

Executive Committee Meeting Agenda | August 16, 2023

1. **Call to Order | Randy Heady, Chairman**
2. **Roll Call | Sherry Thurman**
3. **Approval of Consent Agenda | Randy Heady, Chairman**
 - a. Executive Committee Meeting Minutes – June 21, 2023
 - b. Policy Council Report
4. **UCHRA Financial Report | Ginger Stout, Finance Director**
5. **Van Buren County Head Start Report | Randy Heady, Chairman**
 - a. May Financial Reports
 - Program 51 Budget
 - Monthly Activity Report
 - Credit Card Statement
 - Community Foundation Grant Budget
 - b. Upper Cumberland HRA PIR Report
 - c. Eligibility Training Statement
 - d. Selection Criteria
 - e. Grievance | Complaint Policy
6. **CSBG Update | LaNelle Godsey, Deputy Director/Community Services Director**
 - a. Dashboards
 - b. Community Needs Assessment
 - c. Community Action Plan
 - d. CACPF Daycare Homes Application and Budget
 - e. CACPF Centers At Risk Application and Budget
7. **Action Items | Randy Heady, Chairman**
 - a. FY 2023-2024 Policy Council Members
 - b. Title VI Implementation Plan
 - c. Title VI Policies and Procedures
 - d. Four-Factor Analysis and Limited English Proficiency (LED) Plan
 - e. Equal Employment Opportunity Policy
 - f. Complaint Intake Forms
8. **Program Updates | Mark Farley, Executive Director**
9. **Executive Director Report | Mark Farley, Executive Director**
10. **Old Business | Randy Heady, Chairman**
11. **New Business | Randy Heady, Chairman**

12. **Public Comments | Randy Heady, Chairman**

13. **Adjourn | Randy Heady, Chairman**

**Upper Cumberland Human Resource Agency
Executive Committee Meeting**

DRAFT MINUTES	JUNE 21, 2023	10:50 A.M.	COOKEVILLE, TN
MEETING CALLED BY	Chairman Randy Heady		
TYPE OF MEETING	UCHRA Executive Committee Meeting		
FACILITATOR	Chairman Randy Heady		
NOTE TAKER	Sherry Thurman		
MEMBERS PRESENT	Dale Reagan, Allen Foster, Jimmy Johnson, Randy Heady, Steve Jones, Sam Gibson, Lauren Wheaton, Jeff Mason, David Sullivan, Terry Bell, Denny Robinson, Jerry Lowery		
MEMBERS ABSENT	Greg Mitchell, Matt Adcock, Josh Miller, Lloyd Williams, Steven Barlow, Stephen Bilbrey, Randy Porter, John Potts, Ryle Chastain, Representative Cameron Sexton, Senator Paul Bailey		
	CALL TO ORDER	CHAIRMAN RANDY HEADY	
CALL TO ORDER	Chairman Randy Heady called the meeting to order.		
	ROLL CALL		
ROLLCALL	Sherry Thurman called the roll and the attendance is recorded above. There was a quorum of the committee members present.		
	APPROVAL OF CONSENT AGENDA	CHAIRMAN RANDY HEADY	
DISCUSSION	<p>Chairman Randy Heady advised that the consent agenda consist of the following:</p> <ul style="list-style-type: none"> • Executive Committee Meeting Minutes – April 12, 2023 • Lease Agreement Between Upper Cumberland Human Resource Agency and Upper Cumberland Development District <p>A motion was made to approve the Consent Agenda.</p>		
ACTION	<p><u>Motion to Approve</u> Motion made by: Laurin Wheaton Motion seconded by: Jerry Lowery Chairman Randy Heady asked for discussion or comments on the motion. Motion carried unanimously.</p>		
	UCHRA FINANCIAL REPORT	GINGER STOUT, FINANCE DIRECTOR	
DISCUSSION	<p>Ginger Stout presented the UCHRA financial report for July 1, 2022 through April 30, 2023.</p> <p>A motion was made to approve the financial report.</p>		

ACTION	<p><u>Motion to Approve</u> Motion made by: Steve Jones Motion seconded by: Jimmy Johnson</p> <p>Chairman Randy Heady asked for discussion or comments on the motion. Motion carried unanimously.</p>
	<p>VAN BUREN COUNTY HEAD START REPORT MARK FARLEY, EXECUTIVE DIRECTOR</p>
DISCUSSION	<p>Executive Director Mark Farley presented and discussed the agenda items for the Van Buren County Head Start Program.</p> <ol style="list-style-type: none"> a. March and April Financial Reports <ul style="list-style-type: none"> • Program 51 Budget • Program 51 Rescue Plan Budget • Monthly Reports • Credit Card Statements • In-kind Reports b. 2022-2023 Strategic Plan and Program Improvement Plan c. 2023-2024 T/TA Plan d. 2023-2024 Enrollment and Waitlist Chart e. 2023-2024 Slot Reduction Narrative <ul style="list-style-type: none"> • Chairman's Letter <p>A motion was made to approve the Van Buren Head Start Report.</p>
ACTION	<p><u>Motion to Approve</u> Motion made by: David Sullivan Motion seconded by: Laurin Wheaton</p> <p>Chairman Randy Heady asked for discussion or comments on the motion. Motion carried unanimously.</p>
	<p>CSBG UPDATE LANELLE GODSEY, DEPUTY DIRECTOR/ COMMUNITY SERVICES DIRECTOR</p>
DISCUSSION	<p>Jordan Herald gave an update on the CSBG program.</p> <ul style="list-style-type: none"> • The dashboards for March and April, 2023 were presented. There was an increase in LIHEAP from March to April. The majority of the funds for the LIHWAP program have been spent. We hope to get reallocated funds from other agencies. We are currently approving things on a case by case basis. The majority of the funds for the CSBG rental assistance program has been spent. The number will continue to decrease until October which is the new program year. • Conflict of Interest Forms were presented to the board for their review and signature. The forms are required by CSBG program. • The UCHRA Bylaws were included in the board packets. Jordan advised that the bylaws are provided to the board every two years which is required by CSBG. <p>A motion was made to approve the CSBG update.</p>

ACTION	<p><u>Motion to Approve</u> Motion made by: Laurin Wheaton Motion seconded by: Dale Reagan</p> <p>Chairman Randy Heady asked for discussion or comments on the motion.</p> <p>Motion carried unanimously.</p>
	<p>ACTION ITEMS CHAIRMAN RANDY HEADY</p> <p>a. FY 24 Budget b. 2023-2024 Work Plan c. Resolution 23-6-1 d. Community Corrections Internal Fiscal Review – Final Report e. Meeting Date – Executive Committee, June 19, 2024</p>
DISCUSSION	<p>The following action items were discussed:</p> <p><u>FY 24 Budget</u> Finance Director Ginger Stout presented and gave an overview of the FY-2024 budget for UCHRA. Included in the budget is a 3% cost of living increase for employees at UCHRA.</p> <p>A motion was made to approve the FY 2024 Budget as presented.</p>
ACTION	<p><u>Motion to Approve</u> Motion made by: Jimmy Johnson Motion seconded by: Sam Gibson</p> <p>Chairman Randy Heady asked for discussion or comments on the motion.</p> <p>Motion carried with a roll call vote. Eleven board members voted yes. One member not present for vote.</p>
DISCUSSION	<p><u>2023-2024 Work Plan</u> Executive Director Mark Farley advised that UCHRA is not required to turn the Work Plan into the state. The Program of Work was presented for approval for UCHRA.</p> <p>A motion was made to approve the 2023-2024 Work Plan for UCHRA.</p>
ACTION	<p><u>Motion to Approve</u> Motion made by: Jeff Mason Motion seconded by: Jerry Lowery</p> <p>Chairman Randy Heady asked for discussion or comments on the motion.</p> <p>Motion carried unanimously.</p>
DISCUSSION	<p><u>Resolution 23-6-1</u> Executive Director Mark Farley advised that for several years UCHRA housed the Court Appointed Special Advocate (CASA) program. The program is designed for children that may have issues with their parents and are going through the court system. The program pairs someone with the child and they work with them when they are in the court system making sure that the child is being took care of. The program was operating in Smith, Putnam and Cumberland counties. When a program doesn't carry all fourteen counties, is hard for the agency to justify putting funds into the program. The CASA program has relied on fundraising.</p>

DISCUSSION	<p>Smith County started a new Child Advocacy Center model and they want to transition away from CASA to a group that is doing this work. In talking with the state office, the best option for the program is to move the program from UCHRA and partner with CASA of Tennessee Valley. CASA of Tennessee Valley provides these services for a multitude of counties in East Tennessee. The resolution will relinquish administration of the CASA program from UCHRA and transfer oversight to CASA of Tennessee as of October 1, 2023.</p> <p>A motion was made to approve Resolution 23-6-1 as presented.</p>
ACTION	<p><u>Motion to Approve</u> Motion made by: Allen Foster Motion seconded by: Laurin Wheaton</p> <p>Chairman Randy Heady asked for discussion or comments on the motion. Motion carried unanimously.</p>
DISCUSSION	<p><u>Community Corrections Internal Fiscal Review – Final Report</u> Executive Director Mark Farley advised that there were no issues with the Final Report for the Community Corrections Internal Fiscal Review. The report was distributed to the Executive Committee.</p> <p>A motion was made to approve the final report.</p>
ACTION	<p><u>Motion to Approve</u> Motion made by: Steve Jones Motion seconded by: Terry Bell</p> <p>Chairman Randy Heady asked for discussion or comments on the motion. Motion carried unanimously.</p>
DISCUSSION	<p><u>Meeting Date – Executive Committee, June 19, 2024</u> Executive Director Mark Farley advised that the June 19, 2024 Executive Committee meeting date falls on the Juneteenth holiday. After discussion, the board agreed to move the meeting to Tuesday, June 18, 2024.</p>
	<p>PROGRAM UPDATES MARK FARLEY, EXECUTIVE DIRECTOR</p>
DISCUSSION	<p>Executive Director Mark Farley advised that Warren County is looking at purchasing the Three Star Mall building to turn it into a health department, a senior center, and the UCHRA office. UCHRA received an IMPROVE grant through TDOT and those funds will go toward renovations to the UCHRA portion of the building.</p>
	<p>EXECUTIVE DIRECTOR REPORT MARK FARLEY, EXECUTIVE DIRECTOR</p>
DISCUSSION	<p>The Executive Director Report was covered under program updates.</p>
	<p>OLD BUSINESS CHAIRMAN RANDY HEADY</p>
DISCUSSION	<p>No report was presented for discussion.</p>
	<p>NEW BUSINESS CHAIRMAN RANDY HEADY</p>
DISCUSSION	<p>No new business was presented for discussion.</p>

	PUBLIC COMMENTS	CHAIRMAN RANDY HEADY
DISCUSSION	There were no public comments presented.	
	ADJOURN	CHAIRMAN RANDY HEADY
DISCUSSION	Chairman Randy Heady advised that he would accept a motion to adjourn.	
ACTION	<p><u>Motion to Adjourn:</u> Motion made by: Jeff Mason Motion seconded by: Terry Bell</p> <p>The UCHRA Executive Committee voted unanimously to adjourn the June 21, 2023 meeting.</p>	
CONCLUSION 11:05 a.m.		

Randy Heady, Chairman

Sam Gibson, Secretary

Upper Cumberland Human Resource Agency
Policy Council Meeting

DRAFT MINUTES	AUGUST 2, 2023	10:30 A.M.	COOKEVILLE, TN
MEETING CALLED BY	Chairman Randy Heady called the meeting to order.		
TYPE OF MEETING	UCHRA Policy Council		
FACILITATOR	Chairman Randy Heady		
NOTETAKER	Sherry Thurman		
MEMBERS PRESENT	Randy Heady, Keisha Richards, Cindy Putman, Kristi Paling, Marie Ferran, Bill Gibson, Anne Stamps, Michael Burton, Barbara Wheeler, Don Hollingsworth, Linda Pastrick		
MEMBERS ABSENT	Sam Gibson, Marvin Lusk, Charlene Whitaker, Brent Anderson, Terri Dunn, Katelyn Hicks, Bob Depriest, Marilyn Davis		
	CALL TO ORDER	CHAIRMAN RANDY HEADY	
CALL TO ORDER	Chairman Randy Heady called the meeting to order and welcomed everyone.		
	Don Hollingsworth gave the Policy Council an update on Mr. Marvin Lusk.		
	APPROVAL OF MINUTES	CHAIRMAN RANDY HEADY	
DISCUSSION	Chairman Randy Heady asked for a motion to approve the minutes of the April 5, 2023 Policy Council meeting.		
	A motion was made to approve the minutes.		
ACTION	<u>Motion to Approve</u> Motion made by: Anne Stamps Motion seconded by: Barbara Wheeler Chairman Randy Heady asked for discussion on the motion. Motion carried unanimously.		
	UCHRA DASHBOARDS	LANELLE GODSEY, DEPUTY DIRECTOR/ COMMUNITY SERVICES DIRECTOR	
DISCUSSION	LaNelle Godsey gave an update on the Community Services programs: <ul style="list-style-type: none"> • Dashboards were presented for March, April, May, and June, 2023. • The agency is struggling with supply chain issues for ensure. We have slowly increased what was received from March to June but we are no where near where we need to be to meet the needs. • The agency has LIHEAP funds available. Clients struggling with energy bills can contact the local county UCHRA office to see if they qualify for LIHEAP. • The Community Stability Program numbers continue to drop due to the funds being spent on rental assistance and food vouchers. The agency will receive more funding in October for the CSBG program. 		

DISCUSSION

- The agency has limited assistance for the LIHWAP water program and we are out of funds to administer the program. A budget revision was completed for additional funds for outreach. We had four to five counties with a waiting list and these counties had an outreach event to sign clients up for the program.
- The agency has a waiting list in most of the counties for the weatherization program. The state will tell us how many homes will be weatherized per each county.
- Commodities are staying level. The numbers in one county continues to drop at each distribution. We did research and found that there were multiple organizations donating food in that county.

LaNelle Godsey advised that the agency is expanding the Child and Adult Food (CACFP) program. Historically the agency worked with daycare homes and they were reimbursed for serving healthy food. An application was processed to expand the program. We hope to be working with the Putnam County nutrition for all the Putnam County schools to do training/monitoring and help them with the at-risk program.

LaNelle Godsey advised that the Needs Assessment has been completed. Jordan Herald is working on the Community Action Plan application. At the last meeting, we shared the top five needs for the communities: higher paying jobs; access to affordable housing; quality job opportunities; resources for individuals who are homeless; and access to mental health services. The application will be submitted to the board for approval.

UCHRA ROUNDTABLE

***Circles Group in Upper Cumberland
*Issues Affecting Child Care**

**MARK FARLEY,
EXECUTIVE DIRECTOR**

DISCUSSION

Executive Director Mark Farley advised that there are 3,113 counties across all the fifty states. The federal government takes three major economic statistics and rates every county in the United States from the best to the worst. The list is broken into groups: distressed, at-risk, transitional, competitive and attainment. In the last twelve years, two counties fell in the transitional category and six counties were at-risk. Currently there are seven counties that are transitional; six counties are at-risk; and one county is distressed.

Megan Spurgeon advised that families can become a part of the Empower program by visiting the website - empoweruppercumberland.org or call 833-EMPWRUC. Families that receive services such as food stamps, Section 8 housing, TennCare, etc. would likely be eligible for the program. There are 275 families enrolled in the program. Upper Cumberland is the second highest number for enrollees out of the seven pilots across the state. More families are needed in Clay and Van Buren counties.

Balinda Westmoreland, Community Engagement Coordinator for Cumberland, Warren, & Fentress counties and Lehra Trobaugh, Community Engagement Coordinator for Smith, Clay, Macon and Jackson counties gave an overview of the Circles program for Empower Upper Cumberland.

DISCUSSION	Rosa Smith gave a presentation on issues affecting child care across the Upper Cumberland region.
	OLD/NEW BUSINESS CHAIRMAN RANDY HEADY
DISCUSSION	No old/new business was presented for discussion.
	PUBLIC COMMENTS CHAIRMAN RANDY HEADY
DISCUSSION	There were no public comments presented.
	ADJOURN CHAIRMAN RANDY HEADY
ADJOURN	Chairman Randy Heady advised that he would accept a motion to adjourn.
ACTION	<p><u>Motion to Adjourn:</u> Motion made by: Don Hollingsworth Motion seconded by: Marie Ferran</p> <p>The Policy Council members voted unanimously to adjourn the August 2, 2023 meeting.</p>
CONCLUSION 11:30 a.m.	

Chairman Randy Heady

Upper Cumberland Human Resource Agency
07/01/2022 - 06/30/2023

Total Agency Grant Related Expenditures

Federal Grantor Revenue	\$ 22,523,498
State Grantor Revenue	\$ 3,463,218
Contract Revenues	\$ 2,094,210
Fares	\$ 341,623
Other Revenue	\$ 193,726
Inkind	\$ 279,080
TOTAL REVENUE	\$ 28,895,355

Salaries and Wages	\$ 8,614,762
Employee Benefits & Taxes	\$ 2,456,050
Total Personnel Expenses	\$ 11,070,812
Professional Fees	\$ 1,821,289
Supplies	\$ 257,211
Communication & Advertising	\$ 278,479
Postage & Shipping	\$ 8,260
Occupancy	\$ 747,456
Equipment Rental & Maintenance	\$ 55,236
Travel/Fuel	\$ 1,510,522
Training	\$ -
Vehicle Maintenance	\$ -
Transportation Trips	\$ -
Insurance	\$ 377,257
Assistance to Individuals	\$ 7,790,464
Printing	\$ 69,524
Contracted Services	\$ 1,090,707
Food	\$ 45,871
Miscellaneous	\$ 17,851
RTAP-Training	\$ -
Job Access Trips	\$ 384,248
Fundraising Costs	\$ -
Capital-Preventive Maintenance	\$ -
Capital-Mobility Management	\$ -
Reimbursable Capital Exp.	\$ 1,519,398
In-kind / CPE	\$ 279,080
Total Non-Personnel Expenses	\$ 16,252,851
Total Direct Program Expenses	\$ 27,323,663
Administrative Expenses	\$ 1,869,677
TOTAL EXPENSES	\$ 29,193,340

Program Match \$ 297,985

Program/Matching Revenues

State Appropriation	\$ 145,890
Dues	\$ 191,120
Unrestricted Donations	\$ 135,715
Interest	\$ 1,793
TOTAL REVENUE	\$ 474,518

Non Grant Related Expenditures

Other	\$ 93,282
Lakeside	\$ -
Interest on Line of Credit	\$ 12,834
TOTAL EXPENSES	\$ 106,116
Revenue Over (Under) Exp	\$ 368,402
Match Requirement	\$ 297,985
Revenue Over (Under) Exp	\$ 70,417
Transfer from Transportation Fund Balance	\$ 101,254
Unrestricted Revenue	\$ 171,672

August 2023 Head Start Action Items Executive Summary

May Financial Reports

- Program 51 Budget
- Monthly Activity Report
- Credit Card Statement
- Community Foundation Grant Budget

Upper Cumberland HRA PIR Report

Eligibility Training Statement

Selection Criteria

**HEADSTART PROGRAM 51
7/01/2022-6/30/2023**

May-23

POSITION	BUDGET	MONTHLY	YTD EXP	BALANCE
a. PERSONNEL				
Child Health and Developmental Services Personnel				
1. Program Managers & Content Area Experts	-	-		-
2. Teachers/Infant Toddler Teachers	49,520.58	4,636.80	40,859.30	8,661.28
3. Family Child Care Personnel		-	-	-
4. Home Visitors		-	-	-
5. Teacher Aides & Other Education Personnel	95,328.00	8,288.50	90,904.15	4,423.85
6. Health/Mental Health Services Personnel		-	-	-
7. Disabilities Services Personnel	28,662.00	2,186.43	23,088.44	5,573.56
8. Nutrition Services Personnel		-	-	-
9. Other Child Services Personnel	64,103.00	5,284.13	59,254.94	4,848.06
Transition Specialist		-		-
Family and Community Partnerships Personnel				
10. Program Managers & Content Area Experts	31,673.00	2,639.42	27,947.44	3,725.56
11. Other Family & Comm Partnerships Personnel	25,290.00	1,968.75	18,983.91	6,306.09
Program Design and Management Personnel				
12. Executive Director		-	-	-
13. Head Start/ Early Head Start Director	59,119.00	4,902.58	52,631.05	6,487.95
14. Managers		-	-	-
15. Staff Development		-	-	-
16. Clerical Personell		-	-	-
17. Fiscal Personnel		-		
18. Other Adminstrative Personell	24,012.00	2,001.02	22,761.62	1,250.38
Other Personnel				
19. Maintenance Personnel		-	-	-
20. Transportation Personnel	-	-	-	-
21. Other Personnel	24,375.00	1,828.13	16,984.38	7,390.62
TOTAL PERSONNEL	402,082.58	33,735.76	353,415.23	48,667.35
b. FRINGE BENEFITS				
1. Social Security(FICA),State Disability, Unemploy	32,308.00	2,576.91	28,028.55	4,279.45
2. Health/Dental/Life Insurance	40,555.00	3,522.24	34,270.21	6,284.79
3. Retirement	24,747.42	2,395.48	24,747.42	-
4. Other Fringe		-	-	-
TOTAL FRINGE BENEFITS	97,610.42	8,494.63	87,046.18	10,564.24
c. TRAVEL				
1. Staff Out-Of-Town Travel	100.00	-	-	100.00
TOTAL TRAVEL	100.00	-	-	100.00
d. EQUIPMENT				

1. Office Equipment		-	-	-
2. Classroom/Outdoor/Home-based/FCC		-	-	-
3. Vehicle Purchase		-	-	-
4. Other Equipment	-	-	-	-
5. Equipment Maintenance/Repair		-	-	-
TOTAL EQUIPMENT	-	-	-	-
e. SUPPLIES				
1. Office Supplies	5,500.00	695.93	2,415.90	3,084.10
2. Child and Family Services Supplies	14,607.00	847.32	8,394.35	6,212.65
3. Food Service Supplies	5,000.00	142.14	694.34	4,305.66
4. Other Supplies	6,000.00	412.07	4,289.59	1,710.41
TOTAL SUPPLIES	31,107.00	2,097.46	15,794.18	15,312.82
f. CONTRACTUAL				
1. Administrative Services(Legal,Accounting)		-	-	-
2. Health/Disabilities Services	11,000.00	1,073.88	9,383.42	1,616.58
3. Food Service	2,500.00	3,937.16	33,184.72	(30,684.72)
4. USDA		(4,594.93)	(34,286.02)	34,286.02
5. Training & Technical Assistance	10,000.00	-	10,000.00	-
6. Family Child Care		-	-	-
7. Delegate Agency Costs		-	-	-
8. Other Contracts		-	-	-
TOTAL CONTRACTUAL	23,500.00	416.11	18,282.12	5,217.88
g. CONSTRUCTION				
1. New Construction		-	-	-
2. Major Renovation		-	-	-
3. Acquisitin of Buildings/Modular Units		-	-	-
TOTAL CONSTRUCTION		-	-	-
h. OTHER				
1. Depreciation/Use Allowance		-	-	-
2. Rent		-	-	-
3. Mortgage		-	-	-
4. Utilities, Telephone	16,332.60	1,588.86	16,332.60	(0.00)
5. Building & Child Liability Insurance	5,826.40	1,144.13	5,826.40	0.00
6. Building Maintenance/Repair and Other Occupanc	24,000.00	414.00	12,472.62	11,527.38
7. Incidental Alterations/Renovations		-	-	-
8. Local Travel	100.00	-	-	100.00
9. Nutrition Services	21,373.00	4,184.59	9,043.55	12,329.45
10. Child Services Consultants	-	-	-	-
11. Volunteers		-	-	-
12. Substitutes(if not paid benefits)		-	-	-
13. Parent Services	6,500.00	(107.02)	6,241.30	258.70
14. Accounting & Legal Services	1,500.00	-	-	1,500.00
15. Publications/Advertising/Printing	3,541.00	113.00	1,891.50	1,649.50
16. Training or Staff Development	15,756.00	1,665.00	11,358.87	4,397.13
17A. Vehicle Operations	29,725.00	3,281.88	19,289.29	10,435.71
17B. Administrative Cost	7,500.00	-	1,493.98	6,006.02
19. Education Incentive-Teachers	-	-	-	-
20. Training Initiatives	-	-	-	-
21. Program Improvements	-	-	-	-

