



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

"THE TIME IS ALWAYS RIGHT TO DO WHAT IS

OFFICE CLOSURE ANNOUNCEMENT

The offices of UCDD and UCHRA will be closed Monday, Jan. 17 in observance of Martin Luther King, Jr. Day. Our offices will reopen Tuesday, Jan. 18, at 8 a.m. UCHRA Public Transportation's Go Routes will not run Monday. However, Pick Up Cookeville will be available.

DR. MARTIN LUTHER KING, JR.

Out in the Field



UCHRA COMMUNITY SERVICES TEAM MEMBERS COMPLETE TRAINING

Members of UCHRA's Community Services team - Jen Knepp, Balinda Westmoreland, and Melissa Moore - recently completed Reportable Event Management (REM) training. It is required for all Choices providers to have a certified Provider Investigator for all reportable events. is an important component of an overall approach for ensuring the health, safety, individual freedom, and quality of life training of people participating in-home and community-based services (HCBS).

Dignity of choice is the right of a person to make an informed decision to engage in experiences of his or her own choosing, which are necessary for personal growth and development. Supporting dignity of choice means honoring a person's right to make choices and engage in activities that may involve risk associated with these types of choices and activities, and committing to assist the person to identify, consider, and implement strategies to mitigate the identified potential negative consequences of these choices.

Congratulations on a job well done and for continuing to ensure our clients receive knowledgeable support! To learn more about REM training, visit www.tn.gov/didd/providers/r-e-m.html



UCHRA PUBLIC TRANSPORTATION TEAM NAVIGATES WINTER WEATHER CHALLENGES

As the snow began to fall across much of the Upper Cumberland on Thursday, Jan. 6, UCHRA's Public Transportation team wasn't entirely aware of just how rapidly the regional travel conditions would deteriorate.

The Transportation team had a full day of trips scheduled including a busload of passengers leaving Cookeville for Nashville at 6 a.m. At that hour, the snow hadn't arrived. All of the Nashville-bound passengers made it to their appointments safely. Then, the snow began to fall and fast. Members of the UCHRA Public Transportation team at the Cookeville Transit Hub began calling all drivers back to the office and canceling any trips scheduled later in the day. Those clients who had already arrived at their appointments in Nashville were called and advised that the bus was returning to the Cookeville hub.

"Despite our best efforts to safely get back to Cookeville before road conditions worsened, one of the buses got stuck on I-40, just past the Lebanon exit," said Riley Sparks, Fleet Operations Manager.

While the bus was not involved in an accident, it was significantly delayed due to other accidents that had happened previously. The bus sat on the interstate for the majority of the day.

Once the roads cleared enough, Transportation team members Riley Sparks and Terry Cronk met the bus along the route, bringing enough food and drinks for everyone on board and then following the bus back to Cookeville as a precaution.

At approximately 6:30 p.m., the bus, its passengers, along with Sparks and Cronk, were back in Cookeville; the last passenger arrived home around 8 p.m.

Meanwhile, in Jackson County, Brandi Adcock, Jackson County Coordinator, and Belinda Frizzell worked to revise trip schedules while also packing up their equipment to transition to work-from-home procedures. Adcock called off all transportation for Jackson County on Friday, Jan. 7, due to the treacherous conditions.

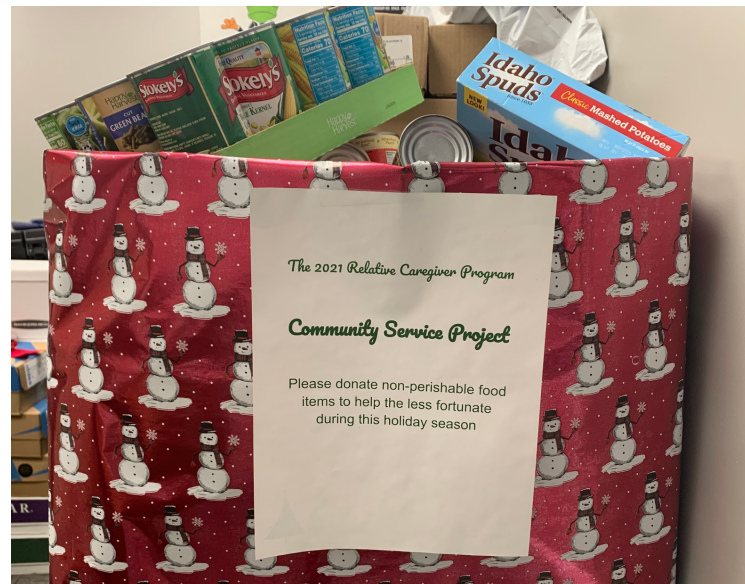
In White County, County Coordinator Sheila Robinson and her team, including Lashay Dobson and Jean Long, worked to cancel pending trips scheduled for Friday, Jan. 7, and arrange for prompt pick-up of those individuals who had already been dropped off before the snow began to fall. Several drivers worked throughout the day Friday and Saturday to ensure clients made it safely to life-saving medical appointments.

The Upper Cumberland region saw snowfall amounts ranging from an inch to approximately eight inches of snow according to the Nashville office of the National Weather Service accumulation report shared Jan. 7.

"Transportation staff in both the county offices and the central office worked tirelessly; calling clients to verify appointments, contacting drivers about their schedules, constantly monitoring the road conditions, and working throughout the weekend to ensure operations would run smoothly Monday," said Holly Montooth, Transportation Director.

MACON COUNTY COS GOES ABOVE AND BEYOND TO HELP CLIENTS IN NEED

I know this is unprofessional lol but if you see your mom will you let her know that I (Allysea) appreciate her. Even though she was doing her job, I felt like I was in a safe space with her. It also may not have seemed like it today but I've been in a depressed state of mind. She really doesn't know how much I needed to hear F.R.O.G. ♥ We only spoke but she filled my heart up and I really needed to hear and just be able to talk and stuff today. I wished I could no more than say thank you. Just seeing and talking to her today she really just spread some positivity in my life. I really feel sometimes I'm not the best mom but getting to talk about my kids and things today my whole look on things changed today. The fact she went out of her way for me I just want to tell her I love her or give her a big hug but I know that would be a little weird.



UCDD RCP COMPLETES 2021 COMMUNITY SERVICE PROJECT

The Relative Caregiver Program completed its 2021 Community Service Project by collecting canned food items, snacks, toiletries, and hygiene items during the month of December. The RCP program encouraged caregivers and their relative children to come up with an item or two to donate to the cause as a way to give back during this holiday season.

The items will be distributed to the following organizations/causes: Restoring Hope's Door of Hope, Noel's Helping Hands, and the UCHRA's Butterfly Blessings Box. Shown with an overflowing box are Marcia Riddle, RCP Case Manager, Myra Walker, Director of Housing & Family Services, and Vickie Durham, RCP Director.