunity to earn required community service hours under the supervision of UCHRA Community Corrections case managers while providing much needed food assistance to nearly 1,500 families in DeKalb County.



Moog Boulevard Project Nearing Completion

The creation of a market road is nearing completion in Smithville. The project was funded by a Site Development Grant from the State of Tennessee's Department Economic and Community Development. The total project cost is \$261,200 and will provide better access to the industrial property for prospects.



WHITE COUNTY



By the Numbers



1,829

Households provided with Commodities



\$131,700

Utility assistance to eligible households



41,195

Meals served or delivered to seniors



10,327

Trips provided by Public Transportation



166,390

Miles driven by Public Transportation



SBDC Helps El Jefe Kitchen

The Small Business Development Center (SBDC) provided a range of services to new restaurant owners from planning to ribbon cutting. SBDC staff assisted with market research, financing options, and a strategic marketing plan. Owner Angel Rivera participated in the SBDC sponsored Restaurant Recovery program facilitated by experts in the food and drink industry. El Jefe Kitchen is open for business in Sparta offering fresh Mexican cuisine dishes for lunch and dinner.

Senior Center-Hot Spot for Congregate Meals

The Sparta-White County Senior Center has a robust congregate meals program serving nearly 42,000 seniors hot delicious meals in FY21.



OVERTON COUNTY



By the Numbers



1,806

Households provided with Commodities



\$120,000

In utility assistance to eligibie households



9,915

Meals served or delivered to seniors



8,259

Trips provided by Public Transportation



154,667

Miles driven by Public Transportation

Services Provided Through the Area Agency on Aging and Disability

Providers serve hot meals to Overton County seniors

Three providers have contracted with AAAD to serve hot meals five days a week to seniors and those with disabilities in Overton County. The Overton County Senior Center, Overton County Health and Rehab Center, and The Clark House provided more than 13,000 meals in FY21.

Transportation For Seniors

AAAD partners with UCHRA Public Transportation to provide thousands of rides to adults age 60 and over. Transportation vouchers are distributed through the Senior Center to those needing transportation for all kinds of activities such as shopping and medical appointments.

Telehealth Stations Installed Across the Region

Through AAAD's CARES Act funding, the Overton County Senior Center received the first of 14 telehealth stations that were installed across the region. These stations provide participants with a convenient and safe option for accessing healthcare services.



FENTRESS COUNTY



By the Numbers



2,199

Households provided with Commodities



\$256,000

In utility assistance to eligibie households



39,090

Meals served or delivered to seniors



5,841

Trips provided by Public Transportation



153,425

Miles driven by Public Transportation

Clarkrange Business Park Grading to Begin

A Site Development Grant from the State of Tennessee's Department of Economic and Community Development was awarded to Fentress County. The \$500,000 grant will aid the Industrial Development Board in grading lots and creating a pad ready site. The total project cost is \$828,025 and the project is expected to be completed by Summer 2022.



Nearly 1,000 Households Received Utility Assistance

The Low-Income Home Energy Assistance Program (LIHEAP) is a federally-funded program that provides vouchers to eligible households for utility bills. Fentress County's UCHRA office served 960 households with utility assistance, second in the region only to Putnam County, distributing over \$250,000 in vouchers in FY21.

WARREN COUNTY



By the Numbers



1,868

Households provided with Commodities



\$213,325

Utility assistance to eligible households



3,635

Meals served or delivered to seniors



29,389

Trips provided by Public Transportation



314,566

Miles driven by Public Transportation

UCDD Contributes Property to Habitat for Humanity Project

The Cumberland Regional Development Corporation (CRDC) is in the process of releasing two properties to the Warren County Habitat for Humanity as part of the Neighborhood Stabilization Program. The intent is to utilize the properties to provide home ownership opportunities to eligible families.

McMinnville Installs Go UC Bus Shelters

Located at several high-traffic areas within the city of McMinnville, these new bus shelters provide safe, comfortable, and high-visibility waiting areas for individuals using the Go Upper Cumberland public transportation route. The project was made possible with the assistance of the City of McMinnville and Warren County and the installation of the shelters marks the two year anniversary of inner-city bus service in McMinnville. The new shelters will feature way-finding maps and signage to help riders navigate the local route system.



7,600

Go Route Riders



2nd in UC
Trips provided



1st in UC
Miles driven



2nd in UC
Total riders

2,608

Connect Route Riders

CANNON COUNTY



By the Numbers



860

Households provided with Commodities



\$65,791

Utility assistance to eligible households



4,353

Meals served or delivered to seniors



4,176

Trips provided by Public Transportation



98,188

Miles driven by Public Transportation

Relative Caregiver Program's Winter Enrichment

UCDD's Relative Caregiver Program (RCP) distributed gift cards for theatres, restaurants, and recreational activities to 75 caregivers who care for family members. The families gave back by participating in the Annual Community Services Project by donating food and household items that are given to homeless shelters. In Cannon County, RCP provided \$6,000 in assistance to families in the program.

Have-A-Heart Campaign and Other Events Raise \$20,000

The Cannon County Senior Center held their annual Have-A-Heart giving campaign raising nearly \$7,000. The center staff raised an additional \$13,000 through online auctions and fundraisers. Despite the pandemic, events like Walk With Ease, Silver Sneakers, and the Arthritis Foundation's exercise program provided wellness and recreational activities for seniors. The Senior Center became a nutrition provider in January 2021 and served over 6,600 meals in a six-month period providing critical connections to Cannon County seniors.