TOTAL OTHER	132,154.00	12,284.44	83,950.11	48,203.89
i. TOTAL DIRECT CHARGES	686,554.00	57,028.40	558,487.82	128,066.18
j. Indirect Costs	49,600.00	5,908.31	79,908.86	(30,308.86)
TOTALS - ALL BUDGET CATEGORIES	736,154.00	62,936.71	638,396.68	97,757.32
IN-KIND	184,039.00	-	184,045.74	(6.74)

TOTAL EXPENSES 62936.71
OVERAGE IN INDIRECT COSTS - -5908.31
MAY DRAWDOWN 57028.40

Director of Finance & Administration

Date



Monthly Report

ITEMS TO BE BROUGHT TO THE ATTENTION OF THE CENTRAL OFFICE STAFF (Code each by item #)

- | | | | | |
|-------------------|------------------|--------------|------------------------|----------------------|
| 1. Administration | 4. Education | 7. Health | 10. Social Services | 13. Transition |
| 2. Personnel | 5. Disabilities | 8. Nutrition | 11. Parent Involvement | 14. Miscellaneous |
| 3. Facilities | 6. Mental Health | 9. Licensing | 12. Transportation | 15. General Comments |

Area	Comments		
Date:			
Special Activities, Events and/or Trainings of the Month			
Description	Dates	Attendees #	Notes
Mother's Day Out	5/2/23		Paula May @ UT Extension educated/demonstrated how to prepare meals with children
List of Visits by Central Office Staff			
Person(s)	Dates	Purpose	Notes
Jake Viamonte	5/1/23	The Tennessee Department of Environment and Conservation	
Christina McCloud, Darcy Anderson, Sally Draper, and Shellie Willis	5/3/23	TECTA	
Mark Loftis	5/4/23	Mental Health Obs.	
List of Public School Contacts and Visits			
Person(s)	Dates	Purpose	
Candace Brewer	5/3/23	Occupational Therapy	LEA
Tonya Pettit	5/5/23	Academic Readiness	LEA
Upcoming Special Activities, Events and/or Trainings			
Description	Dates	Attendees #	Notes
Recruiting efforts for 23.24 year	6/1-6/30/23		

STATISTICAL INFORMATION FOR THE MONTH (Report numbers for the month not cumulative)

Home Visits by Center Edu. Staff: 0	Medical Trips # of Children: 2	Dental Trip # of Children: 0
Total Enrollment: 37	Operational Days: 6	Withdrawn: 0 Added: 0
Monthly Total Present: 179	Monthly ADA: 82.11%	Meals B: 176 L: 155 S: 146

Distribute to: 1 Copy to Central Office Staff 1 Copy to be filed at the Center

May 2023
 (Month/Year)

Arieanna Barron
 (Staff Member Completing Report)

Van Buren
 (County or Center)

CREDIT CARD REPORT

MAY 2023

Vendor	Date	Item	Amount	Code
REGIONS BANK-NATIONAL HEAD STAR	4/3/2023	HEAD START STAFF MEMBERSHIP	65.00	H16
REGIONS BANK-NATIONAL HEAD STAR	4/6/2023	THE ACADEMY FISCAL BASICS	90.00	H16
REGIONS BANK-AMAZON	4/9/2023	18V BATTERY CHARGER	28.99	E4
SAMS CLUB	4/11/2023	28-8PK GREEN BEANS, 28-RICE KRISPIES CEREAL, 56-STRAWBERRY SQUEEZE	567.84	H9
	4/14/2023	2/-CHICKEN POT PIE, 28-CREAMY PEANUT BUTTER 2-48 OZ, 28-36CT NUTRI GRAIN, 28-CHEF BOYARDEE VTY PK, 29- MOTTS APPKE SAUCE CUPS, 28-52CT INST OATMEAL, 28-96OZ CRANGRAPE JUICE, 28-VEGGIE STRAWS SS, 28-CRUNCHY FISHSTICKS, 28-YEAST DINNER ROLLS, SILK UNSWEET ALMOND MILK, 28-24PK RAMEN CHICKEN FLAVOR, 28-2PK BREAD,	3616.75	H9
	4/14/2023	BABY WIPES, PAMPERS EASYUPS	81.94	E2
REGIONS BANK-SOUTHERN EARLY CHILDHOOD	4/21/2023	UPDATE JAMIE GOFORTH TO TN FROM SC LEVEL	5.00	H16
REGIONS BANK-SOUTHERN EARLY CHILDHOOD	4/21/2023	UPDATE RITA MAYFILED TO TN FROM SC LEVEL	5.00	H16
REGIONS BANK-DOLLAR GENERAL	4/21/2023	7-NCIHVT22 6 ARTIF F, NCI WNTR22 ARTF 6, ARTIFIC GREENERY-3, VINYL TABLECLOTH	70.00	E1
REGIONS BANK-GRADUATION SOURCE	4/25/2023	40-7' TASSELL	217.80	E2
REGIONS BANK-WAL MART	4/27/2023	2AB BAG LEMONS	7.84	E2
		8PK BATTERIES	29.96	E1
		8-BUNNY BUNS, 5-YOGUART'S	25.34	E3
REGIONS BANK-WAL MART	4/27/2023	2- AWARD TROPHY CUPS	25.98	H13
REGIONS BANK-AMAZON	4/27/2023	2 PK REPLACEMENT 18V BATTERIES	52.99	E4
		2-YACKER TRACKER NOISE LEVEL TRACKER	277.88	E2
REGIONS BANK-DROPBOX	4/27/2023	MONTHLY SUBSCRIPTION	14.98	F2
REGIONS BANK-PRO SOLUTIONS TRAINING	4/28/2023	25 SEATS-GROUP TRAINING SUBSCRIPTION	750.00	H16
REGIONS BANK-AMAZON	5/1/2023	MCKESSON EXAM TABLE PAPER	45.45	E2
STAPLES BUSINESS	5/22/2023	TCELL PASSIVE AIR SYSTEM REFILLS 6/CARTON	61.83	E4
		500 CARE ROTARY FILL, OVEAL PENCIL CUP, 2-PETITE REFILL CARDS, BROTHER TONER CARTRIDGE, 10 PK WITE-OUT CORRECTION TAPE, 200/BOX SHEET PROTECTORS, 25/BOX 2-POCKET FOLDERS	156.04	E1
		2/BOX LAMINATING FILM, 200/PK STICKY BACK HOOK & LOOP FASTENER DOTS,36 PK 11 BATTERIES, 24 PK AAA BATTERIES	216.41	E2
	5/22/2023	HARNETT CHAIR	439.93	E1
	5/22/2023	12 ROLL CARTON TOILET PAPER	34.98	E4
Total			\$6,887.93	

**HEADSTART PROGRAM 1923
DHS-COMMUNITY FOUNDATION GRANT**

POSITION	BUDGET	MONTHLY	YTD EXP	May-23	PREV
				BALANCE	YTD EXP
a. PERSONNEL					
Child Health and Developmental Services Personnel					
1. Program Managers & Content Area Experts	-	-	-	-	-
2. Teachers/Infant Toddler Teachers	-	-	-	-	-
3. Family Child Care Personnel		-	-	-	-
4. Home Visitors		-	-	-	-
5. Teacher Aides & Other Education Personnel	-	-	-	-	-
6. Health/Mental Health Services Personnel		-	-	-	-
7. Disabilities Services Personnel	-	-	-	-	-
8. Nutrition Services Personnel		-	-	-	-
9. Other Child Services Personnel	-	-	-	-	-
Transition Specialist		-		-	
Family and Community Partnerships Personnel					
10. Program Managers & Content Area Experts	-	-	-	-	-
11. Other Family & Comm Partnerships Personnel	-	-	-	-	-
Program Design and Management Personnel					
12. Executive Director		-	-	-	-
13. Head Start/ Early Head Start Director	-	-	-	0.00	-
14. Managers		-	-	-	-
15. Staff Development		-	-	-	-
16. Clerical Personell		-	-	-	-
17. Fiscal Personnel		-			
18. Other Administrative Personell	-	-	-	-	-
Other Personnel					
19. Maintenance Personnel		-	-	-	-
20. Transportation Personnel	-	-	-	-	-
21. Other Personnel	-	-	-	-	-
TOTAL PERSONNEL	-	-	-	-	-
b. FRINGE BENEFITS					
1. Social Security(FICA),State Disability, Unemploy	-	-	-	-	-
2. Health/Dental/Life Insurance	-	-	-	-	-
3. Retirement	-	-	-	-	-
4. Other Fringe		-	-	-	-
TOTAL FRINGE BENEFITS	-	-	-	-	-
c. TRAVEL					
1. Staff Out-Of-Town Travel	-	-	-	-	-
TOTAL TRAVEL	-	-	-	-	-
d. EQUIPMENT					
1. Office Equipment		-	-	-	-
2. Classroom/Outdoor/Home-based/FCC		-			
3. Vehicle Purchase		-	-	-	-
4. Other Equipment	-	-	-	-	-
5. Equipment Maintenance/Repair		-	-	-	-
TOTAL EQUIPMENT	-	-	-	-	-
e. SUPPLIES					

1. Office Supplies	-	-	-	-	-
2. Child and Family Services Supplies	1,964.43	1,964.43	1,964.43	0.00	-
3. Food Service Supplies	-	-	-	-	-
4. Other Supplies	-	-	-	0.00	-
TOTAL SUPPLIES	1,964.43	1,964.43	1,964.43	0.00	-
f. CONTRACTUAL					
1. Administrative Services(Legal,Accounting)	-	-	-	-	-
2. Health/Disabilities Services	-	-	-	-	-
3. Food Service	-	-	-	0.00	-
4. USDA	-	-	-	-	-
5. Training & Technical Assistance	-	-	-	-	-
6. Family Child Care	-	-	-	-	-
7. Delegate Agency Costs	-	-	-	-	-
8. Other Contracts	-	-	-	-	-
TOTAL CONTRACTUAL	-	-	-	-	-
g. CONSTRUCTION					
1. New Construction	-	-	-	-	-
2. Major Renovation	-	-	-	-	-
3. Acquisitin of Buildings/Modular Units	-	-	-	-	-
TOTAL CONSTRUCTION	-	-	-	-	-
h. OTHER					
1. Depreciation/Use Allowance	-	-	-	-	-
2. Rent	-	-	-	-	-
3. Mortgage	-	-	-	-	-
4. Utilities, Telephone	-	-	-	-	-
5. Building & Child Liability Insurance	-	-	-	0.00	-
6. Building Maintenance/Repair and Other Occupanc	2,035.57	-	-	2,035.57	-
7. Incidental Alterations/Renovations	-	-	-	-	-
8. Local Travel	-	-	-	-	-
9. Nutrition Services	-	-	-	-	-
10. Child Services Consultants	-	-	-	-	-
11. Volunteers	-	-	-	-	-
12. Substitutes(if not paid benefits)	-	-	-	-	-
13. Parent Services	-	-	-	0.00	-
14. Accounting & Legal Services	-	-	-	0.00	-
15. Publications/Advertising/Printing	-	-	-	0.00	-
16. Training or Staff Development	-	-	-	-	-
17A. Vehicle Operations	-	-	-	-	-
17B. Administrative Cost	-	-	-	-	-
19. Education Incentive-Teachers	-	-	-	-	-
20. Training Initiatives	-	-	-	-	-
21. Program Improvements	-	-	-	-	-
TOTAL OTHER	2,035.57	-	-	2,035.57	-
i. TOTAL DIRECT CHARGES		1,964.43	1,964.43	2,035.57	-
j. Indirect Costs	-	-	-	0.00	-
TOTALS - ALL BUDGET CATEGORIES	4,000.00	1,964.43	1,964.43	2,035.57	-
IN-KIND	-	-	-	-	-

Director of Finance & Administration

Date

Upper Cumberland HRA

9700 - PIR Report (precalculated values and overrides)

PIR 22.23

A. Enrollment & Program Options

Transition and Turnover (Migrant Programs)

21. Total number of children who left the program any time after classes or home visits began and did not re-enroll	0
a. Of the children who left the program during the program year, the number of children who were enrolled less than 45 days	0
b. Of the children who left the program during the program year, the number of preschool children who aged out, i.e., left the program in order to attend kindergarten	0

Attendance

22. The total number of children cumulatively enrolled in the center-based or family child care program option	48
a. Of these children, the number of children that were chronically absent	15
1. Of the children chronically absent, the number that stayed enrolled until the end of enrollment	0
23. Comments on children that were chronically absent:	

Child Care Subsidy

24. The number of enrolled children for whom the program and/or its partners received a child care subsidy during the program year	0
--	---

Race and Ethnicity

25. Race and Ethnicity	(1) Hispanic/Latino	(2) Non-Hispanic
a. American Indian or Alaskan Native	0	0
b. Asian	0	0
c. Black or African American	0	0
d. Native Hawaiian or Pacific Islander	0	0
e. White	0	44
f. Biracial/Multi-racial	2	2
g. Other	0	0
h. Unspecified ethnicity or race		0
25.g.1 Comments:		
25.h.1 Comments:		

Primary Language of the Family at Home

26. Primary language of family at home:			
a. English			48
1. Of these, the number of children acquiring/learning another language in addition to english			0
b. Spanish	0	h. Pacific Island Languages	0
c. Native Central American	0	i. European/Slavic Languages	0
d. Caribbean Languages	0	j. African Languages	0
e. Middle Eastern & South Asian	0	k. American Sign Language	0
f. East Asian Languages	0	l. Other	0
g. Native North American/Alaskan	0	m. Unspecified	0
26.l.1 Comments:			

Dual Language Learners

27. Total number of Dual Language Learners (A.26.a.1 + A.26.b through A.26.m)	0
---	---

Transportation

28. Number of children for whom transportation is provided to and from classes	18
--	----

Upper Cumberland HRA
9700 - PIR Report (precalculated values and overrides)
PIR 22.23

A. Enrollment & Program Options

Management Information Systems

29. List the management information system(s) your program uses to support tracking, maintaining, and using data on enrollees, program services, and program staff.

Name/title

a. ChildPlus

Upper Cumberland HRA

9700 - PIR Report (precalculated values and overrides)

PIR 22.23

B. Program Staff & Qualifications		
--	--	--

Staff by type	(1) Head Start Early Head Start Staff	(2) Contracted Staff
1. Total number of staff members, regardless of the funding source for their salary or number of hours worked	13	0
a. Of these, the number who are current or former Head Start or Early Head Start parents	5	0

Volunteers by type		
2. Number of persons providing any volunteer services to the program during the program year		171
a. Of these, the number who are current or former Head Start or Early Head Start parents		62

Preschool Classroom and Assistant Teachers (HS and Migrant Programs)	(1) Classroom Teacher	(2) Assistant Teachers
3. Total number of preschool education and child development staff by position	1	5
a. An advanced degree in: early childhood education or any field and coursework equivalent to a major relating to early childhood education, with experience teaching preschool-age children.	0	0
b. A baccalaureate degree in one of the following: early childhood education any field and coursework equivalent to a major relating to early childhood education with experience teaching preschool-age children or any field and is part of the Teach for America program and passed a rigorous early childhood content exam	0	0
c. An associate degree in: early childhood education a field related to early childhood education and coursework equivalent to a major relating to early childhood education with experience teaching preschool-age children	1	0
d. A Child Development Associate (CDA) credential or state-awarded certification, credential, or licensure that meets or exceeds CDA requirements	0	3
1. Of these, a CDA credential or state-awarded certification, credential, or licensure that meets or exceeds CDA requirements and that is appropriate to the option in which they are working	0	3
e. None of the qualifications listed in B.3.a through B.3.d	0	2

Preschool Classroom Teachers Program Enrollment		
4. Total number of preschool classroom teachers that do not meet qualifications listed in B.3.a or B.3.b		1
a. Of these preschool classroom teachers, the number enrolled in a degree program that would meet the qualifications described in B.3.a or B.3.b		0

Preschool Classroom Assistant Teachers Program Enrollment		
5. Total number of preschool assistant teachers that do not meet qualifications listed in B.3.a through B.3.d		2
a. Of these preschool assistant teachers, the number enrolled in a degree, certification, credential, or licensure program that would meet the qualifications listed in B.3.a through B.3.d		2

Upper Cumberland HRA

9700 - PIR Report (precalculated values and overrides)

PIR 22.23

B. Program Staff & Qualifications	
Infant and Toddler Classroom Teachers (EHS and Migrant Programs)	
6. Total number of infant and toddler classroom teachers	0
a. An advanced degree in:	0
early childhood education with a focus on infant and toddler development or any field and coursework equivalent to a major relating to early childhood education, with experience teaching infants and/or toddlers	
b. A baccalaureate degree in:	0
early childhood education with a focus on infant and toddler development or a field related to early childhood education and coursework equivalent to a major relating to early childhood education with experience teaching infants and/or toddlers	
c. An associate degree in:	0
early childhood education with a focus on infant and toddler development or a field related to early childhood education and coursework equivalent to a major relating to early childhood education with experience teaching infants and/or toddlers	
d. A Child Development Associate (CDA) credential or state-awarded certification, credential, or licensure that meets or exceeds CDA requirements	0
1. Of these, a CDA credential or state-awarded certification, credential, or licensure that meets or exceeds CDA requirements and that is appropriate to the option in which they are working	0
e. None of the qualifications listed in B.6.a through B.6.d	0
7. Total number of infant and toddler classroom teachers that do not have any qualifications listed in B.6.a through B.6.d (B.6.e)	0
a. Of these infant and toddler classroom teachers, the number enrolled in a degree, certification, credential, or licensure program that would meet one of the qualifications listed in B.6.a through B.6.d.	0

Home Visitors and Family Child Care Provider Staff Qualifications	
8. Total number of home visitors	0
a. Of these, the number of home visitors that have a home-based CDA credential or comparable credential, or equivalent coursework as part of an associate's, baccalaureate, or advanced degree	0
b. Of these, the number of home visitors that do not meet one of the qualifications described in B.8.a.	0
1. Of the home visitors in B.8.b, the number enrolled in a degree or credential program that would meet a qualification described in B.8.a	0
9. Total number of family child care providers	0
a. Of these, the number of family child care providers that have a Family Child Care CDA credential or state equivalent, or an associate, baccalaureate, or advanced degree in child development or early childhood education	0
b. Of these, the number of family child care providers that do not meet one of the qualifications described in B.9.a	0
1. Of the family child care providers in B.9.b, the number enrolled in a degree or credential program that would meet a qualification described in B.9.a.	0
10. Total number of child development specialists that support family child care providers	0
a. Of these, the number of child development specialists that have a baccalaureate degree in child development, early childhood education, or a related field	0
b. Of these, the number of child development specialists that do not meet one of the qualifications described in B.10.a.	0
1. Of the child development specialists in B.10.b, the number enrolled in a degree or credential program that would meet a qualification described in B.10.a	0

Upper Cumberland HRA

9700 - PIR Report (precalculated values and overrides)

PIR 22.23

B. Program Staff & Qualifications

Classroom teacher salary by level of education

11. Classroom teacher salary by level of education:	
a. Advanced degree in early childhood education or related degree	0
b. Baccalaureate degree in early childhood education or related degree	0
c. Associate degree in early childhood education or related degree	27784
d. A Child Development Associate (CDA) credential or state-awarded preschool, infant/toddler, family child care or home-based certification, credential, or licensure that meets or exceeds CDA requirements	22500
e. Classroom teachers that do not have the qualifications listed in B.12.a - B.12.d	0

Child development staff - average salary

12. Average salary:	Avg. Annual Salary	Avg. Hourly Rate
a. Classroom teachers	25142	14
b. Assistant teachers	22500	12
c. Home-based visitors	0	0
d. Family child care providers	0	0

Child development staff - race

13. Race and Ethnicity:	(1)Hispanic/Latino	(2)Non-Hispanic
a. American Indian or Alaskan Native	0	0
b. Asian	0	0
c. Black or African American	0	0
d. Native Hawaiian or other Pacific Islander	0	0
e. White	0	6
f. Biracial/Multi-racial	0	0
g. Other	0	0
h. Unspecified ethnicity or race		0
13.g.1 Comments:		
13.h.1 Comments:		

Child development staff - language

14. The number who are proficient in a language(s) other than English	0
a. Of these, the number who are proficient in more than one language other than English	0
15. Language groups in which staff are proficient:	
a. Spanish	0
b. Native Central American, South American, and Mexican Languages (e.g., Mixteco, Quichean)	0
c. Caribbean Languages (e.g., Haitian-Creole, Patois)	0
d. Middle Eastern & South Asian Languages (e.g., Arabic, Hebrew, Hindi, Urdu, Bengali)	0
e. East Asian Languages (e.g., Chinese, Vietnamese, Tagalog)	0
f. Native North American/Alaska Native Languages	0
g. Pacific Island Languages (e.g., Palauan, Fijian)	0
h. European & Slavic Languages (e.g., German, French, Italian, Croatian, Yiddish, Portuguese, Russian)	0
i. African Languages (e.g., Swahili, Wolof)	0
j. American Sign Language	0
k. Other	0
15.k.1 Comments:	
l. Unspecified (language is not known or staff declined identifying the language)	0

Upper Cumberland HRA

9700 - PIR Report (precalculated values and overrides)

PIR 22.23

B. Program Staff & Qualifications

All Staff Turnover	Staff	Contract Staff
16. Total number of staff who left during the program year (including turnover that occurred while the program was not in session, e.g. summer months)	3	0
a. Of these, the number who were replaced	3	0

Education and Child Development Staff Turnover	
17. The number of teachers, preschool assistant teachers, family child care providers, and home visitors who left during the program year (including turnover that occurred while classes and home visits were not in session, e.g., during summer months)	2
a. Of these, the number who were replaced	2
b. Of these, the number who left while classes and home visits were in session	2
c. Of these, the number that were teachers who left the program	0
18. Of the number of education and child development staff that left, the number that left for the following primary reason:	
a. Higher compensation	0
1. Of these, the number that moved to state pre-k or other early childhood program	0
b. Retirement or relocation	0
c. Involuntary separation	0
d. Other (e.g., change in job field, reason not provided)	2
1. Specify: Change in job field	
19. Number of vacancies during the program year that remained unfilled for a period of 3 months or longer	0

Upper Cumberland HRA

9700 - PIR Report (precalculated values and overrides)

PIR 22.23

C. Child & Family Services		
---------------------------------------	--	--

	(1) At enrollment	(2) At end of enrollment year
Health Insurance - children		
1. Number of all children with health insurance	47	47
Of these, the number of children whose primary insurance fits into the following categories:		
a. Of these, the number enrolled in Medicaid and/or CHIP	42	42
b. Of these, the number enrolled in state-only funded insurance (e.g., medically indigent insurance), private insurance, or other health insurance (C.1-C.1.a)	5	5
2. Number of all children with no health insurance (A.10.g - C.1)	1	1

	(1) At enrollment	(2) At end of enrollment year
Health insurance - pregnant women (EHS programs)		
3. Number of pregnant women with at least one type of health insurance.	0	0
a. Of these, the number enrolled in Medicaid	0	0
b. Of these, the number enrolled in state-only funded insurance (e.g. medically indigent insurance), private insurance, or other health insurance (C.3 - C.3.a)	0	0
4. Number of pregnant women with no health insurance (A.11 - C.3)	0	0

	(1) At enrollment	(2) At end of enrollment year
Accessible Health Care - Children		
5. Number of children with an ongoing source of continuous, accessible health care provided by a health care professional that maintains the child's ongoing health record and is not primarily a source of emergency or urgent care	48	48
a. Of these, the number of children that have accessible health care through a federally qualified Health Center, Indian Health Service, Tribal and/or Urban Indian Health Program facility	0	0

	(1) At enrollment	(2) At end of enrollment year
Accessible Health Care - Pregnant Women (EHS Programs)		
6. Number of pregnant women with an ongoing source of continuous, accessible health care provided by a health care professional that maintains their ongoing health record and is not primarily a source of emergency or urgent care	0	0

Upper Cumberland HRA

9700 - PIR Report (precalculated values and overrides)

PIR 22.23

C. Child & Family Services

	(1) At enrollment	(2) At end of enrollment year
Medical services - children		
7. Number of all children who are up-to-date on a schedule of age-appropriate preventive and primary health care, according to the relevant state's EPSDT schedule for well child care	44	48
8. Number of children diagnosed with any chronic condition by a health care professional, regardless of when the condition was first diagnosed		5
a. Of these, the number who received medical treatment for their diagnosed chronic health condition		2
b. Specify the primary reason that children with any chronic condition diagnosed by a health care professional did not receive medical treatment		Number of Children
1. No medical treatment needed		3
2. No health insurance		0
3. Parents did not keep/make appointment		0
4. Children left the program before their appointment date		0
5. Appointment is scheduled for future date		0
6. Other		0
9. Number of children diagnosed by a health care professional with the following chronic condition, regardless of when the condition was first diagnosed:		
a. Autism spectrum disorder (ASD)	1	f. Hearing Problems
b. Attention deficit hyperactivity disorder (ADHD)	1	g. Vision Problems
c. Asthma	1	h. Blood lead level test with elevated lead levels > u5 g/dL
d. Seizures	0	i. Diabetes
e. Life threatening allergies (e.g. food allergies, bee stings, and medication allergies that may result in systemic anaphylaxis).		0

Body Mass Index (BMI) - children (HS and Migrant programs)	Children at enrollment
10. Number of children who are in the following weight categories according to the 2000 CDC BMI-for-age growth charts	
a. Underweight (BMI less than 5th percentile for child's age and sex)	10
b. Healthy weight (at or above 5th percentile and below 85th percentile for child's age and sex)	25
c. Overweight (BMI at or above 85th percentile and below 95th percentile for child's age and sex)	6
d. Obese (BMI at or above 95th percentile for child's age and sex)	7

	(1) At enrollment	(2) At end of enrollment year
Immunization services - children		
11. Number of children who have been determined by a health professional to be up-to-date on all immunizations appropriate for their age	43	42
12. Number of children who have been determined by a health care professional to have received all immunizations possible at this time, but who have not received all immunizations appropriate for their age	0	0
13. Number of children who meet their state's guidelines for an exemption from immunizations	5	6

Upper Cumberland HRA

9700 - PIR Report (precalculated values and overrides)

PIR 22.23

C. Child & Family Services

Medical services - pregnant women (EHS programs)

14. Indicate the number of pregnant women who received the following services while enrolled in EHS:	
a. Prenatal health care	0
b. Postpartum health care	0
c. A professional oral health assessment, examination, and/or treatment	0
d. Mental health interventions and follow-up	0
e. Education on fetal development	0
f. Education on the benefits of breastfeeding	0
g. Education on the importance of nutrition	0
h. Education on infant care and safe sleep practices	0
i. Education on the risks of alcohol, drugs, and/or smoking	0
j. Facilitating access to substance abuse treatment (i.e., alcohol, drugs, and/or smoking)	0

Prenatal health - pregnant women (EHS programs)

15. Trimester of pregnancy in which the pregnant women served were enrolled:	
a. 1st trimester (0-3 months)	0
b. 2nd trimester (3-6 months)	0
c. 3rd trimester (6-9 months)	0
16. Of the total served, the number whose pregnancies were identified as medically high risk by a physician or health care provider	
	0

	(1) At enrollment	(2) At end of enrollment year
Accessible dental care - children		
17. Number of children with continuous, accessible dental care provided by an oral health care professional which includes access to preventive care and dental treatment	32	40

Preschool dental services (HS and Migrant programs)

18. Number of children who received preventive care during the program year		35
19. Number of all children, including those enrolled in Medicaid or CHIP, who have completed a professional dental examination during the program year		35
a. Of these, the number of children diagnosed as needing dental treatment during the program year		5
1. Of these, the number of children who have received or are receiving dental treatment		3
b. Specify the primary reason that children who needed dental treatment did not receive it:		Number of Children
1. Health insurance doesn't cover dental treatment		0
2. No dental care available in local area		0
3. Medicaid not accepted by dentist		0
4. Dentists in the area do not treat 3 - 5 year old children		0
5. Parents did not keep/make appointment		1
6. Children left the program before their appointment date		1
7. Appointment is scheduled for future date		0
8. No transportation		0
9. Other		0

Infant and toddler preventive dental services (EHS and migrant programs)

20. Number of all children who are up-to-date according to the dental periodicity schedule in the relevant state's EPSDT schedule		0
---	--	---

Upper Cumberland HRA

9700 - PIR Report (precalculated values and overrides)

PIR 22.23

C. Child & Family Services

Mental health consultation

21. Total number of classroom teachers, home visitors, and family child care providers (B.3(1) + B.6 + B.8 + B.9)	1
a. Indicate the number of classroom teachers, home visitors, and family child care providers who received assistance from a mental health consultant through observation and consultation	0

IDEA eligibility determination

22. The total number of children referred for an evaluation to determine eligibility under the Individuals with Disabilities Education Act (IDEA) during the program year	2
a. Of these, the number who received an evaluation to determine IDEA eligibility	2
1. Of the children that received an evaluation, the number that were diagnosed with a disability	2
2. Of the children that received an evaluation, the number that were not diagnosed with a disability under IDEA	0
1. Of these children, the number for which the program is still providing or facilitating individualized services and supports such as an individual learning plan or supports described under Section 504 of the Rehabilitation Act	0
b. Of these, the number who did not receive an evaluation to determine IDEA eligibility (C.22 - C.22.a)	0
23. Specify the primary reason that children referred for an evaluation to determine IDEA eligibility did not receive it:	
a. The responsible agency assigned child to Response to Intervention (RTI)	0
b. Parent(s) refused evaluation	0
c. Evaluation is pending and not yet completed by responsible agency	0
d. Other	0

Preschool disability services (HS and Migrant programs)

24. Number of children enrolled in the program who had an individualized Education Program (IEP), at any time during the program year, indicating they were determined eligible by the LEA to receive special education and related services under the IDEA	7
a. Of these, the number who were determined eligible to receive special education and related services:	
1. Prior to this program year	5
2. During this program year	2
b. Of these, the number who have not received special education and related services	0

Infant and toddler Part C early intervention services (EHS and Migrant programs)

25. Number of children enrolled in the program who have an Individualized Family Service Plan (IFSP), at any time during the program year, indicating they were determined eligible by the Part C agency to receive early intervention services under the IDEA	0
a. Of these, the number who were determined eligible to receive early intervention services:	
1. Prior to this program year	0
2. During this program year	0
b. Of these, the number who have not received early intervention services under IDEA	0

Upper Cumberland HRA
9700 - PIR Report (precalculated values and overrides)
 PIR 22.23

C. Child & Family Services

Preschool primary disabilities (HS and Migrant programs)	(1) Determined to have Disability	(2) Receiving Special Services
26. Diagnosed primary disability:		
a. Health impairment (i.e., meeting IDEA definition of "other health impairment")	1	1
b. Emotional disturbance	0	0
c. Speech or language impairment	2	2
d. Intellectual disabilities	0	0
e. Hearing impairment, including deafness	0	0
f. Orthopedic impairment	0	0
g. Visual impairment, including blindness	0	0
h. Specific learning disability	0	0
i. Autism	2	2
j. Traumatic brain injury	0	0
k. Non-categorical/developmental delay	1	1
l. Multiple disabilities (excluding deaf-blind)	1	1
m. Deaf-blind	0	0

Upper Cumberland HRA

9700 - PIR Report (precalculated values and overrides)

PIR 22.23

C. Child & Family Services

Education and Development Tools/Approaches

Screening

27. Number of all newly enrolled children since last year's PIR was reported	28
28. Number of all newly enrolled children who completed required screenings within 45 days for developmental, sensory, and behavioral concerns since last year's PIR was reported	27
a. Of these, the number identified as needing follow-up assessment or formal evaluation to determine if the child has a disability	0
29. The instrument(s) used by the program for developmental screening:	
a. LAP-D (Learning Accomplishment Profile – Diagnostic Screener)	
b.	
c.	

Assessment

30. Approach or tool(s) used by the program for ongoing child assessment:	Locally designed
a. Teaching Strategies GOLD Online	No
b.	No
c.	No

Curriculum

31. Curriculum used by the program:	
a. For center-based services:	Locally designed
1. Creative Curriculum (Early Childhood)	No
2.	No
3.	No
b. For family child care services:	Locally designed
1.	No
2.	No
3.	No
c. For home-based services:	Locally designed
1.	No
2.	No
3.	No
d. For pregnant women services:	Locally designed
1.	No
2.	No
3.	No
e. For building on the parents' knowledge and skill (i.e. parenting curriculum)	Locally designed
1. STEP	No
2.	No
3.	No

Staff-child interaction observation tools	Yes (Y)/ No (N)
32. Does the program routinely use classroom or home visit observation tools to assess quality?	Yes
33. If yes, classroom and home visit observation tool(s) used by the program:	Locally designed
a. Center-based settings	Classroom Assessment Scoring System (CLASS: Infant, Toddler, or No
b. Home-based settings	No
c. Family child care settings	No

Upper Cumberland HRA
9700 - PIR Report (precalculated values and overrides)
PIR 22.23

C. Child & Family Services

Family and Community Partnerships

Number of families

34. Total number of families:	38
a. Of these, the number of two-parent families	24
b. Of these, the number of single-parent families	14
35. Of the total number of families, the number in which the parent/guardian figures are best described as:	
a. Parent(s) (e.g. biological, adoptive, stepparents)	34
1. Of these, the number of families with a mother only (biological, adoptive, stepmother)	14
2. Of these, the number of families with a father only (biological, adoptive, stepfather)	1
b. Grandparents	2
c. Relative(s) other than grandparents	1
d. Foster parent(s) not including relatives	1
e. Other	0

Parent guardian education

36. Of the total number of families, the highest level of education obtained by the child's parent(s) / guardian(s)	
a. An advanced degree or baccalaureate degree	0
b. An associate degree, vocational school, or some college	14
c. High school graduate or GED	23
d. Less than high school graduate	1

Employment, Job Training, and School

37. Total number of families in which at enrollment	
a. At least one parent/guardian is employed, in job training, or in school at enrollment	25
1. Of these families, the number in which one or more parent/guardian is employed	23
2. Of these families, the number in which one or more parent/guardian is in job training (e.g. job training program, professional certificate, apprenticeship, or occupational license)	3
3. Of these families, the number in which one or more parent/guardian is in school (e.g. GED, associate degree, baccalaureate, or advanced degree)	3
b. Neither/No parent/guardian is employed, in job training, or in school at enrollment (e.g. unemployed, retired, or disabled)	13
38. Total number of families in which at end of enrollment:	
a. At least one parent/guardian is employed, in job training, or in school at end of enrollment	13
1. Of these families, the number of families that were also counted in C.37.a (as having been employed, in job training, or in school at enrollment)	10
2. Of these families, the number of families that were also counted in C.37.b (as having not been employed, in job training, or in school at enrollment)	3
b. Neither/No parent/guardian is employed, in job training, or in school at end of enrollment (e.g. unemployed, retired, or disabled)	8
1. Of these families, the number of families that were also counted in C.37.a	2
2. Of these families, the number of families that were also counted in C.37.b	6

Upper Cumberland HRA

9700 - PIR Report (precalculated values and overrides)

PIR 22.23

C. Child & Family Services

Military Families

39.a At least one parent/guardian is a member of the United States military on active duty	0
39.b At least one parent/guardian is a veteran of the United States military	3

	(1) At enrollment	(2) At end of enrollment year
Federal or other assistance		
40. The number of families receiving any cash benefits or other services under the Federal Temporary Assistance for Needy Families (TANF) Program	0	0
41. Total number families receiving Supplemental Security Income (SSI)	2	2
42. Total number of families receiving services under the Special Supplemental Nutrition Program for Women, Infants and Children (WIC)	17	17
43. Total number of families receiving benefits under the Supplemental Nutrition Assistance Program (SNAP), formerly referred to as Food Stamps	28	28

Family Services

	Services Received
44. The number of families that received the following program service to promote family outcomes:	
a. Emergency/crisis intervention such as addressing immediate need for food, clothing, or shelter	38
b. Housing assistance (e.g., subsidies, utilities, repairs)	5
c. Asset building services (e.g. financial education, debt counseling)	17
d. Mental health services	37
e. Substance misuse prevention	7
f. Substance misuse treatment	7
g. English as a second language (ESL) training	0
h. Assistance in enrolling into an education or job training program	8
i. Research-based parenting curriculum	37
j. Involvement in discussing their child's screening and assessment results and their child's progress	38
k. Supporting transitions between programs (i.e. EHS to HS, HS to kindergarten)	13
l. Education on preventative medical and oral health	38
m. Education on health and developmental consequences of tobacco product use	38
n. Education on nutrition	38
o. Education on postpartum care (e.g. breastfeeding support)	1
p. Education on relationship/marriage	8
q. Assistance to families of incarcerated individuals	0
45. Of these, the number that received at least one of the services listed above	38

Father engagement

46. Number of fathers/father figures who were engaged in the following activities during this program year:	
a. Family Assessment	8
b. Family goal setting	8
c. Involvement in child's Head Start child development experiences (e.g. home visits, parent-teacher conferences, volunteering)	10
d. Head Start program governance, such as participation in the Policy Council or policy committees	4
e. Parenting education workshops	9

Upper Cumberland HRA

9700 - PIR Report (precalculated values and overrides)

PIR 22.23

C. Child & Family Services

Homelessness Services

47. Total number of families experiencing homelessness that were served during the enrollment year	23
48. Total number of children experiencing homelessness that were served during the enrollment year	28
49. Total number of families experiencing homelessness that acquired housing during the enrollment year	2

Foster care and child welfare

50. Total number of enrolled children who were in foster care at any point during the program year	5
51. Total number of enrolled children who were referred to Head Start/Early Head Start services by a child welfare agency	0

Upper Cumberland HRA

9700 - PIR Report (precalculated values and overrides)

PIR 22.23

D. Grant Level Questions

Intensive Coaching

1. The number of education and child development staff (i.e. teachers, preschool assistant teachers, home visitors, FFC providers) that received intensive coaching	6
2. The number of individuals that provided intensive coaching, whether by staff, consultants, or through partnership	3

Management Staff Salaries

	(1) Annual Salary	(2) Percent Funded by Head Start or Early Head Start	(3) Number of Management Staff in this Position
3. Management staff:			
a. Executive Director	91388	3	1
b. Head Start and/or Early Head Start Director	55880	100	1
c. Education Manager/Coordinator	0	0	0
d. Health Services Manager/Coordinator	0	0	0
e. Family & Community Partnerships Manager/Coordinator	31672	100	1
f. Disability Services Manager/Coordinator	28662	100	1
g. Fiscal Officer	50029	3	1

	# of education managers /coordinators
Education Management Staff Qualifications	
4. Total number of education managers/coordinators (D.3.c.(3))	0
a. Of these, the number of education manager/coordinators with a baccalaureate or advanced degree in early childhood education or a baccalaureate or advance degree and equivalent coursework in early childhood education with early education teaching experience	0
b. Of these, the number of education manager/coordinators that do not meet one of the qualifications in D.4.a	0
1. Of the education manager/coordinators in D.4.b, the number enrolled in a program that would meet a qualification described in D.4.a	0

	# of family services staff
Family Services Staff Qualifications	
5. Total number of family services staff	1
a. Of these, the number that have a credential, certification, associate, baccalaureate, or advanced degree in social work, human services, family services, counseling, or a related field	1
b. Of these, the number that do not meet one of the qualifications described in D.5.a	0
1. Of the family services staff in D.5.b, the number enrolled in a degree or credential program that would meet a qualification described in D.5.a.	0
2. Of the family services staff in D.5.b, the number hired before November 7, 2016	0

	# of formal agreements
Formal Agreements for Collaboration	
6. Total number of child care partners in which a formal agreement was in effect	0
7. Total number of LEAs in the service area	1
a. Of these, the total number of LEAs in which a formal agreement was in effect to coordinate services for children with disabilities	1
b. Of these, the total number of LEAs in which a formal agreement was in effect to coordinate transition services	1
8. Total number of Part C agencies in the service area	0
a. Of these, the total number of Part C agencies in which a formal agreement was in effect to coordinate services for children with disabilities	0



ELIGIBILITY TRAINING STATEMENT:

- **Review of FEDERAL PERFORMANCE STANDARDS REQUIREMENT AND UCHRA VAN BUREN COUNTY HEAD START POLICIES AND PROCEDURES on Eligibility.**
- **Review of applicable definitions and ERSEA requirements.**

A program must train all governing bodies, policy council, management, and staff who determine eligibility on applicable federal regulations, program policies and procedures. Training must, at a minimum:

Include methods on how to collect complete and accurate eligibility information from families and third party sources; incorporate strategies for treating families with dignity and respect and for dealing with possible issues of domestic violence, stigma, and privacy; and explain program policies and procedures that describe actions taken against staff, families, or participants who attempt to provide or intentionally provide false information. A program must train management and staff members who make eligibility determinations within 90 days of hiring new staff. A program must train all governing body and policy council members within 180 days of the beginning of the term of a new governing body or policy council. A program must develop policies on how often training will be provided after the initial training.

Additionally UCHRA Van Buren County Head Start will present information on references or priority areas for selection for enrollment and eligibility determination. Areas to be covered include public assistance (TANF & SSI), children in foster care, homelessness, federal poverty guidelines for family annual income, and children with disabilities. Age groups will be covered and UCHRA Van Buren County Head Start will provide Fraud Training. Staff members who actually verify income eligibility will have in-depth training on all forms that may be used for the agency income determination record. Requirements are for both Head Start and Early Head Start.

- I UNDERSTAND and ACKNOWLEDGE the Eligibility Procedures and Requirements.
- Initial Training
- Ongoing Training

TRAINEE'S PRINTED NAME _____

SIGNATURE _____ DATE ____/____/____

Position(s): Check those that apply.

- Policy Council parent member
- Policy Council community representative
- Board Member
- Board Member key required position (fiscal expert, attorney, Early Childhood Education Specialist)
- Executive Director
- Central Office Management. List position _____.
- Family Services Staff. If a new employee, list hire date: _____.
- Center Management
- Other Employees. Explain _____.
- Consultant or Other. Explain _____.



Selection Criteria

(Circle Points that Apply)

***Eligibility-Parent Status**

Two Parent	10
Grandparent, Teen or Foster Parent	30
Single Parent	30

*** Disability Status**

Z=	Zero Handicap	0
X=	Potential or Suspected	20
B TO W	Diagnosed Condition	90

***Eligibility-Income**

Eligible 75/100%	L75%	90
Eligible 50/74%	L50%	80
Eligible 25/49%	L25%	75
Eligible / 0-24%	L100%	70
Eligible 101/130%	O130%	50
Over Income	Over	0

Age by August 15

Eligibility-Age	
Returnee	90
4 years 0 months to 4 years 11 months	60
3 years 6 months to 3 years 11 months	30
3 years 0 months to 3 years 5 months	20

***Eligibility-Referral**

No Apparent Social Service Need	0
Single Social Service Need	30
Multiple Social Service Needs	90

(Check All That Apply)

<p><i>Open Case with Adult & CPS Abuse/Neglect</i></p> <p><i>Currently has Order of Protection for self/Family</i></p> <p><i>Emergency Custody Order</i></p> <p><i>History of/Incarcerated Family Member</i></p> <p><i>Non English Speaking Environment</i></p> <p><i>History of Family Violence</i></p> <p><i>History of Drug/Alcohol Abuse/Addiction</i></p> <p><i>At Risk Loosing/ Extreme Damage to Home</i></p> <p><i>Recent Divorce/Separation/New to Area</i></p> <p><i>Child Health/ Asthma, Epilepsy, Seizures, Diabetes, Severe Allergies, Immune Deficiency, Premature</i></p>	<p><i>Terminal Illness/Death</i></p> <p><i>Mental Illness</i></p> <p><i>Socially/Culturally Isolated</i></p> <p><i>Limited Resources/Education</i></p> <p><i>No Medical Home</i></p> <p><i>Receiving/Applied for Public Assist. (WIC/SNAP)</i></p> <p><i>Referral from Agency/Professional</i></p> <p><i>At Risk of Loosing Job Due to No Childcare</i></p> <p><i>No Transportation</i></p> <p><i>Behind on Bills/Recent Hospitalization/Major Injury</i></p>
---	---

Eligibility-Unemployed/Job Training/Education 60

Eligibility Other 500

Homeless TANF SSI Foster Care SNAP

revised 5/22 Name _____ Date _____

***UCHRA Van Buren County Head Start
Administrative Policy***

Subject: Grievance/Complaint Policy

Department: 051

Revision Date: 1/96, 7/00, 3/01, 09/16

Effective Date: August 1994

Approved By: Director/Policy Council June 25, 1999

File Under: 1301

Policy: To foster good relations between community and families served.