SMITH COUNTY



By the Numbers



759

Households provided with Commodities



\$91,700

Utility assistance to eligible households



3,370

Meals served or delivered to seniors



6,147

Trips provided by Public Transportation



136,820

Miles driven by Public Transportation

Day of Hope Event Successful

This outreach event was coordinated by members of UCHRA's Substance Abuse Solutions (SAS) team. SAS staff coordinated with ReGroup, Smith County UCHRA, and Emmanuel House in their efforts to solicit donations for those not only participating in the ReGroup and Emmanuel House programs, but for any Smith County resident in need of food, clothing, winter items, substance abuse support, housing, Covid resources, referral services, and more. Members of the UCHRA SAS team secured a hot meal, donated by Cole Ebel, Owner of Ebel's Tavern, to be served to 50 citizens in Smith County. Mr. Ebel, his staff, and members of the Justified Bikers Group went above and beyond to furnish the needs to support a food pantry, clothing closet with hygiene and winter items. Blankets, coats, hats, gloves, hygiene items, and much more continue to pour in. This was a true community effort Smith County Mayor Jeff Mason and Carthage Mayor Sarah Marie Smith commended the efforts of UCHRA and UCDD and expressed appreciation for the support and attention given to Smith County. Additionally, backpacks filled with winter items, water bottles, and a resource guide were donated by Power of Putnam.



SBDC Interns Help Local Business

Small Business Development Center (SBDC) interns helped the Rogue and Raven, a specialty game store located in Smith County, to create content for social media, a content calendar, and other digital ads through graphic design. A Search Engine Optimization (SEO) analysis was conducted on the company website. This analysis will be used to direct future digital strategy and increase their web presence.

CUMBERLAND COUNTY



By the Numbers



1,674

Households provided with Commodities



\$258,770

Utility assistance to eligible households



3,793

Meals served or delivered to seniors



22,732

Trips provided by Public Transportation



211,783

Miles driven by Public Transportation

***GO UC* Bus Shelters Installed in Crossville**

In partnership with the City of Crossville, new bus shelters have been installed in two locations - Art Circle Library and the Courthouse. GO UC, UCHRA Public Transportation's inner-city bus routes, served nearly 9,000 Cumberland County riders and traveling more than 200,000 miles in FY21.



UCHRA County Office Has a New Location

After calling the same location home for nearly 25 years, UCHRA's County office has a new home. The new location is easily accessible via Highway 70, Highway 127, and Interstate 40 and allows for better road-front visibility and additional parking.



JACKSON COUNTY



By the Numbers



869

Households provided with Commodities



\$142,300

Utility assistance to eligible households



45,353

Meals served or delivered to seniors



3,794

Trips provided by Public Transportation



83,854

Miles driven by Public Transportation

Jackson County Leads Region in Serving Meals to Seniors

In partnership with AAAD, Helen's Restaurant provided meals at three nutrition sites serving more than 45,000 hot meals to senior citizens in FY21 making them the leader in the 14-county region despite their smaller population.



Jackson County Receives Planning Grant

The Appalachian Regional Commission (ARC) has awarded Jackson County a \$75,000 grant to create a Sewer Service Master Plan. This unique project includes a partnership with the City of Cookeville and Putnam County - all three entities are contributing to the total project cost of \$94,000.

Caregiver Support Group Delivers

The National Family Caregiver Support Program (NFCSP) provides assistance to family caregivers and grandparents or other relative caregivers. NFCSP provides medical equipment, meals, homemaker services, counseling and personal care to eligible caregivers. This year food bags were provided to all NFCSP clients.



MACON COUNTY



By the Numbers



732

Households provided with Commodities



\$143,800

Utility assistance to eligible households



815

Meals served or delivered to seniors



5,243

Trips provided by Public Transportation



121,427

Miles driven by Public Transportation



UCHRA Community Services Supplements Childcare Nutrition

The Child and Adult Care Food Program (CACFP) supplements the cost of meals and snacks for children enrolled in registered or licensed daycare homes. In FY21, childcare programs in Macon County were reimbursed \$85,519, the second highest in the region.

Safari Helicopter Lands in Macon County

Safari Helicopter announced it is relocating its headquarters and manufacturing operations from Marianna, Florida to Lafayette, Tennessee. The company, a manufacturer of two-seater helicopter kits, will invest \$7.5 million and create 85 jobs in Macon County.



PICKETT COUNTY



By the Numbers



961
Households served with Commodities



\$90,850
In utility assistance to low income households



10,731
Meals served to seniors



3,448
Trips provided by Public Transportation



100,123
Miles driven by Public Transportation

Bobcat Den Receives CAIC Loan

A Cumberland Area Investment Corporation loan assisted a Pickett County local in opening the Bobcat Den Restaurant in Byrdstown. The family restaurant is an asset to the community, drawing patrons from all around the Upper Cumberland.



Emergency Repair Program Revamps Homes in Pickett County

The Emergency Repair Program for the Elderly (ERP) provides housing repairs to eligible seniors. ERP repairs structural housing problems with no lien against the property allowing elderly and disabled individuals to remain in their homes. In FY21, ERP repaired 10 homes in Pickett County at a total cost of \$110,000.

UPPER CUMBERLAND REGION

\$3.8M

Loans granted to
small businesses

76

Jobs created through
loans with CAIC

\$2.1M

Miles driven by
Public Transportation

215

Affordable housing units

93

Grant applications

\$4.8M

Grant funds awarded

\$2M

Grant funds awarded to
Substance Abuse Solutions

\$2.4M

Utility assistance
provided

18,893

Families provided Commodities



MISSION

To help the Upper Cumberland region cultivate self-sufficiency and build true wealth through innovation, collaboration, and leadership

VISION

A region abundant in resources, fostering a productive and vibrant life for the people of the Upper Cumberland