Procedure	Individual Responsible	Estimated Completion Date
1. Complaints from families and community served should be put in writing. (If possible) Any staff member receiving a complaint will gather and write all information and available facts pertaining to the complaint.	Person Filing Complaint and all staff receiving complaint	Upon Complaint
2. All complaints will be reviewed to determine how the issue will be addressed.	Director	Within 5 working days from receipt of complaint
3. Appropriate action will be taken to resolve the complaint. Note: If no policy exists to address the situation a meeting will be held with the policy council to determine how the issue should be approached.	Director/Policy Council	Within 10 working days from receipt.
4. All formal complaints will be responded to in writing.	Director	Same
5. If a satisfactory resolution cannot be reached a written grievance may be filed with the Executive Director of UCHRA, who will review and respond.	Executive Director	Within 10 working days from receipt of written complaint
6. If no policy exists to address this situation the Executive Director will meet with the chairperson of the Agency's Board of Directors to determine how the issue should be approached. Note: Documentation and recommendations of the Head	Executive Director/Agency Board of Directors	Upon receipt of complaint

Start Director and Policy Council will be taken into consideration.		
7. All formal complaints will be responded to in writing.	Executive Director	Upon resolution
8. In the event there is an Impasse resolution between the policy council and governing body related to any issue, the chair of either the governing body or policy must put into writing why they do not accept the decision.	Chair of Board/Council	Immediately upon the decision of non agreement
9. An Impasse resolution committee shall be established and consist of : <ul style="list-style-type: none"> ● One Board Member ● One Policy Council Member ● One Third Party Member 	Chair of Board/Council/HS Director/Executive Director	Immediately upon the written notice of Impasse
10. Board and Council representatives shall be elected by their respective bodies. They shall meet and select the third party member.	Board/Council Members/Impasse Committee	Same
11. Issue will be presented to the Impasse Committee and properly considered by them.	Director/Executive Director	Same
12. Committee shall render a written notice decision.	Impasse Committee	Within 30 days
13. If Impasse cannot be resolved the issue will continue in a mediation process to lead to resolution of dispute	Chair of Board/Council/HS Director/Executive Director	Same

June 2023 UCHRA Services Dashboard												
Total Households Served Duplicated	Cases of Ensure Sold	Regular LIHEAP Households Served	Regular LIHEAP Funds Utilized	Crisis LIHEAP Households Served	Crisis LIHEAP Funds Utilized	Community Stability Program Households Served	Community Stability Program Funds Utilized	LIHWAP Households served	LIHWAP Funds Utilized	WP Applications	Commodities	Information and Referrals
TIER 1 Counties												
Cumberland	11	49	\$ 335,000.00	12	\$ 9,400.00	1	\$ 800.00	0	\$ -	0		365
Putnam	16	53	\$ 36,400.00	37	\$ 27,000.00	0	\$ -	1	\$ 250.00	5	341	287
Warren	9	60	\$ 43,200.00	13	\$ 9,800.00	1	\$ 966.39	0	\$ -	0	352	533
TIER 2 COUNTIES												
DeKalb	5	9	\$ 6,800.00	2	\$ 1,400.00	0	\$ -	0	\$ -	0	174	33
Fentress	7	24	\$ 17,400.00	8	\$ 6,400.00	0	\$ -	12	\$ -	0	324	319
Macon	10	21	\$ 15,200.00	4	\$ 3,200.00	5	\$ 2,870.00	1	\$ 250.00	0		120
Overton	25	20	\$ 14,000.00	8	\$ 6,200.00	6	\$ 2,542.89	0	\$ -	1	317	40
Smith	3	9	\$ 6,800.00	6	\$ 4,200.00	2	\$ 1,350.00	0	\$ -	0		60
White	9	23	\$ 16,400.00	6	\$ 4,200.00	4	\$ 1,095.00	0	\$ -	1		118
TIER 3 Counties												
Cannon	3	8	\$ 5,100.00	3	\$ 3,600.00	0	\$ -	0	\$ -	0	119	40
Clay	18	17	\$ 12,600.00	8	\$ 5,600.00	9	\$ 2,520.00	1	\$ 291.12	1		18
Jackson	23	16	\$ 11,600.00	9	\$ 6,600.00	6	\$ 900.00	1	\$ 429.33	0		14
Pickett	24	14	\$ 10,600.00	1	\$ 800.00	0	\$ -	0	\$ -	0		17
Van Buren	0	7	\$ 5,200.00	5	\$ 4,000.00	3	\$ 675.00	0	\$ -	0		71
Total:	163	330	\$537,300.00	122	\$92,400.00	37	\$13,719.78	16	\$1,220.45	8	1,627	2,035

May 2023 UCHRA Services Dashboard

	Total Households Served	Cases of Ensure Sold	Regular LIHEAP Households Served	Regular LIHEAP Funds Utilized	Crisis LIHEAP Households Served	CRISIS LIHEAP Funds Utilized	Community Stability Program Households Served	Community Stability Program Funds Utilized	LIHWAP Households served	LIHWAP Funds Utilized	WP Applications	Commodities	Information and Referrals
TIER 1 Counties													
Cumberland	1096	13	89	\$ 62,200.00	16	\$ 12,200.00	6	\$ 6,811.80	2	\$ 500.00	0	309	661
Putnam	461	26	173	\$ 121,800.00	43	\$ 32,600.00	1	\$ 2,000.00	4	\$ 750.00	0		214
Warren	857	4	103	\$ 73,393.39	11	\$ 8,600.00	9	\$ 11,580.00	2	\$ 250.00	3		725
TIER 2 COUNTIES													
Dekalb	67	7	25	\$ 18,800.00	4	\$ 3,000.00	0	\$ -	0	\$ -	0		31
Fentress	778	6	70	\$ 50,400.00	17	\$ 12,600.00	5	\$ 4,688.82	17	\$ 3,168.06	0		663
Macon	341	0	64	\$ 45,000.00	6	\$ 4,600.00	5	\$ 4,300.00	0	\$ -	1	99	166
Overton	149	28	41	\$ 29,600.00	10	\$ 7,000.00	3	\$ 2,000.00	0	\$ -	0		67
Smith	217	0	23	\$ 16,400.00	14	\$ 10,000.00	1	\$ 1,100.00	0	\$ -	0	122	57
White	486	23	48	\$ 35,000.00	11	\$ 8,200.00	4	\$ 3,200.00	0	\$ -	1	295	104
TIER 3 Counties													
Cannon	181	4	26	\$ 18,200.00	10	\$ 6,800.00	3	\$ 4,050.00	0	\$ -	0		138
Clay	336	21	56	\$ 39,200.00	4	\$ 2,800.00	25	\$ 7,520.00	2	\$ 500.00	0	199	29
Jackson	281	13	68	\$ 47,000.00	4	\$ 3,000.00	10	\$ 4,250.00	2	\$ 500.00	0	167	17
Pickett	197	13	28	\$ 20,800.00	3	\$ 2,000.00	0	\$ -	1	\$ 650.26	1	143	8
Van Buren	326	0	76	\$ 55,600.00	4	\$ 3,000.00	1	\$ 604.00	1	\$ 250.00	0	180	64
Total:	5773	158	890	\$633,393.39	157	\$116,400.00	73	\$57,104.62	31	\$6,568.32	6	3,514	2,944

**Day Care Home
Sponsor Application for 2023 - 2024**

00560 Status: Active

UPPER CUMBERLAND HUMAN RESOURCE AGENCY

DBA:
580 South Jefferson Ave
Suite B
Cookeville, TN 38501-4673

Type of Agency: Private Non Profit Organization

Version: Original

Sponsor Description

FEIN	Type of Agency
62--0906260	Private Non Profit Organization

1. Does your organization operate the CACFP in any other state(s)? Yes No
Name of State(s):

Addresses

Physical Address

2. Address Line 1: 580 South Jefferson Ave
Address Line 2: Suite B
3. City: Cookeville
4. State: TN Zip: 38501-4673 [USPS Zip Code Lookup](#)
5. County: Putnam County (071)

Mailing Address

6. Address Line 1: 580 South Jefferson Ave
Address Line 2: Suite B
7. City: Cookeville
8. State: TN Zip: 38501-4673 [USPS Zip Code Lookup](#)

Contacts

Program Contact

The Program Contact must be an individual who has been authorized to act on behalf of the Sponsor by agreeing to and signing the Statement of Authority.

- | | Salutation | First Name | Last Name |
|--|-------------------------|------------|---------------------|
| 9. Name: | Ms. | Christa | White |
| 10. Date of Birth: | 11/03/1970 (mm/dd/yyyy) | | |
| 11. Email Address:  | cwhite@uchra.com | | |
| 12. Facility Phone: | (931) 473-6652 | Ext: | Fax: (931) 473-6655 |
| 13. Cell/Alt Phone: | (931) 319-6207 | | |
| 14. Title: | CACFP Manager | | |

Executive Director/Owner

- | | Salutation | First Name | Last Name |
|--|------------------|------------|---------------------|
| 15. Name: | Mr. | Mark | Farley |
| 16. Email Address:  | mfarley@ucdd.org | | |
| 17. Facility Phone: | (931) 528-1127 | Ext: | Fax: (931) 526-8305 |
| 18. Cell/Alt Phone: | (931) 510-4467 | | |

19. Title: Executive Director

Claim Preparer

	Salutation	First Name	Last Name
20. Name:	Ms.	Christa	White
21. Email Address:	cwhite@uchra.com		
22. Facility Phone:	(931) 473-6652	Ext:	Fax: (931) 473-6655
23. Cell/Alt Phone:	(931) 319-6207		
24. Title:	CACFP Manager		

Authorized Individual

An Authorized Individual is an individual who has been authorized to act on behalf of the Sponsor by agreeing to and signing the Statement of Authority.

	Salutation	First Name	Last Name
25. Name:	Mr.	Randy	Heady
26. Date of Birth:	12/29/1963 (mm/dd/yyyy)		
27. Email Address:	mayor@jacksoncotn.com		
28. Facility Phone:	(931) 268-9888	Ext:	Fax:
29. Cell/Alt Phone:			
30. Title:	Chairman of the Board		

Tiering

31. Sponsors must submit current information on total number of:

- | | |
|---|-----|
| A. Tier I Providers | 68 |
| B. Tier II Providers | 2 |
| C. Children enrolled with Tier I Providers | 813 |
| D. Children enrolled with Tier II Providers | 31 |
| E. Children enrolled with Tier II Providers that have been identified as eligible for Tier I reimbursement. | 0 |

32. Which of the following procedures will be used to make Tier I determinations?

- Use school data to determine if site is located in a low-income area
- Use census data, after consulting school data first, to determine if site is located in a low-income area
- Obtain and verify family size and income/categorical eligibility information from the Provider

33. Which of the following methods will be used to notify Providers of their options for reimbursement?

- Group training or workshops
- Individual notification (e.g., at monitoring or renewal visits)
- Mail materials (e.g., flyers or brochures)
- Other method, please describe: Online Training thru Brighton

34. Describe how information on the income eligibility forms of Providers and/or children will be kept confidential.

Income eligibility forms of providers and/or children are stored in the provider's file. The income eligibility of a provider will only be discussed with that individual. If a provider is Tier II mixed, only the number of applications received from parents and the determination of the number of Tier I eligible and Tier II children will be disclosed to the provider.

General Questions

- | | | |
|--|-----|----|
| 35. Are you currently participating in the CACFP (Centers) as a sponsoring organization? | Yes | No |
| 36. Do you subcontract for any CACFP functions? | | |

Yes No

If yes, describe:

37. Are you a church?

Yes No

Certification

38. Federal regulations require an agency to certify information regarding past business participation and criminal background. Please answer the following questions:

1. Has the agency or any of the agency's principals participated in any publicly funded programs within the past seven years? Yes No

NOTE: Principal means any individual who holds a management position within or is an officer of the Sponsor, including all members of the Sponsor's board of directors.

Publicly funded means money that is received from a local, state, or federal governmental agency.

If yes, as part of your management plan, submit a listing of the publicly funded programs in which the Sponsor and its principals have participated in the past seven years and currently participate in.

2. Within the past seven years, has the Sponsor or any principals been declared ineligible to participate in any other publicly funded programs for violating program requirements? Yes No

If yes, answer question #3.

3. Were the violations corrected and eligibility restored, including payments of debts owed? Yes No

If yes, as part of your management plan, submit documentation of reinstatement, including proof of payment of debts owed, if applicable.

If no, as part of your management plan, attach a detailed explanation.

4. Has the Sponsor or any of the Sponsor's principals been convicted of any activity that occurred within the past seven years that indicated a lack of business integrity? Yes No

NOTE: A lack of business integrity includes fraud, antitrust violations, embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, receiving stolen property, making false claims, and obstruction of justice.

If yes, as part of your management plan, attach a detailed explanation.

39. I hereby certify that neither the Sponsor nor its principals/authorized representatives is presently debarred, suspended, proposed for debarment, declared ineligible, disqualified, or voluntarily excluded from participation in this transaction by any Federal/State department or agency.

I certify under penalty of perjury that the information on these application forms is true and correct, and that I will immediately report to the State any changes that occur to the information submitted. I understand that this information is being given in connection with receipt of federal funds. The State may verify information; and the deliberate misrepresentation of information will subject me to prosecution under applicable federal and state criminal statutes.

On behalf of the Sponsor, I hereby agree to comply with all state and federal laws and regulations governing the Child Nutrition Programs administered by the State. In accordance with Federal law and U.S. Department of Agriculture policy, this Sponsor does not discriminate on the basis of race, color, national origin, sex, age or disability. I will ensure that all monthly claims for reimbursement are true and correct and that records are available to support these claims.

40. I certify that this institution will have internal controls and other management systems in effect to ensure fiscal accountability and to ensure that the Program will operate in accordance with the requirements of this part. To demonstrate Program accountability, this institution will document that it will have adequate oversight of the program by an independent governing board of directors meaning, in the case of a nonprofit organization, or in the case of a for-profit institution required to have a board of directors, a governing board which meets regularly and has the authority to hire and fire the institution's executive director.

Created By: cwidener@uchra.com on: 6/2/2023 4:51:36 PM Modified By: cwidener@uchra.com on: 6/6/2023 8:37:43 AM

**Child & Adult Care Food Program
Sponsor Budget for 2023 - 2024**

00560 Status: Active

UPPER CUMBERLAND HUMAN RESOURCE AGENCY

DBA:

580 South Jefferson Ave

Suite B

Cookeville, TN 38501-4673

Type of Agency: Private Non Profit Organization

Budget Version: Original

	Sponsor Complete This Column	FOR STATE USE ONLY Approved
A. Projected Revenue		
1. Number of Day Care Homes anticipated for sponsorship	68	0
2. Projected Total Annual Revenue	\$103,248.00	\$0.00

B. Projected Annual Administrative Costs

	Brief Description	Projected Cost	Approved Cost
1. Salary and Wages	CACFP Employee Salaries	\$47,285.00	\$0.00
2. Benefits	Payroll Taxes and Various Insurances	\$14,685.00	\$0.00
3. Durable Supplies under \$5,000		\$0.00	\$0.00
4. Office Materials (Expendable) Supplies	Ink, Paper, Pens, etc.	\$1,200.00	\$0.00
5. Equipment Purchases over \$5,000		\$0.00	\$0.00
6. Equipment Rental/Lease	Rental of Copy Machines	\$600.00	\$0.00
7. Printing/Postage/Communications	Forms, Mailing, Cell and Office Phones	\$2,754.00	\$0.00
8. Office Space/Rental/Lease/Depreciation Use Allowance	CACFP Employees Office Space Rent	\$2,304.00	\$0.00
9. Utilities/Facility Maintenance/Janitorial Services	Central Office Janitorial & Maintenance	\$150.00	\$0.00
10. Travel for Program Operations	Fuel, Maintenance, and Mileage	\$3,942.00	\$0.00
11. Center Workshops/Participant Training	Online Training for Providers	\$3,000.00	\$0.00
12. Nutrition Education Materials	CACFP Calendar and Nutrition Education	\$1,000.00	\$0.00
13. Meetings, Conferences and Staff Training	2024 National Child Nutrition Conference	\$4,500.00	\$0.00
14. Contracted/Professional Services	Minute Menu	\$6,663.00	\$0.00
15. Insurance Premiums	Property, Liability, and Car Insurance	\$1,440.00	\$0.00

16. Bonds		\$0.00	\$0.00
17. Memberships/Subscriptions/Professional Activities	NCA Dues	\$195.00	\$0.00
18. Other Administrative Expenditures/Advertising	Cost Allocation	\$13,530.00	\$0.00
Total Direct Administrative Costs		\$103,248.00	\$0.00

C. Summary

1. Total Expenditures (Administrative)	\$103,248.00	\$0.00
2. Total Anticipated Annual CACFP Reimbursement	\$103,248.00	\$0.00
3. Carryover from Previous FY	\$0.00	\$0.00
4. Total Other Revenue	\$0.00	\$0.00
Explanation of Source of Other Revenue		
5. Total Revenue (C2 + C3 + C4)	\$103,248.00	\$0.00
6. Net Balance (C5 Total Revenue - C1 Total Expenditures)	\$0.00	\$0.00
7. Estimated Carryover for Next FY	\$0.00	\$0.00
8.	There are expenditures that require prior approval or specific prior written approval (SPWA).	

Certification

I certify that the information on this form, and supporting documents, is true and correct and that I will immediately report to the Department of Human Services any changes that occur to the information submitted. I understand that this information is being given in connection with receipt of federal funds. The Department of Human Services may verify information; and the deliberate misrepresentation or withholding of information may result in prosecution under applicable state and federal statutes.

Document Attachments

7 CFR 226.6(b) (1) (IV) (C), (v), and (xvii) (A) (3) Costs in an institution's budget must be necessary, reasonable, allowable, and appropriately documented.

Institutions must account for the cost of operating a nonprofit food service. Attach a detailed budget itemizing each cost item. Use Tennessee's budget for Sponsoring Organizations of Day Care Homes.

Institutions are required to disclose and identify any financial information that inhibits Tennessee Department of Human Services Child Nutrition Programs from making an informed assessment of the allow ability of a particular cost. Complete the "Budget Justification Narrative" section in Tennessee's budget for these particular costs.

Actions	Notes	Version	Uploaded By
View File	Budget Attachments A-D	Original	cwidener@uchra.com 08/01/2023
View File	Budget Attachments E-J	Original	cwidener@uchra.com 08/01/2023
View File	Budget Attachments K-M	Original	cwidener@uchra.com 08/01/2023
View File	Budget Approval Request Letter, Narrative, & Spreadsheet	Original	cwidener@uchra.com 08/01/2023

**Child & Adult Care Food Program
Sponsor Application for 2023 - 2024**

00560 Status: Active

UPPER CUMBERLAND HUMAN RESOURCE AGENCY

DBA:
580 South Jefferson Avenue
Ste B
Cookeville, TN 38501-4673

Type of Agency: Private Non Profit Organization
Agreement Type: Sponsor of Affiliated & Unaffiliated Sites

Code	Warning Description
301040	In order to be eligible for this program, a documented monitoring plan must be developed and adhered to.

Version: Original

Sponsor Type

1. Does your organization operate the CACFP in any other state(s)? Yes No
Name(s) of State(s):
2. Projected Program Start Date: 10/01/2023 Projected Program End Date: 09/30/2024

Addresses

Physical Address

3. Address Line 1: 580 South Jefferson Avenue
Address Line 2: Ste B
4. City: Cookeville
5. State: TN Zip: 38501-4673 [USPS Zip Code Lookup](#)
6. County: Putnam County (071)


Mailing Address

7. Address Line 1: 580 South Jefferson Avenue
Address Line 2: Ste B
8. City: Cookeville
9. State: TN Zip: 38501-4673 [USPS Zip Code Lookup](#)


Contacts

Program Contact

The Program Contact must be an individual who has been authorized to act on behalf of the Sponsor by agreeing to and signing the Statement of Authority.

- | | Salutation | First Name | Last Name |
|--|----------------|-------------------------------|-----------|
| 10. Name: | Mrs. | Beverly | Almo |
| 11. Date of Birth: | | 11/26/1963 (mm/dd/yyyy) | |
| 12. Email Address:  | | balmo@uchra.com | |
| 13. Facility Phone: | (931) 528-1127 | Ext: | Fax: |
| 14. Cell/Alt Phone: | | | |
| 15. Title: | | Community Services Specialist | |

Executive Director/Owner

- | | Salutation | First Name | Last Name |
|--|------------|-------------------------|-----------|
| 16. Name: | Mr. | Mark | Farley |
| 17. Date of Birth: | | 05/03/1967 (mm/dd/yyyy) | |
| 18. Email Address:  | | mfarley@ucdd.org | |

19. Facility Phone: (931) 528-1127 Ext: Fax:
 20. Cell/Alt Phone: (931) 510-4467
 21. Title: Executive Director

Claim Preparer

- | | Salutation | First Name | Last Name |
|---------------------|-------------------------------|------------|-----------|
| 22. Name: | Mrs. | Beverly | Almo |
| 23. Date of Birth: | 11/26/1963 (mm/dd/yyyy) | | |
| 24. Email Address: | balmo@uchra.com | | |
| 25. Facility Phone: | (931) 528-1127 | Ext: | Fax: |
| 26. Cell/Alt Phone: | | | |
| 27. Title: | Community Services Specialist | | |

Authorized Individual

An Authorized Individual is an individual who has been authorized to act on behalf of the Sponsor by agreeing to and signing the Statement of Authority.

- | | Salutation | First Name | Last Name |
|---------------------|-------------------------|------------|-----------|
| 28. Name: | Mr. | Randy | Heady |
| 29. Date of Birth: | 12/29/1963 (mm/dd/yyyy) | | |
| 30. Email Address: | mayor@jacksoncotn.com | | |
| 31. Facility Phone: | (931) 268-9888 | Ext: | Fax: |
| 32. Cell/Alt Phone: | | | |
| 33. Title: | Board Chair | | |

Ethnicity Data

Provide the ethnic makeup of the participants served by the Sponsor's service area.

34. Geographic Area (enter percentages)
- | | |
|-------------------------|---------|
| Hispanic or Latino: | 6.00 % |
| Non-Hispanic or Latino: | 94.00 % |

Provide the ethnic makeup of the participants served by the Sponsor. Provide actual numbers of enrolled participants at all sites.

35. Program Participants (enter number of enrolled participants)
- | | | |
|-------------------------|-------|---------|
| Hispanic or Latino: | 282 | 16.62 % |
| Non-Hispanic or Latino: | 1,415 | 83.38 % |

Racial Data

Provide the racial makeup of the participants served by the Sponsor's service area.

36. Geographic Area (enter percentages)
- | | |
|--------------------------------------|---------|
| American Indian or Alaskan Native: | 1.00 % |
| Asian: | 2.00 % |
| Black or African American: | 3.00 % |
| Native Hawaiian or Pacific Islander: | 0.10 % |
| White: | 93.90 % |

Provide the racial makeup of the participants served by the Sponsor. Provide actual numbers of enrolled participants at all sites.

37. Program Participants (enter number of enrolled participants)
- | | | |
|------------------------------------|----|--------|
| American Indian or Alaskan Native: | 2 | 0.12 % |
| Asian: | 25 | 1.50 % |

Black or African American:	66	3.96 %
Native Hawaiian or Pacific Islander:	2	0.12 %
White:	1,573	94.30 %

38. Identify the source of the ethnic and racial data for the geographic area.

Community Action Partnership assessment tool and census

39. Describe your procedure to collect and maintain ethnic and racial data of children enrolled in participating centers.

We will collect information from site managers.

Note: there is no place to capture other or multiple races, which census and CAP list in total make up. I listed under white, in order to get 100%

General Questions

- | | | |
|--|-----|----|
| 40. Has the Sponsor received \$750,000 or more in TOTAL federal funds for any programs administered? | Yes | No |
| 41. Do you have a documented monitoring plan for monitoring your sites? | Yes | No |
| 42. Do you prefer Cash-in-Lieu of Commodities instead of Donated Foods? | Yes | No |
| 43. Are you a church? | Yes | No |

Certification

44. Federal regulations require an agency to certify information regarding past business participation and criminal background. Please answer the following questions:

- | | | |
|---|-----|----|
| 1. Has the agency or any of the agency's principals participated in any publicly funded programs within the past seven years? | Yes | No |
|---|-----|----|

NOTE: Principal means any individual who holds a management position within, or is an officer of, the Sponsor (sponsor), including all members of the Sponsor's board of directors, or otherwise exercises control of, or determines the actions of, the Sponsor.

Publicly funded means money that is received from a local, state, or federal governmental agency.

If yes, submit a listing of the publicly funded programs in which the Sponsor and its principals have participated in the past seven years and currently participate in.

- | | | |
|---|-----|----|
| 2. Within the past seven years, has the Sponsor or any principals been declared ineligible to participate in any other publicly funded programs for violating program requirements? | Yes | No |
|---|-----|----|

If yes, answer question #3.

- | | | |
|--|-----|----|
| 3. Were the violations corrected and eligibility restored, including payments of debts owed? | Yes | No |
|--|-----|----|

If yes, submit documentation of reinstatement, including proof of payment of debts owed, if applicable.

If no, submit a detailed explanation.

- | | | |
|---|-----|----|
| 4. Has the Sponsor or any of the Sponsor's principals been convicted of any activity that occurred within the past seven years that indicated a lack of business integrity? | Yes | No |
|---|-----|----|

NOTE: A lack of business integrity includes fraud, antitrust violations, embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, receiving stolen property, making false claims, and obstruction of justice.

If yes, submit a detailed explanation.

45. This is to certify that this Sponsor intends that all electronic signatures executed by our employees, agents, or representatives, located anywhere in the world, are legally binding equivalent of traditional handwritten signatures. By checking the box, this Sponsor is certifying by electronic signature that neither the Sponsor nor its principals/authorized representatives is presently debarred, suspended, proposed for debarment, declared ineligible, disqualified, or voluntarily excluded from participation in this transaction by any Federal/State department or agency.

I certify under penalty of perjury that the information on these application forms is true and correct, and that I will immediately report to the State any changes that occur to the information submitted. I understand that this information is being given in connection with receipt of federal funds. The State may verify information; and the deliberate misrepresentation of information will subject me to prosecution under applicable federal and state criminal statutes.

On behalf of the Sponsor, I hereby agree to comply with all state and federal laws and regulations governing the Child Nutrition Programs administered by the State. In accordance with Federal law and U.S. Department of Agriculture policy, this Sponsor does not discriminate on the basis of race, color, national origin, sex, age or disability. I will ensure that all monthly claims for reimbursement are true and correct and that records are available to support these claims.

46. I certify that this institution will have internal controls and other management systems in effect to ensure fiscal accountability and to ensure that the Program will operate in accordance with the requirements of this part. To demonstrate Program accountability, this institution will document that it will have adequate oversight of the program by an independent governing board of directors meaning, in the case of a nonprofit organization, or in the case of a for-profit institution required to have a board of directors, a governing board which meets regularly and has the authority to hire and fire the institution's executive director.

Created By: jgoforth@uchra.com on: 6/2/2023 9:45:47 AM Modified By: lgodsey@uchra.com on: 7/27/2023 7:19:50 AM

**Child & Adult Care Food Program
Sponsor Budget for 2023 - 2024**

00560 Status: Active

UPPER CUMBERLAND HUMAN RESOURCE AGENCY

DBA:
580 South Jefferson Avenue
Ste B
Cookeville, TN 38501-4673

Type of Agency: Private Non Profit Organization
Agreement Type: Sponsor of Affiliated & Unaffiliated Sites

Budget Version: Original

		Sponsor Complete This Column	FOR STATE USE ONLY Approved
A. Anticipated Annual CACFP Revenue			
1.	Number of sites anticipated for sponsorship	18	
2.	Total Annual CACFP Revenue from prior 12 months	\$1,623,192.60	\$0.00
B. Projected Operating Costs: Labor			
	Executive Staff	\$0.00	\$0.00
	Management Staff	\$0.00	\$0.00
	Staff	\$0.00	\$0.00
C. Projected Administrative Costs: Labor			
	Executive Staff	\$0.00	\$0.00
	Management Staff	\$18,146.00	\$0.00
	Staff	\$30,000.00	\$0.00
D. Projected Operating Costs			
	Brief Description	Projected Cost	Approved Cost
1.	Food Purchases Putnam County Schools at risk food cost	\$538,183.00	\$0.00
2.	Meal Contracts (meal cost) Head Start Food	\$34,157.00	\$0.00
3.	Mileage (meal transporting cost)	\$0.00	\$0.00
4.	Non-Food Supplies Putnam County Schools at risk cost	\$25,809.60	\$0.00
5.	Printing/Postage/Com munications	\$0.00	\$0.00
6.	Purchased Services	\$0.00	\$0.00
7.	Food Service Space	\$0.00	\$0.00
8.	Reimbursement to Unaffiliated Centers reimbursement to unaffiliated centers	\$877,381.38	\$0.00
	Total Operating Costs	\$1,475,530.98	\$0.00

E. Net Operating Amount

1. Difference (A-D)	\$147,661.62	\$0.00
---------------------	--------------	--------

F. Projected Administrative CACFP Expenditures

	Brief Description	Projected Cost	Approved Cost
1.	Durable Supplies under ipad \$5,000	\$2,000.00	\$0.00
2.	Office Materials (Expendable) Supplies paper products and office supplies	\$2,000.00	\$0.00
3.	Equipment Purchases over \$5,000	\$0.00	\$0.00
4.	Equipment Rental/Lease rental of copy machines	\$600.00	\$0.00
5.	Printing/Postage/Com munications printing, postage, phone, internet	\$1,400.00	\$0.00
6.	Office Space/Rental/Lease/De preciation Use Allowance CACFP office space	\$5,000.00	\$0.00
7.	Utilities/Facility Maintenance/Janitorial Services central office janitorial and maintenance services	\$15,000.00	\$0.00
8.	Travel for Program Operations travel reimbursement for staff	\$2,500.00	\$0.00
9.	Center Workshops/Participant Training provider training	\$2,000.00	\$0.00
10.	Nutrition Education Materials nutrition education materials	\$100.00	\$0.00
11.	Meetings, Conferences, and Staff Training 2023 National Child Nutrition Conference	\$3,000.00	\$0.00
12.	Contracted/Professional Services Minute Menu and Audit	\$48,000.00	\$0.00
13.	Insurance Premiums general liability, property, etc	\$1,800.00	\$0.00
14.	Bonds	\$0.00	\$0.00
15.	Memberships/Subscriptions/Professional Activities NCA dues	\$75.00	\$0.00
16.	Other Administrative Expenditures/Advertising cost allocation	\$11,747.62	\$0.00
	Total Administrative Costs	\$143,368.62	\$0.00

G. Summary

1. Total Expenditures (Operating and Administrative)	\$1,618,899.60	\$0.00
2. Total Anticipated Annual CACFP Reimbursement	\$1,623,192.60	\$0.00
3. Prior Year Carryover Non Profit Food Program Revenue	\$0.00	\$0.00
4. Total Other Revenue	\$0.00	\$0.00
Explanation of Source of Other Revenue		

5. Total Revenue (G2 + G3 + G4)	\$1,623,192.60	\$0.00
6. Net Balance (G5 Total Revenue – G1 Total Expenditures)	\$4,293.00	\$0.00
7. <input type="checkbox"/> There are expenditures that require prior approval or specific written prior approval (SPWA).		

Certification

- I certify that the information on this form, and supporting documents, is true and correct and that I will immediately report to the Department of Human Services any changes that occur to the information submitted. I understand that this information is being given in connection with receipt of federal funds. The Department of Human Services may verify information; and the deliberate misrepresentation or withholding of information may result in prosecution under applicable state and federal statutes.

Document Attachments

Actions

Notes

Version

Uploaded By

Created By: lgodsey@uchra.com on: 7/21/2023 8:42:35 AM Modified By: lgodsey@uchra.com on: 8/1/2023 12:23:25 PM

UCHRA POLICY COUNCIL

		COUNTY	NAME	8/3/2022	10/5/2022	12/21/2022	2/1/2023	4/5/2023	6/7/2023	8/2/2023
Consumer Representative	White	Katelyn Hicks							No mtg. held	
Elected Official	Jackson	Randy Heady, Chairman	X		X	X	X	X		X
Consumer Representative	Jackson	Barbara Wheeler	X	X	X	X	X	X		X
Consumer Representative	DeKalb	Bob Depriest				X	X	X		
Consumer Representative	Pickett	Linda Pastrick	X	X		X	X	X		X
Elected Official	Pickett	Sam Gibson, Secretary		X	X	X	X	X		
Consumer Representative	Van Buren	Don Hollingsworth	X	X				X		X
Minority Representative	Warren	Marvin Lusk	X	X	X			X		
Consumer Representative	Warren	Marilyn Davis	X		X			X		
Local Representative	Warren	Charlene Whitaker	X					X		
Local Representative	Cumberland	Keisha Richards		X	X		X	X		X
Local Representative	Putnam	Cindy Putnam	X		X			X		X
Local Representative	Putnam	Brent Anderson						X		
Provider Representative	Putnam	Terri Dunn, TN Dept.of Human Services	X	X	X					
Provider Representative	Putnam	Kristi Paling	X	X	X		X	X		X
Provider Representative	Putnam	Marie Ferran	X	X			X	X		X
Provider Representative	Putnam	Bill Gibson						X		X
Provider Representative	Putnam	Anne Stamps	X	X	X		X	X		X
Provider Representative	Putnam	Michael Burton	X					X		X



**IMPLEMENTATION PLAN
FOR
TITLE VI OF THE CIVIL RIGHTS ACT OF 1964
2022-2023**

August 2023

Table of Contents

Overview- The Upper Cumberland Human Resource Agency.....	3
Definitions.....	9
Federal Program or Activities.....	10
Organization.....	10
Data Collection and Analysis.....	11
Discriminatory Practices.....	12
Limited English Proficiency (LEP).....	13
Complaint Procedures.....	13
Compliance Internal Review.....	16
Title VI Training Plan.....	16
Public Notice and Outreach.....	17
Evaluation Procedures of Title VI Implementation.....	18
Responsible Officials.....	18
 <u>APPENDIX</u>	
APPENDIX A- Organizational Chart.....	19
Appendix B- Title VI Policy and Procedures.....	20
APPENDIX C- Title VI Four Factor Analysis and LEP Plan.....	26
APPENDIX D- Title VI Discrimination Complaint Form.....	43
APPENDIX E- Discrimination Complaint Log.....	46
APPENDIX F- Title VI Audit Checklist.....	47
APPENDIX G- Title VI PowerPoint Training.....	49
APPENDIX H- Title VI Sign in Sheet.....	58

OVERVIEW – The Upper Cumberland Human Resource Agency

A. Overview of The Upper Cumberland Human Resource Agency

Human resource agencies were established by the Tennessee General Assembly in 1973 to deliver services to the people of the state of Tennessee. The Agency is governed by County Mayors, City Mayors, two members of the General Assembly, and one Consumer Representative from each of the fourteen counties in the Upper Cumberland region. The Upper Cumberland Human Resource Agency aims to improve the quality of life for residents in the 14-county area. UCHRA strives to promote a strong sense of community and family values by administering programs designed to provide tools, knowledge and resources to improve the quality of life, promote a positive sense of individual self-worth, encourage responsible decision making and provide opportunities for individuals to become productive and independent. UCHRA is divided up into several departments which provide services to the public or provide administrative support to the agency.

1. **Information Technology (IT) Support-** Incorporates the latest technological advancements to meet the ever changing needs of the Upper Cumberland Human Resource Agency. The IT staff provides technical assistance and service to various departments and offices in each of the 14 counties
2. **Administrative Department-** The Administrative Department performs vital executive support for day-to-day tasks for the Executive Director as well as the functions for the Board of Directors. This consists of the front desk with its multi-function switchboard as well as internal support to achieve a well-run organization. This also includes oversight of general county office functions. Public relations, marketing, and media communications are also handled by specific administrative staff. General service responsibilities are also included in Administrative duties. This includes purchasing, property management, telecommunications, asset inventory control, property leases, building maintenance and janitorial services, as well as all other aspects of physical operations.
3. **Human Resources-** is responsible for the administration and processing of all new hires, orientation, benefits, insurance, safety sensitive issues, drug and alcohol policies and compliance, employee relations, employee safety, safety committee oversight, workers' compensation, compiling and maintaining all personnel records, development and enforcement of the Affirmative Action Plans, and maintaining and updating all policies and procedures for the Agency. The department is responsible for ensuring the Agency's

compliance with all regulatory agencies. Responsibilities include compliance with Employment Laws, Family Medical Leave Act Laws, Fair Labor Standards Act, OSHA, TOSHA, Workers Compensation, Affirmative Action Plans, and Agency compliance concerning personnel requirements based on contract and grant regulations.

4. **Community Intervention-** Community Intervention includes:

Community Intervention for Juvenile Offenders This program works to reduce the number of youths committed to institutions by providing them opportunity to remain in their communities while under intensive supervision including drug and alcohol treatment, community service work, family and individual counseling, education and employment assistance.

Adult Community Corrections offers alternatives to incarceration for selected non-violent felony offenders sentenced by Criminal Court Judges. Under intense supervision, offenders receive alcohol and drug treatment, counseling, education, and employment assistance as needed. This project is funded under an agreement with the State of Tennessee.

The DUI School provides education on drug and alcohol use and state requirements for license renewal, while serving the courts and the community.

Drivers' Education offers thirty hours of classroom training and six hours of on-the-road training for adults and youths.

5. **Court Appointed Special Advocates (CASA)-** CASA is under the umbrella of UCHRA. The program is funded by Tennessee Commission on Children and Youth (TCCY), local government, community donations, and fund raising events. CASA recruits, trains, and supervises community volunteers. Afterward, they are then appointed by the judge to advocate for abused and neglected children in court proceedings, ultimately assuring the child's placement in a safe and nurturing permanent home. CASA currently serves Cumberland, Overton, Putnam, and Smith Counties. CASA is looking forward to expanding into other counties within the Upper Cumberland.

6. **Community Services-** Community Services include:

Homemaker, Chore, Personal Care, and Respite Caregiver Services include light housekeeping, errands, cooking, and counseling as required for protective service clients. Services enable elderly, disabled, and protective service clients to continue living in their own homes. Personal Care Services assist clients with activities of daily living, essential

household tasks, and other activities. Respite Caregiver Services provide temporary relief from routine care-giving responsibilities to caregivers of certain CHOICES clients.

Low-Income Home Energy Assistance Program (LIHEAP) provides assistance in meeting energy bills for low- income families (regular assistance) and families who have either exhausted their fuel supply or have received a notice of shut-off (crisis assistance).

Weatherization Assistance Program (WAP) provides basic insulation and weatherization measures for low-income households.

The Community Service Block Grant (CSBG) Program provides food, shelter, energy and housing assistance to the vulnerable populations of the Upper Cumberland. CSBG also provides programs to assist eligible individuals with training for employment, education assistance and support, and comprehensive self-sufficiency case management which utilizes trained specialists to guide individuals to meet their goals.

Information and Referral Services assist families and individuals in accessing available services and resources in their communities.

The Child and Adult Care Food Program supplements the cost of meals to children or adults in licensed private day care homes.

Choices Home Modifications provides installation of minor home modifications to enhance accessibility and home safety to eligible TennCare enrollees referred to UCHRA.

Housing Opportunity for Persons with Aids (HOPWA) provides housing information services including counseling, information, and referral to assist eligible individuals to locate, acquire, finance, and maintain housing to prevent homelessness. Additional services include assistance with needs assessment, drug and alcohol abuse treatment and counseling, and nutritional service through local, state, and federal benefits and services.

Ryan White Community Aids Partnership (Case Management) provides timely and coordinated access to medically appropriate levels of health and support services through ongoing assessment of the client and other key family members' needs and personal support system. Key activities include an initial assessment of the service needs, development of a comprehensive service plan, coordination of the services required to implement the plan as well as client monitoring and periodic re-evaluation and adaptation of the plan as necessary over the life of the client. Additionally, transportation includes conveyance services provided by UCARTS or a gasoline card for access to health care or psychosocial services.

The Nutrition Program provides individuals age 60 and over or individuals with disabilities a nutritious noon meal either in a group setting (congregate meal) or in their home (home delivered meal), thus improving quality of life. These services are provided by UCHRA in various counties throughout the Upper Cumberland region

- *Congregate Meals* are provided at Senior Citizens Centers. Anyone age 60 or older is eligible to receive a noon meal at the congregate site (reservations are requested). Nutrition education with updates on nutritional needs and requirements is provided on a monthly basis.
- *Home Delivered Meals* are provided through four separate programs:
 - *Title III* enables persons age 60+ and/or the spouse of someone 60+ to remain in their own home thus avoiding premature institutionalization by providing a nutritionally balanced noon meal.
 - *Options* provides meals for residents of the State of Tennessee; persons 18 years of age or older; possess a physical disability; and limited in daily and independent activities
 - *Family Caregiver* provides relief to caregiver of a senior 60 years of age or older and grandparents or other senior relatives who are primary caregivers of children not more than 18 years of age.
 - *CSBG* provides a limited amount of funding for meals to persons under the age of 60 who meet program guidelines.

7. Transportation Services-

Upper Cumberland Area Rural Transit System (UCARTS) and deviated fixed route Cookeville Area Transit Service (CATS) offer public transportation to rural residents of all ages with first priority to elderly, handicapped, and economically disadvantaged with medical needs. We provide each community with customized services to address the needs of residents as they are identified.

New Freedoms provides Mobility Management, connecting communities and transportation providers, and coordinating transit services to meet the needs of customers.

Shuttle on Schedule (SOS) provides same day and after-hours transportation service.

My Ride is an expanding senior-friendly volunteer transportation service. Volunteer drivers for My Ride use their personal vehicles to carry older Tennesseans to a variety of destinations, including medical appointments and grocery stores

Temporary Emergency Food Assistance (Commodities) offers government surplus foods to families with low- income.

8. **Residential Services-** *Residential Centers* offer a safe, structured, friendly environment for youth, ages 12-18. Around-the-clock care, counseling with emphasis on family therapy, academic instruction in transitional school setting, and recreational activities are provided. The average length of stay is approximately six months. Youth are reunited with their families, whenever possible.

CHANCE Residential Center for Girls is located at Bloomington Springs in Putnam County. The Center has been serving young girls since 1988.

Indian Mound Residential Center for Boys has been serving in DeKalb County since 1991. The Center is situated on a 118-acre fully operational farm. Boys receive academic credits through a curriculum provided at the Center. Additionally, an on-site vocational program offers basic carpentry and construction skills.

Cumberland Mountain School/YIC is a boy's center located in Cumberland County

9. **Van Buren County Head Start-** *Van Buren County Head Start* provides a positive learning environment and experiences to help children develop social skills appropriate to their age and stage of development. Training and resources assist parents in assuming a more active and confident role in identifying the needs of their children and family. The program develops community partnerships to assist families with needs and objectives while job training and educational opportunities are offered to enable families to achieve their goals. Head Start promotes school readiness ensuring children and families possess the skills, knowledge, and attitudes necessary for success in school and for later learning and life.

Appendix A displays the organizational chart for the Upper Cumberland Human Resource Agency

The primary goal of the Agency’s Title VI Program is to ensure that all staff, contractors, and service beneficiaries are aware of the provisions of Title VI and the responsibilities associated with Title VI of the Civil Rights Act of 1964. Public Chapter 502, passed by the Tennessee General Assembly and signed into law on May 31, 1993, requires each State agency to develop a Title VI Implementation Plan. Each State governmental entity must submit an updated plan annually to the Human Rights Commission by October 1.

B. Mission Statement

Our Mission is to move people from dependence to independence

C. Nondiscrimination Policy

The Agency’s Title VI and non-discrimination policies and statements are as follows:

Policy Compliance Statement

The Upper Cumberland Human Resource Agency, complies with Title VI of the Civil Rights Act of 1964, as codified in 42 U.S.C. 2000d, which states that: “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance.”

Affirmative Action/Equal Employment Opportunity

UCHRA is an Equal Opportunity Employer. No person is unlawfully excluded from consideration for employment because of age (40 or older), race, color, national origin, ancestry, religion, sex (including gender identity, orientation, and pregnancy), disability, veteran status, genetic information, or any other category protected by State and/or Federal civil rights laws in admission to, access to, or operations of its programs, services or activities.

The Human Resources Department does not discriminate in its hiring or employment practices. The following individual has been designated to handle questions, concerns, complaints, requests for accommodation, or requests for additional information regarding Title VI of the 1964 Civil Rights Act:

[Tammy Kulpa](#)

Equal Employment Opportunity Officer
580 South Jefferson Avenue
Suite B
Cookeville, TN 38501
Phone: (931) 528-1127
TDD: (800) 848-0298
Email: tkulpa@uchra.com

Americans with Disabilities Act (ADA)

It is the policy of the Upper Cumberland Human Resource Agency to comply with all Federal and State laws concerning the employment of persons with disabilities. The Agency prohibits discrimination and harassment against any qualified individual with a qualified disability as defined by the Americans with Disabilities Act and the Americans with Disabilities Act Amendment Act (ADA/ADAAA). Furthermore, the Agency shall comply with applicable requirements set forth by the Rehabilitation Act of 1973, and any other applicable laws that pertain to disability non-discrimination. Anyone wishing to request an accommodation under the ADA, or individuals seeking to file an ADA complaint, should contact UCHRA Human Resource Department directly.

SECTION 2 DEFINITIONS

- A. **Beneficiary:** Any person or group of persons (other than States) entitled to receive benefits, directly or indirectly, from any Federally-assisted program.
- B. **Complaint:** A written allegation of discrimination, which indicates that a program is operated in such a manner that it results in disparity of treatment to persons or groups of persons because of race, color, or national origin.
- C. **Compliance:** Fulfillment of the requirement of Title VI, other applicable laws, implementing regulations and instructions to the extent that no distinctions are made in the delivery of any service or benefit based on race, color, or national origin.
- D. **Compliance Reviews:** Conducted by means of either regular inspections of Department programs to determine compliance with Title VI requirements (which may be conducted by means of on-site visits), or desk (structured paper) reviews of programs and associated documentation.
- E. **Contractor:** An individual, group, or company that agrees to perform services or provide commodities at a specified price pursuant to a contract.
- F. **Limited English Proficiency (LEP):** A person who does not speak English as their primary language and has a limited ability to read, speak, write, or understand English.
- G. **Monitoring:** A review process used to determine compliance with the requirements of a State and/or Federal program, applicable laws and regulations, and stated results and outcomes.

- H. Recipient: Any individual, to whom assistance is extended, either directly or through another recipient, for any program. Recipient includes any successor, assignee, or transferee thereof. The term recipient does not include any ultimate beneficiary under any such program.
- I. Title EEO Officer/VI Coordinator: A position designated by the Upper Cumberland Human Resource Agency to ensure compliance with the Equal Employment Opportunity Act and Title VI program requirements.
- J. UCHRA: The Upper Cumberland Human Resource Agency

SECTION 3 FEDERAL PROGRAMS OR ACTIVITIES

A. Program Coverage

Title VI prohibits discrimination in “any program or activity” which receives Federal financial assistance. UCHRA receives Federal and State funding and thereby all Title VI requirements are applicable to operations of the Agency.

B. Federal Assistance

Based on the 2021 audit UCHRA received \$17,397,916.00 in Federal funding/financial assistance.

SECTION 4 ORGANIZATION

The Upper Cumberland Human Resource Agency has assigned Title VI responsibilities to the EEO Officer. The EEO Officer/Title VI Coordinator is charged with the responsibility for implementing, monitoring, and ensuring the Agency’s compliance with Title VI regulations.

Title EEO Officer/Title VI Coordinator responsibilities are as follows:

1. Receive and process the disposition of Title VI complaints.
2. Review annual Title VI reviews and audit of UCHRA departments to determine the

effectiveness of program activities at all levels.

3. Coordinate training programs on Title VI
4. Prepare a yearly report of Title VI accomplishments and goals, as required.
5. Establish procedures for promptly resolving deficiency status and reducing to writing the remedial action agreed to be necessary, all within a period not to exceed 30 days. See **Appendix B- Title VI Policy**.
6. Prepare annual Title VI Implementation Plan as required by the Tennessee Human Rights Commission.
7. Disseminate Title VI information to the public and, where appropriate, in languages other than English. See **Appendix C – Title VI LEP Plan**.

The Upper Cumberland Human Resource Agency ensures compliance within programs by training all agency staff on Title VI regulations annually. This is a key component in fostering the Agency’s mission to ensure all program recipients receive the best service possible in an environment free of discrimination.

SECTION 5

DATA COLLECTION AND ANALYSIS

A. Beneficiaries of Federally Assisted Programs

The primary beneficiaries of the Upper Cumberland Human Resource Agency are the citizens within the Upper Cumberland region. Collection of specific participants’ race, color, or national origin data is not collected. However, the most current United States Census information is utilized to ensure compliance with all Federal and State laws regarding inclusion.

B. Minority Representation of Agency Staff

The following organizational chart displays the staff composition of UCHRA as of June 2022:

Gender	Executive	Director	Manager	Specialist	Support	Mechanic	Front Line	Total
Male	1	2	8	2	20	3	130	166
Female	0	3	35	10	35	0	125	208
Total	1	5	43	12	55	3	255	374

Race	Executive	Director	Manager	Specialist	Support	Mechanic	Front Line	Total
White	1	5	43	11	54	3	252	369
Black	0	0	0	1	1	0	2	4
Hispanic	0	0	0	0	0	0	0	0
Native American	0	0	0	0	0	0	0	0
Asian	0	0	0	0	0	0	1	1
Hawaiian	0	0	0	0	0	0	0	0
Two or more races	0	0	0	0	0	0	0	0
Total	1	5	43	12	55	3	255	374

SECTION 6 DISCRIMINATORY PRACTICES

The following activities would be considered discriminatory practices under Title VI:

- Denying any individual any service, financial aid, or other benefits offered by the Agency because of their race, color, or national origin.
- Treating individuals differently because of their race, color, or national origin.
- Using methods which directly or indirectly, through contractual relationships, defeat or substantially impair the accomplishment of effective non-discriminatory practices.

SECTION 7

LIMITED ENGLISH PROFICIENCY (LEP)

Limited English Proficiency policies and procedures for the Upper Cumberland Human Resource Agency are included as **Appendix C**.

As part of the LEP services UCHRA utilizes telephonic interpretative services. UCHRA's vendor for telephonic interpretative services is Avaza Language Services Corporation.

Avaza Language Services Corporation
5209 Linbar Drive, Suite 603
Nashville, TN 37211
1-800-482-8292

The Upper Cumberland Human Resource Agency utilized Avaza's translation services 2 times during the fiscal year July 1, 2018 – June 30, 2019. UCHRA used Avaza's over the phone interpretation service to facilitate two conversations with a Spanish speaker.

UCHRA does not encounter LEP persons on a regular basis. However, the Agency has elected to provide its Title VI poster in both English and Spanish, the second most common language spoken in Tennessee. This poster is displayed in all of the Agency's offices. The Agency provides other written documents in Spanish as well; this includes program information on services, and EEO information. The agency website also provides information in Spanish.

SECTION 8

COMPLAINT PROCEDURES

A. Process for Filing a Complaint

A formal complaint must be filed in writing, within one hundred eighty (180) days of the occurrence of the alleged discrimination. See the Agency's Title VI Policy in **Appendix B**.

The complaint should be filed on the Title VI Complaint Form. See **Appendix D**.

The complaint may also be filed in a letter stating the elements of the complaint.

Allegations that are received by telephone, fax, or e-mail will be acknowledged and reduced to writing. However, a complaint form will be forwarded for the person(s) to sign and return to the EEO Officer/Title VI Coordinator for processing. The person to whom the complaint is made will document the elements of the complaint in writing if the complainant is unable or unwilling to file the complaint in writing.

The complaint must contain the following information:

1. Name, address, and telephone number of the complainant
2. Location and name of the agency, facility, or other office where the alleged discrimination took place
3. Identification of the agency staff alleged to have engaged in discrimination
4. The elements of the event(s) that led to the belief that discrimination occurred
5. The basis of the complaint, i.e., race, color, or national origin
6. Names, addresses, and telephone numbers of people who may have knowledge of the event.
7. The date(s) the alleged discriminatory event(s) occurred.

A complaint alleging discrimination against the Agency, or an Agency program may be filed internally with UCHRAs Title VI Coordinator. In addition, a complaint can be filed externally with the Tennessee Human Rights Commission or the Office of Civil Rights of the U.S. General Services Administration.

B. Investigation, Determination, and Ruling

The Department's supervisory staff shall forward all written complaints to the Title VI Coordinator within two (2) business days of the receipt of any complaint.

The Title VI Coordinator will:

1. Coordinate the review and investigation of complaints.
2. Notify the complainant of receipt of the complaint.

- a. The notification will be accomplished by the most expedient means available, including e-mail, fax, or telephone call to be documented in writing and confirmed by letter.
- b. The notification will include a request for a time and date an investigator can reach the complainant by telephone or in person to discuss the complaint.
3. Notify the complainant by certified letter of the determination and/or any remedial action that has been taken if it is determined that discrimination exists based on race, color, or national origin.
4. Maintain copies of complaints and findings for a minimum of three (3) years from the resolution of the complaint.
5. Take primary responsibility for investigating complaints and reporting findings to the Commissioner. The investigation will review, minimally:
 - a. Applicable practices and policies
 - b. The circumstances and events which led to the filing of the complaint
 - c. All other pertinent information
6. Complete the investigation and prepare a written determination on the alleged discrimination and/or make any recommendations on appropriate remedial action to the Commissioner within thirty (30) calendar days of receipt of the written complaint.

C. The Upper Cumberland Human Resource Agency Complaints for Fiscal Year 2021-2022:

- No Complaints was filed against UCHRA during FY 2021-2022
- The complaint was regarding Age
- The complaint regarding Age discrimination was originally filed with the EEO Office in Nashville and is currently in the early stages of the process. (June 3, 2022)
- At the time of this report the Notice of Charge on the Age discrimination complaint advises “No action is required by you at this time”

There were no lawsuits filed during fiscal year 2021-2022 against UCHRA alleging discrimination on the basis of race, color, or national origin under any federally funded program or activity.

A copy of the Agency’s Title VI Complaint Log has been included as **Appendix E**

SECTION 9

COMPLIANCE INTERNAL REVIEW

The Agency agrees that as a condition to receiving any Federal financial assistance, it will comply with Title VI of the Civil Rights Acts of 1964. The Title VI Coordinator has the overall responsibility for compliance with Title VI. The Title VI Coordinator, is responsible for coordinating Title VI within the UCHRA programs. UCHRA will make available to the Human Rights Commission any compliance reports upon request.

The Upper Cumberland Human Resource Agency has included the Title VI Audit Checklist utilized for compliance checks. It is included as **Appendix F** of this Implementation Plan.

A. Public Notice and Outreach

All UCHRA offices receive Title VI posters and brochures for display and distribution. Agency program materials include standard language concerning non-discrimination practices and compliance with the requirements of Title VI.

The Title VI Coordinator is responsible for checking all Public Notice/Bulletin Boards on an annual basis to ensure all Title VI notices are posted and visible. In addition, the Title VI Coordinator is responsible for ensure all language regarding Title VI/EEO is keep up to date and in accordance with current Federal and State discrimination laws.

SECTION 10

TITLE VI TRAINING PLAN

The Upper Cumberland Human Resource Agency has communicated the Title VI policy to its staff through New Hire Orientation, annual training sessions, and posters displayed in centrally located areas, dissemination of Title VI brochures, the UCHRA website, and by making information available upon request about its written non-discrimination policies.

UCHRA clients have access to the Title VI policy via posters displayed in centrally located areas, dissemination of Title VI brochures, the UCHRA website, and by making information available upon request about its written non-discrimination policies.

In addition, the Agency includes its non-discriminatory policy clause on all pro forma Invitation to Bid and Request for Proposal contract documents. The phrase “UCHRA is an EOE” is also printed on any newspaper job postings.

UCHRA provides and requires Title VI training for employees on an annual basis. For the current FY year, the Title VI Coordinator provided 2 classroom trainings, held in Putnam county. All UCHRA staff were provided with an opportunity to attend on March 23, 2022. Special arrangements were made to schedule Title VI training for Transportation Department staff in September. Employees were provided make up days for training. A copy of the Title VI Power Point utilized for the training is provided as an attachment. **See Appendix G**

For fiscal year 2021-2022, a total of 280 employees completed the classroom training in March for Title VI, with the remainder scheduled with the transportation class or make up classes (Note: new employees receive Title VI training during agency orientation). Records of training completion are maintained in the employee’s personnel files. Sign in sheets for classroom trainings are also maintained by the Title VI Coordinator. **See Appendix H**

The Title VI Coordinator will provide additional training to any employee as requested, or as needed.

SECTION 11 PUBLIC NOTICE AND OUTREACH

A. Commitment Statement

The primary goal of UCHRA’s Title VI Program is to ensure that all staff, contractors, and service beneficiaries are aware of the provisions of Title VI and the responsibilities associated with Title VI of the Civil Rights Act of 1964. We are readily available to provide high-quality technical assistance, resources, guidance, and any other information in regard to Title VI.

Information related to UCHRA’s Title VI Policy, which includes complaint procedures, is included as part of the Agency’s Title VI Implementation Plan, which will be made accessible on the Agency’s internet page <http://uchra.com/>. A brief Title VI Fact Sheet created by the Human Rights Commission will also be made available on the homepage at <http://uchra.com/>. While this fact sheet does not contain information specific to UCHRA, it does provide general Title VI information to the public in an easily accessible manner. In addition to electronic distribution, the Agency will provide all of these documents in print, upon request.

B. Minority Representation

UCHRA does not directly control the membership of any Board or Commission. UCHRA board membership is comprised of elected official, and individuals appointed by those officials as Consumer Representatives. All County Mayors (County Executives) and City Mayors of the 14 counties within the Upper Cumberland region are automatically allotted a board member position. Consumer representatives from each county are selected by the Mayors. Consumer Representatives must be consumers of the services offered by UCHRA. When possible minorities are selected as consumer representatives for the board and committees to help ensure minority representation.

SECTION 12 EVALUATION PROCEDURES OF TITLE VI IMPLEMENTATION

The Upper Cumberland Human Resource Agency evaluates its Title VI compliance program on a regular basis to ensure effectiveness and efficiency and considers the following information when evaluating its Title VI program:

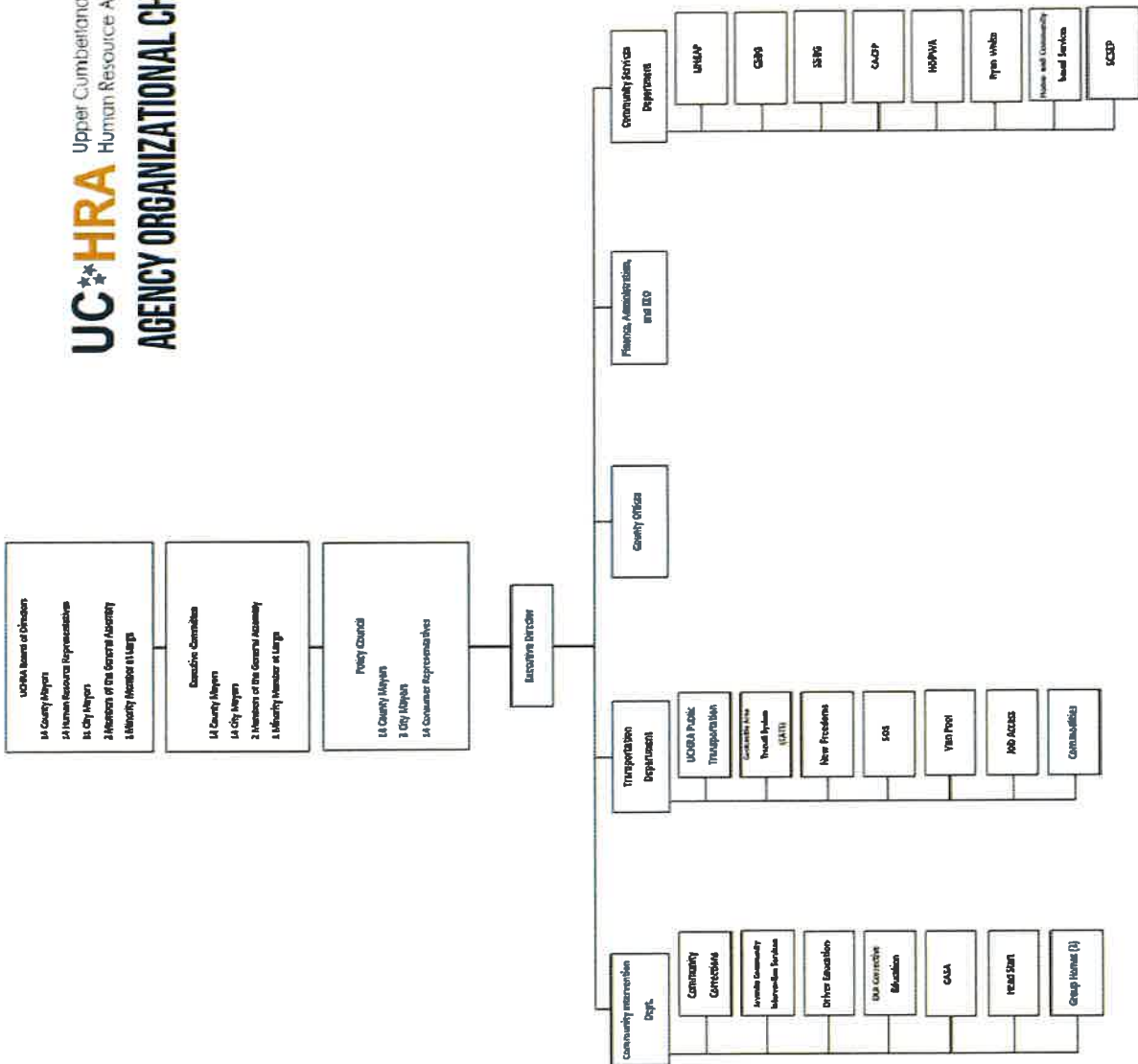
- Compliance reports received from the Human Rights Commission
- Recent complaints received
- Department program changes and additions
- Other relevant data and information

SECTION 13 RESPONSIBLE OFFICIALS

Tammy Kulpa
Equal Employment Opportunity Officer
580 South Jefferson Avenue
Suite B
Cookeville, TN 38501
Phone: (931) 528-1127
TDD: (800) 848-0298
Email: tkulpa@uchra.com



APPENDIX A ORGANIZATIONAL CHART



Revised 06/26/2019

APPENDIX B

TITLE VI POLICY AND PROCEDURES



TITLE VI POLICY AND PROCEDURES

Approved By: _____

Effective Date: August 2022

Last Revision: August 2022

Purpose: To state the Commitment of the Upper Cumberland Human Resource Agency to Title VI compliance.

- I. AUTHORITY: TCA §§ 4-3-1105, 4-21-901, 4-21-904, 4-21-905, 49-1-304; Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d.
- II. POLICY: No person based on race, color, or national origin, shall be excluded from participation in, be denied the benefits of, or otherwise subjected to discrimination under any program, service, or activity operated, funded, or overseen by the Upper Cumberland Human Resource Agency.
- III. PURPOSE: To ensure agency compliance with the requirements of Title VI of the Civil Rights Act of 1964 and related civil rights laws and regulations.
- IV. APPLICATION: All UCHRA Employees, Contractors, Subcontractors, and clients who are eligible to receive federal funds and/or services.
- V. RESPONSIBILITY: The Title VI Coordinator will coordinate all programs and activities associated with Title VI complaint investigations and compliance monitoring.
- VI. DEFINITIONS: As used in this policy, include the following:
 - A. Beneficiary: Any person or group of persons entitled to receive benefits, directly

or indirectly, from any federally assisted program.

- B. Complaint: A written allegation of discrimination, which indicates that a program is operated in such a manner that it results in disparity of treatment to persons or groups of persons because of race, color, or national origin.
- C. Compliance: Fulfillment of the requirements of Title VI, other applicable laws, implementing regulations, and instructions to the extent that no distinctions are made in the delivery of any service or benefit based on race, color, or national origin.
- D. Compliance Reviews: Conducted by means of either regular inspections of Department programs to determine compliance with Title VI requirements, which may be conducted by means of on-site, or desk (structured paper) reviews of programs and associated documentation.
- E. Contractor: An individual, group, or company that agrees to perform services or provide commodities at a specified price pursuant to a contract.
- F. Limited English Proficiency (LEP): Persons that do not speak English as their primary language, and have a limited or no ability to read, speak, write or understand English.
- G. Monitoring: A review process used to determine compliance with the requirements of a state and/or federal program, applicable laws and regulations, and stated results and outcomes.
- H. Recipient: Any individual or group that receives services or assistance from any federally or state funded program or entity
- I. Title VI Coordinator: A position designated to ensure compliance with Title VI program requirements as well as all state and federal laws regarding Title VI

VII. PROCEDURES:

A. Complaint Filing

A formal complaint must be filed in writing, within one hundred-eighty (180) days of the occurrence of the alleged discrimination.

1. The complaint should be filed on a Title VI Complaint form, **under Title VI of the Civil Rights Act of 1964** available on the Agency's internet webpage as well as by request from the HR Department, and reception desks
2. The complaint may also be filed in a letter stating the elements of the complaint.

3. Allegations that are received by telephone, fax, or e-mail will be acknowledged and reduced to writing. When possible, a complaint form will be forwarded for the person(s) to sign and return to Title VI Coordinator for processing.

The person to whom the complaint is made will document the elements of the complaint in writing if the complainant is unable or unwilling to file the complaint in writing. The complaint must contain the following information:

- a. Name, address and phone number of the complainant
 - b. Location and name of the agency, facility, or other office where the alleged discrimination took place
 - c. Identification of the agency staff alleged to have engaged in discrimination;
 - d. The elements of the event(s) that led to the belief that discrimination occurred
 - e. The basis of the complaint: race, color, or national origin
 - f. Names, addresses and phone numbers of people who may have knowledge of the event
 - g. The date(s) the alleged discriminatory event(s) occurred.
4. A complaint alleging discrimination against a division or entity of UCHRA may be filed internally with the Title VI Coordinator.
 5. In addition, a complaint can be filed externally with the Tennessee Title VI Compliance Commission or the Office of Civil Rights, U.S. General Services Administration.

B. Investigation, Determination and Ruling:

UCHRA supervisory staff shall forward all written complaints received to the Title VI Coordinator within two (2) business days of the receipt of any complaint.

The Title VI Coordinator will:

1. Coordinate the review and investigation of complaints.
2. Notify the complainant of receipt of the complaint.
 - a. The notification will be accomplished by the most expedient means available, including e-mail, fax, or telephone call to be documented in writing and confirmed by letter.

- b. The notification will include a request for a time and date an investigator can reach the complainant by telephone or in person to discuss the complaint.
3. Notify the complainant by certified letter of the determination and/or any remedial action that has been taken if it is determined that there was discrimination based on race, color, or national origin.
4. Maintain copies of complaints and findings for a minimum of three (3) years from the resolution of the complaint.
5. Take primary responsibility for investigating complaints and reporting findings as needed. The investigation will review, minimally:
 - a. Applicable practices and policies;
 - b. The circumstances and events which led to the filing of the complaint
 - c. All other pertinent information.
6. Complete the investigation and prepare a written determination on the alleged discrimination and/or make any recommendations on appropriate remedial action within thirty (30) calendar days of receipt of the written complaint.

C. Internal Appeal Process:

If the complainant is not satisfied with the Title VI Coordinator's findings and/or the remedial action taken, an appeal may be filed with the Executive Director and/or Grievance Committee, which constitutes the last level in the internal complaint system.

1. Upon an appeal, the Director of Human Resources and the Title VI Coordinator will assist the Executive Director and the Grievance Committee in reviewing the matter and making a determination.
2. The appeal process can include, but is not limited to, discussing the complaint with the complainant, the alleged offender, the initial recipient of the complaint, available witnesses, and the Title VI Coordinator whose finding is appealed.

D. External Review Process:

A complaint may be filed simultaneously with the Tennessee Human Rights Commission or the Office of Civil Rights, U.S. General Services Administration and with UCHRA. In such case, the external complaint supersedes the internal UCHRA complaint. Accordingly, the internal complaint procedures will be

suspended pending the outcome of the Tennessee Human Rights Commission or federal review procedure, unless there is a request from the external agency for assistance in the investigation.

E. UCHRA Program and Activities Internal Monitoring Process:

1. The Title VI Coordinator will:
 - a. Coordinate desk audits and on-site reviews.
 - b. Ensure proper notice is given to employees and outside parties regarding the Department's nondiscrimination policy.
 - c. Ensure that LEP guidelines are followed and that Title VI materials are available.
 - c. Collect and maintain data on race and ethnic categories, if applicable.

2. Upon completion of the Review:
 - a. Prepare a corrective action plan outlining the steps that will be taken to correct findings, if any, identified in the monitoring report.
 - b. Provide the name(s) of the contact person(s) responsible for corrective action, the corrective action planned, and the anticipated completion date.

F. Title VI-Compliance Review and Implementation Plan:

1. The Title VI Coordinator will develop the UCHRA, Title VI-Implementation Plan and monitor agency compliance.

2. The Implementation Plan will be prepared in accordance with guidance issued by the Tennessee Human Rights Commission (HRC).

Signature Page

VIII. Title VI Assurance

As required by contractual agreement, the Upper Cumberland Human Resource Agency will comply with the applicable laws and regulations relative to nondiscrimination in federally or state assisted programs. This policy outlines the steps and procedures taken to ensure compliance.

VIII. Signature of Title VI Coordinator

As required by the contractual agreement, the Upper Cumberland Human Resource Agency will comply with the applicable laws and regulations relative to nondiscrimination in federally or state assisted programs and fulfill all above mentioned duties to ensure compliance.

Signature of UCHRA Title VI Coordinator

Date

IX. Declaration of Administrative Head: Executive Director and Board Chairman

I declare that I have reviewed and approved the information provided in this Title VI Policy and Procedures on this date.

Signature of Executive Director

Date

Signature of Board Chairman

Date



**FOUR-FACTOR ANALYSIS
AND
LANGUAGE ACCESS PLAN FOR
LIMITED ENGLISH PROFICIENCY (LEP) PERSONS**

August 2023

Purpose: In compliance with FTA C. 4702. 1. A. The Upper Cumberland Human Resource Agency (UCHRA) has developed the following Language Access Plan (LAP) for Limited English Proficiency (LEP) persons.

History: Title VI of the Civil Rights Act on 1964 is the federal law which protects individuals from discrimination on the basis of their race, color, or national origin in programs that receive federal financial assistance. In certain situations, failure to ensure that persons who have limited English proficiency can effectively participate in, or benefit from, federally assisted programs may violate Title VI's prohibition against national origin discrimination. Persons who, as a result of national origin do not speak English as their primary language and who have limited ability to speak, read, write, or understand English may be entitled to language assistance under Title VI in order to receive a particular service, benefit, or encounter.

UCHRA Four-Factor Analysis: The following Four Factor Analysis will serve as the guide for determining which language assistance measures the Upper Cumberland Human Resource Agency should provide to guarantee access to the program services offered by and/or through grant programs by LEP persons.

- 1. Number of proportion of LEP persons served or encountered in the eligible service population (served or encountered includes those persons who would be served by the recipient if the person received education and outreach and the recipient provided sufficient language services).**

Currently, the US Census does not provide data regarding Limited English Proficiency below the County Level. Therefore, for determining the LEP population, for the Upper Cumberland Human Resource Agency district communities the estimated census social chart was utilized to determine the estimated LEP population in the UCHRA district. This is an estimation of the LEP population and does contain a small margin of error, as indicated on the census charts. (please see attached US Census information)

All citizens are eligible for program services and participation activities administered by the Upper Cumberland Human Resource Agency and most of all the agency's programs are open to the general public. As a result LEP persons are likely to come into contact with program activities and program staff.

The overall 14 county percentages of people that speak a language other than English is 4.08%. However, only one language (Spanish) in the counties of DeKalb, Putnam and Warren was identified as exceeding the five percent (5%) benchmark, or 1,000 population mark. Eligible participants speaking "English less than very well" is greater than 5% or 1,000 therefore brochures and Title VI literature will be made available in Spanish. The language line and language cards with over 100 languages supported are provided and made available to all employees of UCHRA and contractors to assist as needed with any participant needing interpretation services

2. The frequency with which LEP persons come into contact with the program.

As of 2016 UCHRA had contacted AVAZA Language Services a total of 25 times. This number has been slowly growing over the last couple of years for a current contact total of 29 as of June 2019.

Given the LEP population percentages identified by the 2010 census, it is estimated that LEP persons routinely are exposed to UCHRA programs. As a result, program information, including materials such as a Transportation customer handbook, are available in Spanish and offered to the public at all of our site locations.

3. The nature and importance of the program, activity, or service provided by the program.

All UCHRA programs and activities have the potential of encountering a person speaking a language other than English. UCHRA programs provide services that allow LEP members of the community to interact with the public. This interaction can include, but is not limited to: transportation to jobs, the ability to travel to community functions, provides access to receiving medical care, and transportation to education classes, in home care, residential services for youth in states custody, food assistance, emergency service assistance for bills and health care cost, and many others.

In short, the program services for the LEP community are exactly the same as for the English speaking population. Without these public services LEP populations may be less likely to engage in seeking assistance from their community due to language barriers. UCHRA's goal is to allow LEP populations to have the same community experiences as their English speaking counterparts.

4. The resource available and costs to the recipient.

Currently, language cards and access to a language line can be utilized to translate in over 100 languages and some written materials. Cost to the agency is billed per minute per phone call. AVAZA can also offer onsite translation services for events such as meetings or seminars. Translation needs are an eligible administrative expense covered by the programs. Accommodating LEP needs via these services are reasonable given the resources available to UCHRA to fulfill its obligations.

Certification: Based on the above Four-Factor Analysis, the Upper Cumberland Human Resource Agency is required to develop a Language Access Plan (LAP) UCHRA has and will make all reasonable attempts to accommodate language access needs of residents requesting oral translation during participation activities and program services.

Language Access Plan: As a result of the preceding Four-Factor Analysis, the Upper Cumberland Human Resource Agency has identified that language assistance be made available and provided on an as needed basis by UCHRA through a language service.

- All UCHRA contractors, transit operators, dispatchers, County Coordinators and programs will make available as needed: Citizen Participation documents, project-related resolutions, public notices, and other requested material

to the identified LEP Language (Spanish) and upon request of other participants speaking a language other than English.

- Additionally, all published citizen participation advertisements in the counties of DeKalb, Putnam, and Warren will include a statement in LEP language (Spanish) as identified to indicate other program materials are available in LEP language upon request.
- If other populations of LEP persons are identified in the future, the Upper Cumberland Human Resource Agency will consider additional measures to serve the language access needs of those persons.

Authorized Signatures:

Preparer Signature/EEO officer

Date

Preparer Signature/ HR

Date

Executive Director Signature

Date

Board Chairman Signature

Date

Population 5 Years and older	Canton	Cumulative	City	Dorchester	Framingham	Jackson	Milken	
	Estimate	Percentage	Estimate	Percentage	Estimate	Percentage	Estimate	Percentage
English Only	12,830	97.10%	7,159	92.00%	16,549	92.00%	18,889	99.20%
Speak English less than "very well"	381	2.90%	132	1.80%	1,427	8%	88	0.80%
Spanish	116	0.90%	74	1.00%	915	5.10%	14	0.10%
Speak Spanish less than "very well"	296	2.30%	106	1.40%	1,075	6.00%	68	0.60%
Other Indo-European Languages	110	0.80%	62	0.80%	779	4.3%	12	0.10%
Speak Other Indo-European Languages less than "very well"	41	0.40%	14	0.20%	160	0.90%	18	0.20%
Asian and Pacific Islander Languages	6	0.05%	0	0%	133	0.70%	2	0%
Speak Asian and Pacific Islander Languages less than "very well"	0	0.00%	17	0.20%	191	1.10%	0	0%
Other Languages	34	0.20%	0	0%	3	0.00%	0	0%
Speak Other Languages less than "very well"	0	0.00%	0	0%	1	0.01%	0	0%
Overseas	20,718		96,947		18,025		37,497	
English Only	20,362	98.40%	64,976	94.10%	17,636	97.80%	34,776	93.00%
Speak English less than "very well"	316	1.60%	4,071	5.90%	1,389	7.80%	2,629	7.00%
Spanish	41	0.20%	2,376	3.20%	141	0.80%	1,441	3.90%
Speak Spanish less than "very well"	179	0.90%	2,532	3.70%	211	1.20%	2,423	6.50%
Other Indo-European Languages	6	0%	1,983	2.80%	99	0.50%	1,322	3.50%
Speak Other Indo-European Languages less than "very well"	0	0.00%	680	1.00%	87	0.50%	81	0.20%
Asian and Pacific Islander Languages	20	0.10%	328	0.50%	26	0.10%	22	0.10%
Speak Asian and Pacific Islander Languages less than "very well"	63	0.30%	470	0.50%	19	0.10%	175	0.30%
Other Languages	21	0.10%	291	0.40%	5	0%	99	0.30%
Speak Other Languages less than "very well"	0	0%	480	0.70%	72	0.40%	0	0%
Overseas	0	0%	215	0.10%	11	0.10%	0	0%

Total	
Estimate	Percentage
308,317	95.92%
13,124	4.08%
6,533	2.03%
9,470	2.95%
5,185	1.61%
1,800	0.56%
603	0.19%
1,190	0.37%
472	0.15%
664	0.21%
273	0.08%

Population 5 Years and older	
English Only	
Speak English less than "very well"	
Spanish	
Speak Spanish less than "very well"	
Other Indo-European Languages	
Speak Other Indo-European Languages less than "very well"	
Asian and Pacific Islander Languages	
Speak Asian and Pacific Islander Languages less than "very well"	
Other Languages	
Speak Other Languages less than "very well"	



Over-the-Phone (OTP) interpreting remains the most popular method of delivery for the interpreting industry. We believe that OTP services should be quick, flexible and managed to allow the best practices and minimize missed opportunities for our clients and the individuals that are Limited In English Proficiency (LEP).

Quality from the start...

Each of our Call Center Coordinators must initially complete at least 20 hours of training before they are ready to take calls. This enables us to better assist you in professionalism, accuracy, and precise monitoring. With these three attributes, we are able to gather detailed information and connect you to an interpreter in a matter of seconds.

Professional Training...

AVAZA interpreters follow nationwide standards of interpreting from the leading training organizations and curriculums. From ethics to practice, and confidentiality to compliancy, interpreter trainings are continuous, effective and integrated with call center processes and customer care trainings. In addition, AVAZA interpreters submit to the mandatory completion of the nation's leading medical interpreter training program (Bridging the Gap Medical Interpreter Training) and further professional development in healthcare.

Technology...

Providing quality language services over-the-phone requires scalability in telephony systems and/or server platforms that meet redundancy, reliability, security, and performance needs. While our systems engage in those fundamental needs, we continuously race to integrate the newest technologies that only support efficiency in the deployment of our services.

Delivery of Services...

- User-friendly
- Support in over 100 languages and dialects
- 24/7 access
- Qualified medical interpreters
- Proficiency in active languages
- Aggressive quality control
- Emphasis on clarity, customer care, and consistency
- Billing for usage only
- No monthly or annual fees

The best in over-the-phone language support, available 24/7, 365 days a year

615.534.3400 | fax: 615.810.8506 | 800.482.8292
www.avaza.co

© 2011 Avaza Language Services Corp.



How to Connect to AVAZA Language Services

In the event that you need an interpreter, we have created a simple process to contact us. However before beginning, here are the ground rules:

- Interpreting is the conversion of language orally.
- Translating is the conversion of language on documents.
- LEP (Limited English Proficiency) is a person described as being unable to communicate effectively, in this case, English.

Here is how you can access our services. This can be done in many ways:

1. When the LEP person is present at your location.
 - a. If the LEP person is present with at your location, dial the assigned AVAZA number.
 - b. Be ready to provide your access code, your name, and the language that you are requesting.
 - c. Provide the information above and you will be connected to an interpreter.
2. When the LEP person is on the telephone with you.
 - a. If the LEP is on the telephone with you, place them on hold and dial the assigned AVAZA number.
 - b. Be ready to provide your access code, your name, and the language that you are requesting.
 - c. Provide the information above and you will be connected to an interpreter.
 - d. Once you have the interpreter on the line, conference in the LEP, yourself and the interpreter. If you do not know how to use your conferencing feature on your telephone, please contact your telephony administrator.
3. When you need to contact the LEP and conference in the interpreter.
 - a. If you need to contact the LEP person at home, dial the assigned AVAZA number.
 - b. Be ready to provide your access code, your name, and the language that you are requesting.
 - c. Indicate that you need to perform a "call out" (understand that you must have the LEP person's contact number).
 - d. Provide the LEP person's contact number and our agents will call that number and conference in all parties.

Here are your corresponding numbers for AVAZA Language Services for the various regions in the state of Tennessee:

NUMBERS TO DIAL TO ACCESS AN AVAZA INTERPRETER

- (615) 534-3405 – Nashville
- (901) 257-3190 – Memphis
- (865) 342-7788 – Knoxville area
- (731) 410-2911 – Jackson area
- (931) 472-0446 – Clarksville area
- (423) 424-0950 – Chattanooga area

If you have any questions or concerns, please feel free to contact me:

Timothy Capra, Senior State Manager
t.capra@avaza.co
(615) 534- 3403

5209 Linbar Drive, Suite 603
Nashville, TN · 37211

Phone: 615.534.3400
Fax: 615.810.8506

www.avaza.co

Do you speak English?	Point here and an Interpreter will be assigned to you, at no cost.	English
¿Habla Español?	Señale aquí y se le asignará un intérprete sin costo.	Spanish
هل تتكلم العربية؟	أشر هنا والمترجم سيكون موجوداً مجاناً.	Arabic
ته كوردی دهاخنی؟	نیشارهت ئێهه بکه ته رجومان بۆ ته حازر دهکین ، به خوڤای.	Kurdish (Behdini)
ئایا کوردی قسه دهکیت؟	نیشارهت ئێهه بکه موته رجیمت بوتهاماده دهکین ، به خوڤای.	Kurdish (Sorani)
آیا شما فارسی صحبت می کنید؟	تروصبه مچتره مکه بهینک ههراشه لجنیا بهرگا ره لیکان تر اختیار شهه قرار میگیرد.	Farsi
Bạn nói tiếng Việt phải không?	Chỉ vào đây và sẽ có người thông dịch viên giúp đỡ Bạn, Bạn không phải trả gì hết.	Vietnamese
Maku hadashaa afka soomaaliga?	Haikaan farta ku-iiq turjubaan lacag la-an ayaad heleysaa.	Somali
Da li govorite Bosanski?	Pokažite ovdje i prevodilac će vam biti obezbjeđen, besplatno.	Bosnian
Parlez-vous français?	Ici, un interpréteur sera assigné pour vous, sans avoir payé.	French
ທ່ານເວົ້າພາສາລາວໄດ້ແນວໃດ?	ກະລຸນາຍອກເຈົ້າທີ່ຕາມນ້ຳຈະມີພາສາສາມາຍໃຫ້ທ່ານໂດຍບໍ່ໄດ້ເສັງເງິນ.	Laotian
你會講中文嗎？	請點在這裡我們為你免費提供翻譯服務。	Chinese (Mandarin)
日本語を話せますか？	ここを指して下さい。無料の通訳者を指定します。	Japanese
Je una azungumza kiswahili?	Nyosha kidola hapa na utafafiriwa bila kulipa chochote.	Kiswahili
Voce fala Português?	Aperte aqui e um intérprete lhe será fornecido sem custo algum.	Portuguese
क्या आप हिंदी बोल सकते हैं ?	इस जगह पर किये, साधारण करनेवाले विनामुल्य मिल जायेंगे।	Hindi
한국어를 하십니까?	이곳을 지적해주시면 통역자가 무료로 호출됩니다.	Korean
Вы говорите по-русски?	Укажите сюда, и совершенно бесплатно Вам будет предоставлен переводчик.	Russian
ለማንኛውም ቋንቋ ትናገሩ?	በዚህም ቦታ ላይ ትኩረት ያድርጉና ለተረጎሙ ለውጭ ሰው ለማግኘት ይችላሉ።	Amharic
Eske ou pale kreyòl?	Pwen isit la e yon entèprèt ap vin ede'w gratis.	Haitian Creole
Jin kuen! Thuok nuera?	Wane eme deni thuok nuera jek ke kuic du a thil kok.	Nuer
તમે ગુજરાતી બોલી શકો છો?	અહિયા ઈયારો કરો, ભાષાનિતર કરનાર વિનામુલ્યે મળી જશે.	Gujarati
Turkçe biliyomusunuz?	Burayı gösterirseniz, ücretsiz tercüman size yardım edecektir.	Turkish
คุณพูดภาษาไทยหรือเปล่า?	กรุณามองให้ทราบด้วยว่าคุณต้องการคนแปล	Thai
Afaan Oromoo nidubata	Harkake asiti baasi gargasa Afaan hikaa malaqa duwa argaata.	Oromo

LIST OF LANGUAGES

SPANISH

Medical Certified
Administrative Certified
Court Certified

Arabic
Cantonese
French
German
Greek
Hindi
Italian
Mandarin
Portuguese, European
Punjabi
Russian
Sign Language (ASL)
Tagalog
Taiwanese
Vietnamese

Assyrian
Dari
Dutch
Farsi
Fijian-Hindi
Gujarati
Hebrew
Ilocano
Japanese
Korean
Laotian
Pashto
Polish
Tegrinyan
Thai
Urdu
Yemeni

Afghani
Afrikaans
Albanian
Amharik
Apakapa
Armenian
Ashkarik
Azerbaijani
Basque
Bengali
Bosnian
Bulgarian
Burmese
Cambodian
Catalan
Cebuano
Chaldean
Chamorro
Chiu Chow
Choktaw
Creole
Croatian
Czech
Danish
Estonian
Fijian
Finnish
Flemish
Fukien Chinese
Georgian
Hakka
Hmong
Hoiping Chinese
Hungarian
Ibo
Ilongo
Indonesian
Kamasaja
Kanarese
Kannada
Kapangpongan
Konkani
Kurdi
Latvian
Lithuanian
Macedonian
Malay
Malayalam

Malaysian
Marathi
Mestaco
Mesquito
Mien
Minh
Mixteco
Moldavian
Nagamese
Nepali
Norwegian
Oaxaca
Papiamento
Pangasinan
Pompango
Portuguese, Brazilian
Roumanian
Samoan
Sephardic Konkani
Serbian
Shanghai Chinese
Sibuano
Sicilian
Sindhi
Slovakian
Slovenian
Somalian
Swahili
Swedish
Tamil
Telugu
Toisan
Tongan
Tulu
Turkish
Urghur
Ukrainian
Visayan



ACCESS CODE REGISTRATION FORM

Fields indicated in red are for internal use only.

Division Information:

Access Code	Client ID	Division Name/ Address	Contact Name/Title	Tel # (with area code)	Fax # (with area code)	E-mail
37091	900600	Upper Cumberland Human Resource Agency	Mary Harris	931-528-11 27	931-526-83 05	
37094	900600		Putnam Co	931-528-12 85	931-372-87 54	
37097	900600		Ann Sanders Smith Co	615-735-04 76	615-735-05 77	
37100	900600		Corrie Baker Warren Co	931-473-66 52	931-473-66 55	
37103	900600		Sheila Robinson White Co	931-738-62 55	931-738-62 58	
37106	900600		Jamie Hickey Chance	931-526-45 65	931-372-88 89	
37109	900600		Cumpton	931-707-10 77	931-484-80 10	
37112	900600		Immond	931-761-53 35	931-761-21 82	
37115	900600		Karla Hills Van B. H.S.	423-881-51 82	423-881-52 92	
37118	900600			615-597-42 98	6150597-6 805	
37121	900600		Travis Hutto	931-372-80 00	931-528-30 83	

Access Code	Account Number	Client Name	Agency	Division Contact
37064	900600 600-069	State of Tennessee	Upper Cumberland Human Resource Agency	Carrie Baker
37067	900600 600-069	State of Tennessee	Upper Cumberland Human Resource Agency	Brandi Adcock
37070	900600 600-069	State of Tennessee	Upper Cumberland Human Resource Agency	Jamie Edwards
37073	900600 600-069	State of Tennessee	Upper Cumberland Human Resource Agency	Karen Adkins
37076	900600 600-069	State of Tennessee	Upper Cumberland Human Resource Agency	Carol Watson
37079	900600 600-069	State of Tennessee	Upper Cumberland Human Resource Agency	Brandi Adcock
37082	900600 600-069	State of Tennessee	Upper Cumberland Human Resource Agency	Tracey Powell
37085	900600 600-069	State of Tennessee	Upper Cumberland Human Resource Agency	Dian Dillon
37088	900600 600-069	State of Tennessee	Upper Cumberland Human Resource Agency	Dian Dillon
37091	900600 600-069	State of Tennessee	Upper Cumberland Human Resource Agency	Mary Harris
37094	900600 600-069	State of Tennessee	Upper Cumberland Human Resource Agency	Judy Sanchez
37097	900600 600-069	State of Tennessee	Upper Cumberland Human Resource Agency	Emily Thaxton
37100	900600 600-069	State of Tennessee	Upper Cumberland Human Resource Agency	Carrie Baker
37103	900600 600-069	State of Tennessee	Upper Cumberland Human Resource Agency	Sheila Robinson
37106	900600 600-069	State of Tennessee	Upper Cumberland Human Resource Agency	Brenda Miller
37109	900600 600-069	State of Tennessee	Upper Cumberland Human Resource Agency	Johnnie Thompson
37112	900600 600-069	State of Tennessee	Upper Cumberland Human Resource Agency	Brian Swearngen
37115	900600 600-069	State of Tennessee	Upper Cumberland Human Resource Agency	Karla Hillis
37118	900600 600-069	State of Tennessee	Upper Cumberland Human Resource Agency	remove code
37121	900600 600-069	State of Tennessee	Upper Cumberland Human Resource Agency	Steve Lancaster

**SPECIFICATIONS INTERPRETATION SERVICES
SOURCING EVENT # 3097**

THE STATE OF TENNESSEE AND THE DEPARTMENT OF GENERAL SERVICES IS COMMITTED TOWARD COMPLIANCE WITH, TITLE VI OF THE CIVIL RIGHTS ACT OF 1964, AS CODIFIED IN 42 U.S.C. 2000D, WHICH STATES: NO PERSON IN THE UNITED STATES SHALL, ON THE GROUND OF NATIONAL ORIGIN, BE EXCLUDED FROM PARTICIPATION IN, BE BENEFITS OF, OR BE SUBJECT TO DISCRIMINATION UNDER ANY ACTIVITY RECEIVING FEDERAL FINANCIAL ASSISTANCE.

THIS CONTRACT IS TO ADDRESS THE TITLE VI RESPONSIBILITIES OF STATE DEPARTMENTS AND AGENCY RECIPIENTS OF FEDERAL FUNDS WHO SERVICE INDIVIDUALS WITH A LIMITED PROFICIENCY IN ENGLISH.

THE PURPOSE OF THIS CONTRACT IS TO PROVIDE ACCESS TO "OVER THE PHONE" TRANSLATION SERVICES OF LANGUAGES OTHER THAN ENGLISH WHEN, DUE TO LANGUAGE BARRIERS, STATE EMPLOYEES ARE NOT ABLE TO COMMUNICATE THE POLICIES AND PROCEDURES OF THE DEPARTMENT TO INDIVIDUALS, AND WHEN STATE PERSONNEL ARE NOT ABLE TO TAKE VITAL INFORMATION FROM INDIVIDUALS DUE TO NATIVE LANGUAGE BARRIERS.

GENERAL SPECIFICATIONS:

1. VENDOR MUST PROVIDE A SCHEDULED AND UNSCHEDULED TELEPHONIC..(OVER THE PHONE) INTERPRETATION SERVICE FOR NON-ENGLISH SPEAKING INDIVIDUALS TWENTY-FOUR (24) HOURS PER DAY AND SEVEN (7) DAYS PER WEEK.

2. VENDOR MUST PROVIDE INTERPRETATION SERVICE FOR THE FOLLOWING LANGUAGES INCLUDING, BUT NOT LIMITED TO SPANISH, AMHARIC, PORTUGUESE, SWAHILI, MANDARIN, HINDI, KOREAN, RUSSIAN, ARABIC, LAOTIAN, SOMALI, NUER, FARSI, VIETNAMESE, KURDISH, AND BOSNIAN.

3. CALLS WILL BE ANSWERED BY A CENTRALIZED COORDINATOR WHO WILL ASSIST IN IDENTIFYING THE SPEAKER'S LANGUAGE AND THEN CHOOSE THE CORRECT INTERPRETER FOR THE CLIENT'S REQUEST WITHIN FORTY FIVE (45) SECONDS, FOR THE LANGUAGES AS LISTED IN SPECIFICATION .2. COORDINATOR WILL THEN TRANSFER THE USER TO THE INTERPRETER AND REMAIN ON THE LINE UNTIL THE COMPLETION OF THE TRANSFER IS CONFIRMED.

VENDOR ALSO SHALL PROVIDE AS AN OPTION TO THE AGENCY AN INTERACTIVE VOICE RESPONSE (I.V.R) SYSTEM IN PLACE WITH LANGUAGE CODES PROVIDED FOR THE LANGAUGES LISTED IN

SPECIFICATION #2 FOR FASTER ACCESS TO THE INTERPRETER WHEN THE LANGUAGE CAN BE IDENTIFIED BY AGENCY PERSONNEL.

IN THE EVENT THAT THE VENDOR IS UNABLE TO PROVIDE AN INTERPRETER FOR A LANGUAGE OTHER THAN LISTED IN SPECIFICATION #2. THE VENDOR (AT THEIR EXPENSE) MUST PROVIDE AN ALTERNATE MEANS OF INTERPRETATION WITHIN 15 MINUTES OF DETERMINATION THAT THEY CANNOT PROVIDE A QUALIFIED INTERPRETER. A SCHEDULED CALL BACK TIME WITHIN THE ALLOTTED 15 MINUTES IS CONSIDERED AN ACCEPTABLE ALTERNATIVE. THE USE OF AN ANSWERING SERVICE IS PROHIBITED.

4. ALL INTERPRETERS MUST ADHERE TO THE ASTM STANDARD GUIDE FOR LANGUAGE INTERPRETATION SERVICES WITH TRAINING TO INCLUDE, BUT NOT LIMITED TO MEDICAL, LEGAL, AND EDUCATIONAL TERMINOLOGY.

5. VENDOR -USL PROVIDE TRAINING PACKAGES FOR AG-NC:ES WHICH INCLUDE, BUT ARE NOT LIMITED TO. ONE (1) CD TRAINING TAPE, ONE (1) BOUND USER GUIDE/TRAINING MANUAL, TWELVE (12) LAMINATED 8" X 10" LANGUAGE IDENTIFICATION FLASHCARDS, TWO (2) LAMINATED 18" X 24" AWARENESS POSTERS.

6. ALL CALLS WILL BE HANDLED COMPLETELY. ACCURATE INTERPRETATION WILL BE PROVIDED WITH NO CONTENT ADDED OR OMITTED, WITH NO BIAS OR CONFLICT OF INTEREST, ACCORDING TO ASTM STANDARDS.

7. CONNECTION TO THE INTERPRETER SERVICE MUST BE PROVIDED THROUGH A TOLL FREE NUMBER AT NO ADDITIONAL COST TO THE STATE INCLUDING INTERNATIONAL CALLS.

8. NO, CALLS WILL BE TRANSFERRED TO ANOTHER LOCATION, WHICH WILL INCUR ADDITIONAL CHARGES.

9. CALLS WILL BE BILLED AT A PER MINUTE RATE ROUNDED TO THE NEAREST MINUTE AS FOLLOWS:

A. REGULAR TIME - REFERS TO CONDITIONS WHEREBY SERVICES ARE REQUIRED AT TIMES OF NORMAL BUSINESS HOURS OF 7:00 AM - 5:00 PM C.T. MONDAY THROUGH FRIDAY AND CHARGED AT "REGULAR TIME" RATES.

B. PREMIUM TIME - REFERS TO CONDITIONS WHEREBY SERVICES ARE REQUIRED AT TIMES OTHER THAN THE REGULAR TIME. THESE CONDITIONS MAY EXIST DURING AND/OR AFTER NORMAL BUSINESS

HOURS OF 7:00 AM 5: 00 PM C.T. MONDAY THROUGH FRIDAY, INCLUDING WEEKENDS AND/OR HOLIDAYS (AS PROCLAIMED BY THE STATE OF TENNESSEE COMMISSIONER OF PERSONNEL) AND CHARGED AT "PREMIUM TIME" RATES.

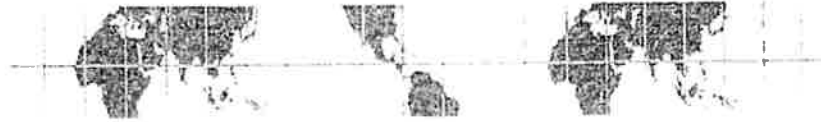
10. BILLING OF THE CALL WILL BEGIN UPON COMMENCEMENT OF THE INTERPRETER BEING CONNECTED WITH THE AGENCY AND CUSTOMER

11. VENDOR WILL PROVIDE A SPECIFIC ACCESS CODE TO ALL AGENCIES REGISTERED WITH THE SERVICE, THEREUPON AN ITEMIZED MONTHLY BILLING STATEMENT WILL BE SENT TO THE REGISTERED AGENCIES TO INCLUDE THE FOLLOWING.

- * USER NAME
- * ACCESS CODE FOR EACH REGISTERED AGENCY * PIN #'S FOR EACH AGENCY SUBDIVISION (MUST PROVIDE AGENCY THE OPPORTUNITY TO CREATE PIN #'S IN A COMBINED ALPHA AND NUMERIC FORMAT.)
- * DATE OF CALL
- * START AND END TIME
- * LANGUAGE TRANSLATED
- * INTERPRETER ID OR NAME
- * CALLER NAME, LOCATION, AND RETURN PHONE NUMBER IF APPLICABLE
- * LENGTH OF THE CALL
- * DOLLAR AMOUNT OF THE CALL

12. THE VENDOR IS TO HAVE AN EMERGENCY ROUTING SYSTEM SET UP TO INSURE CONNECTION WITH THE COORDINATOR WITHIN THE DESIGNATED TIME PERIOD. ALSO THE VENDOR MUST HAVE IN PLACE A BACKUP CALL DATA STORAGE SYSTEM TO INSURE ACCURATE BILLING FOR THE AGENCY.

INTERPRETATION SERVICES PROVIDED FOR "WALK IN" AND "CALL IN", SCHEDULED CALL BACK TIMES ARE TO BE DURING REGULAR BUSINESS HOURS ONLY



1 – 800 – 207 - 1424

“One Moment Please”



PIN Number 27271

Below are phonetic transliterations of the phrase “One Moment Please” in a number of major languages:


Arabic	Lahza-Wahida men fadlak
Armenian	Meg varssan, yete hajik
Bengali	Ektoo Shomoy liney thakoon
Cantonese	Cheng Dang Yat Dang
Czech	Momment, proseem
Dutch	Ain ouchenblic astublied
Farsi	Lutfan yek dageegah
French	Un momen sil voo play
German	Eihnen Mohment bitteh
Gujerati	Ek minute raah juo please
Hindi	Zaraa Hold Keejeeyea
Hungarian	Kerame Varion
Italian	See praga dee attenda rey, grazie
Japanese	Sho sho omatch koodasay
Korean	Jam can man yo
Mandarin	Cheng Dung Dung
Malay	Seelakan tungoo sebentar
Portuguese	Shper hum mumentu
Polish	Prosheh chekatsh
Punjabi	Ik mint thero
Russian	Adnu minutu pozhalsta
Slovak	Momment, proseem
Spanish	Oon momento por fahvor
Thai	Kruna rouh sak kru
Urdu	Mehrbani kar kay thora intezar karen
Vietnamese	Xin Doi Mot Chut

Transfer

To Transfer an active call:



1. Press  (**TRANS/CONF**).
2. Dial the number of the third party.
3. Do one of the following:
 - To complete the Transfer, hang up.
 - To announce the Transfer, wait for an answer, consult, and hang up.
 - To cancel the Transfer, press  (**CANCEL**).

To transfer an active call during headset operation:

1. Press  (**TRANS/CONF**).
2. Dial the number of the third party.
3. To complete the Transfer, press the **Release** feature key.

Conference

To form a Conference when a two-party call is already in place, or to add another party to an existing Conference:

1. Press  (**TRANS/CONF**).
2. Dial the number of the next party.
3. Wait for an answer.
4. Press  (**TRANS/CONF**).

To leave a Conference:

- Hang up or press  (**CANCEL**).

Conference Split (5324 IP Phone only)

To Split a Conference and speak privately with the original party:

- Press the **Split** softkey.

Add Held (5324 IP Phone only)

To move a call on hold to another line appearance:

1. Press an available line key.
2. Press the **AddHeld** softkey.
3. Press the flashing line key.

To add a call on Hold to an existing conversation or conference:

1. Press the **AddHeld** softkey.
2. Press the flashing line key.

2020 Census information is attached to the original

**FOUR-FACTOR ANALYSIS
AND
LANGUAGE ACCESS PLAN FOR
LIMITED ENGLISH PROFICIENCY (LEP) PERSONS**

**If you desire to access this information in its entirety please
contact the UCHRA Title VI Officer**

APPENDIX D TITLE VI COMPLAINT FORM

Upper Cumberland Human Resource Agency Title VI of the Civil Rights Act of 1964 *Discrimination Complaint*

Federal law prohibits discrimination against persons based on their race, color, religion, sex or national origin. You have the right to complain to the Upper Cumberland Human Resource Agency if you feel that you have been discriminated against for these reasons.

Please provide the following information so that your complaint can be investigated thoroughly. If you need help in completing this form, please let us know.

1. **TYPE OF COMPLAINT.** *Circle which type of complaint you are filing-*

- a. Race b. Color c. Sex d. National origin e. Religion

2. **COMPLAINANT CONTACT INFORMATION.** *Provide your name and address.*

Name	Address		
Telephone	City		
() _____	Cell() _____		
E-mail	County	State	Zip

3. **RESPONDENT CONTACT INFORMATION.** *Provide the name and address of party(ies) that you believe discriminated against you:*

Name	Address		
Type of Business	City	State	Zip
(For Employment Only) Name of Immediate Supervisor	Telephone	County	

Upper Cumberland Human Resource Agency

Title VI of the Civil Rights Act of 1964
Discrimination Complaint

4. WHEN DID THE DISCRIMINATORY ACT(S) OCCUR?

Beginning date of the alleged discriminatory act? _____

Most recent date of the alleged discriminatory act? _____

Is the alleged discriminatory act ongoing? *Please circle one:* Yes No

5. In your own words, explain what happened and who you believe was responsible. Please be as specific as possible. You may attach additional sheets if needed.

6. Have you tried to resolve this complaint with the institution, agency or person?

Please circle one.

Yes

No

If yes, what is the status of the complaint?

Title VI of the Civil Rights Act of 1964
Discrimination Complaint

7. Are you filing this complaint for someone else? Please circle one.

Yes No

If yes, against whom do you believe the discrimination was directed?

First Name _____ Last Name _____

8. Have you filed this complaint with any other federal, state, or local agency, or with any federal or State court? *Please circle one.*

Yes No

9. What is the name of the contact person at the agency/court where the complaint was filed?

Name _____

Agency/Court _____

Address _____

City, State, and Zip Code _____

Telephone Number () _____

10. Please sign below. You may attach any written materials or other information that you think can be helpful to us in looking into your complaint.

Complainant's Signature

Date

Mail this form to:

Title VI Equal Opportunity Office
580 South Jefferson Ave., Suite B
Cookeville, TN 38501
Phone: 931-528-1127

Filing a complaint with our Title VI Office is voluntary. However, without the information requested above, our Title VI Office may be unable to proceed with your complaint. We collect this information under authority of Title VI of the Civil Rights Act of 1964, and other civil rights statutes. We will use the information you provide to determine if we have jurisdiction and, if so how we will process your complaint. Information submitted on this form is treated confidentially and is protected under the provisions of the Privacy Act of 1974. Names or other identifying information about individuals are disclosed when it is necessary for investigation of possible discrimination, for internal systems operations, or for routine uses, which include disclosure of information outside the department for purposes associated with Civil Rights compliance and as permitted by law.

APPENDIX F
TITLE VI AUDIT CHECKLIST



Title VI Audit Checklist

UCHRA OFFICE SITE: _____

ADDRESS: _____

CHECKLIST COMPLETED BY: _____

DATE: _____

1. Are Title VI Posters prominently displayed within the facility? _____ YES _____ NO

If yes, where? _____

If no, please explain: _____

2. Has the office developed and implemented policies and procedures for the monitoring and enforcement of Title VI compliance? _____ YES _____ NO

3. Does the office have copies of existing written policies regarding Title VI (Non Discrimination)?
_____ YES _____ NO

4. Are records kept of any/all Title VI complaints received at the office? _____ YES _____ NO

Where are the records kept? _____

Number of complaints received during the last fiscal year: _____

5. State name(s) and title(s) of person(s) who reviews/receives and make reports of all complaints:

6. Were the Title VI complaints received forwarded to the Title VI Officer in a timely matter (within 3 days)? _____ YES _____ NO

If not, Why? _____

7. Has the office developed and implemented policies and procedures for monitoring and enforcement of Title VI compliance? _____ YES _____ NO

8.. Is information on Title VI and laws requiring equal services to all on the basis of non discrimination disseminated to the general public, including minority groups?
_____ YES _____ NO _____ N/A

If yes, state by whom and method used: _____

9. Has your staff received training on the policy for Title VI/Limited English Proficiency (LEP) compliance? _____ YES _____ NO

10. Has your entire staff been trained on how to utilize the translation services provided to the agency? _____ YES _____ NO

Auditors Signature Date

Site Supervisors Signature Date

APPENDIX G TITLE VI POWERPOINT TRAINING

FALL TRAINING 2022

Questions:

To ask a question, or make a comment, about today's training send an e-mail to: aprinco@ucrahd.org

Know Your Demographics

Title VI

Race/Ethnicity	Count	Percentage
White	30,233	68.43%
Black or African American	4,000	8.93%
Hispanic/Latino	3,500	7.78%
Asian	12,897	28.67%
Native Hawaiian/Other Pacific Islander	340	0.75%
Other	1,978	4.43%
Other	8,364	18.58%

*Title VI covers federal funds. <https://www.dhs.gov/immigration-granting-protection>

Who Does Title VI Apply To?

Title VI of the Civil Rights Act of 1964 applies to both recipients and sub-recipients of federal funds.

What Are The Protected Classes Under Title VI?

Race
U.S. Census categories: different
Persons of any race are protected from

Color
Discrimination based on skin color or complexion is prohibited

National origin
People born country

What Does Title VI Do?

It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. And encourages the inclusion of minorities in activities.

Prohibits entities from:

- Denying services, financial aid, or other benefits
- Providing different services, benefits, or providing services in a different manner
- Segregation
- Applying different standards based on the protected classes

What Does Title VI Do?

Encourages the participation of minorities as members of planning or advisory bodies for programs receiving federal funds.


Requires information and services be provided in languages other than English when significant numbers of beneficiaries are of limited speaking ability.

Requires entities to notify the respective population about applicable programs.

Provided the way for Title VI (prohibits discrimination based on race, color, religion, sex, or national origin) and Title III (prohibits discrimination in educational programs).

UC HRA

Title VI



Limited English Proficiency (LEP)

Title VI regulations also require that responsible steps be taken to ensure meaningful access to the benefits, services, information and other important portions of their programs and activities for individuals who are LEP.

LEP: Persons for whom English is not their primary language and who have limited ability to speak, understand, read or write English.

It includes BOTH people who reported to the US Census that they do not speak English well AND people who reported that they do not speak English at all.

UC HRA

Title VI

Limited English Proficiency (LEP)

Acquire information and services be provided in languages other than English when significant number of beneficiaries are of limited speaking ability.

Requires entities to notify the respective populations about applicable programs.

Title VI regulations also require that responsible steps be taken to ensure meaningful access to the benefits, services, information and other important portions of their programs and activities for individuals who are LEP.

UC HRA

Title VI

Disparate Treatment and Disparate Impact

Disparate Treatment- An intentional decision to treat individuals differently based on a protected class.

Disparate Impact- A facially neutral policy or practice that has a disproportionate adverse impact on members of a protected group.

UC HRA

Title VI


Why a Title VI Complaint

Program participants or potential beneficiary of any AAAD program should submit complaint to:

Customer Prince
140 University Title VI Officer
505 S. Jefferson Ave., Suite 11
Columbiana, Tennessee 38501

UC HRA

ADA



American With Disabilities Act

Section 504 of the Rehabilitation Act of 1973
Prohibits discrimination based on disability for entities receiving federal financial assistance.

No individual with a disability shall, solely by reason of that disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

Title 2 of the Americans with Disabilities Act of 1990 prohibits discrimination based on disability by State and local governmental entities.

Subject to the provisions of this title, no individual shall, on account of that individual's disability, be excluded from participation in or denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any such entity.

UC HRA

ADA


American With Disabilities Act

What is covered?

- Individuals with a disability
Definition of Disability: Physical or mental impairment that substantially limits one or more major life activities.
- Individual that is Qualified
Must possess requisite requirements, and
Can perform essential functions with or without reasonable accommodations.

UC HRA

HIPAA



Health Insurance Portability and Accountability Act

Federal law passed by Congress in 1996
 Guidelines implemented in April 2003
 HIPAA regulations were designed to:

- Protect patients' right to privacy and confidentiality
- Assure security of personal information transmitted or maintained in any form

UC HRA

HIPAA

What does HIPAA do?

- Give individuals more control over their protected health information (PHI).
- Set boundaries on the use and disclosure of health records.
- Establish safeguards to protect all PHI.
- Hold violators accountable through civil and criminal penalties.

Prior to HIPAA, no generally accepted set of security standards or general requirements for protecting health information existed.

UC HRA

HIPAA

What is PHI?

Health information, including demographic information
 relates to an individual's physical or mental health or the provision of or payment for health care

Identifies the Individual

- Name
- Address
- State of birth
- Health Insurance Number

Also includes e-PHI ("electronic protected health information")

45 CFR 164.501

UC HRA

HIPAA

General Rule


Covered entity may not use or disclose PHI, except as permitted or required by Privacy Rule.

Information can be disclosed to HHS, as Investigator determine compliance with Privacy Rule

45 CFR § 164.504(a)

UC HRA

HIPAA



Permitted Uses and Disclosures

Individual
 A covered entity may disclose protected health information to the individual who is the subject of the information.

Treatment, Payment and Health Care Operations
 A covered entity may use and disclose protected health information for its own treatment, payment, and health care operations activities. If a covered entity also may disclose protected health information for the treatment activities of any health care provider.

Opportunity to Agree or Object
 Individual permissions may be obtained by asking the individual, or if the individual is incapacitated, in an emergency situation, or in a disaster, covered entities generally may make such uses and disclosures. It is the exercise of their professional judgment, in the case of a disaster, is determined to be in the best interests of the patient.

UC HRA

HIPAA

Permitted Uses and Disclosures

Public Interest
 Required by Law, Charitable Activities, and other permitted health information without individual authorization as required by law (including litigation, reporting, or court orders).


Witness of Abuse, Neglect or Health Welfare

Law Enforcement Purpose: to identify or locate a suspect, fugitive, material witness, or missing person

Incidental Use and Disclosure
 Information being shared was limited to the "minimum necessary"

UC HRA

HIPAA



Protection

HIP should be shared with as few individuals as needed to ensure patient/caregiver care and flow only to the extent demanded by the individual's role

Do not discuss HIP to maintain trust


Protect and secure files

Include a Confidentiality Notice on email messages, text etc.

Don't show HIP to techs

UC HRA

HIPAA



Potential Consequences of HIPAA Violations

Civil penalties (no willful neglect)
 \$250 per violation
 Cap of \$25,000 per year

Criminal penalties (willful violations)
 Up to \$100,000 & one year imprisonment
 Up to \$500,000 & five years imprisonment
 Fine possible
 \$10,000-fines-as-per-in-prison-yr

Report violations to the Human Resources Department

UC HRA

FACTA

FACTA: Fair and Accurate Credit Transactions Act

FACTA is an amendment to FCRA (Fair Credit Reporting Act.) that was added, primarily, to protect consumers from identity theft and consumer fraud.

The Act stipulates requirements for information privacy, accuracy and disposal and limits the ways consumer information can be shared.

effective June 1, 2003

All companies in United States affected by the legislative act.

Why was FACTA enacted?

Identity theft is considered the fastest growing crime in the country according to the Federal Trade Commission

UC HRA

FACTA

FACTA

It requires the proper destruction of consumer information such as: name, address, SSN, credit information and the ID# compiled from this information

It gives consumers the right to opt out from credit reports a year from the credit reporting agencies.

FACTA requires that all businesses, regardless of size and industry properly protect and dispose of the personal information they collect about their customers and employees. *(California's Data Breach)*

UC HRA

FACTA


FACTA

If you fail to comply with FACTA regulations and become a victim of a data breach leading to identity theft cases for your customers, you can expect to face class action lawsuits that will be financially crippling.

FACTA states that failure to comply can lead to fines of up to \$5,000 per individual violation, even if the consumer did not know.

UC HRA

Whistleblower



Whistleblower Protection Act

Whistleblower rights and protection were initially addressed by the **California Defense Act of 1978**. In 1989, Congress passed the Whistleblower Protection Act to "strengthen and improve protection for the rights of federal employees, to prevent reprisals, and to help eliminate wrongdoing within the Government." One way the law did this was by clarifying the procedure by which employees could report wrongdoing and seek protection.

A violation of any rule or regulation
 When mismanagement
 Abuse of authority of funds
 Abuse of authority
 Substantial and specific danger to public health or safety

The federal False Claims Act (and other provisions) is one of the strongest whistleblower protection laws. It allows private citizens to bring lawsuits on the government's behalf.

UC HRA

Fraud, Waste & Abuse

Violations

Fraud waste and abuse is regulated by law.

- Federal False Claims Act
- Anti-Kickback Statute
- Statutory Exclusion Laws
- Stark Law
- Whistleblower Protection Act
- Other relevant Federal False Claims Act related Provisions (Civil Law)
- Civil Monetary Penalties Law (CMPA)
- Health Insurance Portability and Accountability Act (HIPAA)
- State Exclusion Act of 2006

UC HRA


Fraud, Waste & Abuse

Reporting Fraud, Waste and Abuse

1-800-722-6842

Compliance Inquiries Office
2240 England Drive, Suite 200 W
Cincinnati, OH 45225

800-428-0862



UC HRA

Anti-Kickback

5.12 Gifts and Gratuities-Acceptance Prohibited

Employees of the Agency and of its subcontract agencies, are prohibited from accepting gifts, money, and gratuities from persons receiving benefits or services of the agency or those performing services under contract or otherwise in a position to benefit from an employee action.

Anti-Kickback Statute

The anti-kickback statute makes it illegal for providers (including physicians) to knowingly and willfully accept bribes or other forms of payments to return for generating business.




UC HRA

Timeheets/Timekeeping

6.9 Timeheets and Wage Payments

The standard work week shall start at 12:00 a.m. Sunday and shall continue until midnight the following Saturday. A properly completed time sheet will be submitted two times each month on a schedule published by the Human Resources. Time sheets are due the 15th business day immediately following the month being paid for. Any corrections or additions necessary to prepare an employee's signed time sheet must be made by the provider whose employee includes errors or omissions. Employees must have their time sheets checked and returned for processing. Time sheets should reflect actual time worked. Time should be changed to the correct classification for which the work is being done. Questions about how to record your time should be directed to your supervisor or the Human Resources.

Your supervisor will answer any questions you may have about your pay. If you feel an error has been made, bring it to the attention of your supervisor for investigation and correction as necessary. As a general rule pay check corrections will be made in the next pay check.



UC HRA

Harassment

4.3 Workplace Violence

The Agency is committed to providing a safe and secure work environment for all employees. In an effort to ensure a safe workplace, the Agency has established a policy of zero tolerance for workplace violence. Workplace violence is defined as any act or threat of physical violence, sexual harassment, or stalking that causes fear or harm to an individual or the community. This policy applies to all employees, regardless of their position or status. Employees are encouraged to report any incidents of workplace violence to their supervisor or the Human Resources. The Agency will take appropriate action to ensure the safety of all employees.

4.4 Sexual Harassment

Sexual harassment is a form of workplace violence. It is defined as any unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature that creates a hostile or offensive work environment. Sexual harassment can occur in a variety of ways, including through comments, gestures, or physical contact. Employees are encouraged to report any incidents of sexual harassment to their supervisor or the Human Resources. The Agency will take appropriate action to ensure the safety of all employees.

UC HRA

Harassment

Types of Harassment


Quid Pro Quo- the aggressor threatens to withhold or promise to give employment benefits in exchange for sexual favors.

Hostile Environment- harassing conduct is so severe or pervasive in the workplace that it creates an intimidating, hostile, or offensive work environment for the target of the conduct.

Retaliation of any kind is strictly prohibited. Employees should not be reprimanded or punished for reporting, or engaging in, any type of investigation or complaint.

UC HRA

Harassment



How to Report Harassment

3.3 Open Door Policy

4.3 Grievance Procedure

Please see the UC/HA Handbook for the entire Harassment Policy

UC HRA

Sensitivity Training Summary

Sensitivity Training Notes

Play your part in the workplace:

- Avoid participation in "happens like behavior"**
- Respect your co-workers, regardless of differences
- Do not jump to conclusions based on actions or physical appearance
- Engage in ideas from another perspective
- Open to change, adjustment, or revision
- Proper Communication – verbal and email
- Prohibit retaliation...most of the time...

UC HRA

MOVING FORWARD

Becoming A Better Agency

- Core Values & Beliefs – who we are**
- Vision & Mission Statements – what we do, what we look like**
- Goals – where we want to go or be**
- Strategies – how we will get there**
- Activities – how we do it, following whom**

DO YOU WANT TO DO YOUR PART???

APPENDIX H TITLE VI TRAINING CLASS SIGN IN SHEETS



UCHRA Fall Training Day | September 15, 2022

Located at Hyder-Burkes 2390 Gainesboro Grade, Cookeville, TN



Name	Name
James Starn	Pepper York
Mark Jacob	John F. King
Robert Fitts	Shirley Robinson
Shirley Smith	Shirley Goodwin
Jessica Allen	STEWART
James Allen	Robert Ferguson
Randa Frayser	Barbara King
Tommy Simcox	Wendy Lytle
Chester Hill	Paylin McLaughlin
Paul Woodcock	Dee Dinkoff
John Wood	Debbie Hill
Barbara Hill	Daryl Houston

Upper Cumberland Human Resource Agency
580 S. Jefferson Ave., Suite B | Cookeville, TN 38501
P: (931) 528-1127 F: (931) 526-8305
www.uchra.org

UCHRA Fall Training Day | September 15, 2022

Located at Hyder-Burkes 2390 Gainesboro Grade, Cookeville, TN



Name

Loi Neal

Lordell Dryden
Evan Smith

Philip Morris

Sandra Rodgers

Edna Martin

Sheryl Stephens

Colby Wheeler

Jacklyn Medley

Amber Milligan

Scobie Carter

Howard Wright

Name

Kelley Clarkson

Jaden Thiel

Melvin Moore

Jacey Powell

Brandi Adeock

Randall Pleasant

Dean Snyder

Ken Haring

BOCKERT MICHAEL

Ronald Barnes

Wain Johnson

Kenneth Roberts

Upper Cumberland Human Resource Agency

580 S. Jefferson Ave., Suite B | Cookeville, TN 38501

P: (931) 528-1127 F: (931) 526-8305

www.uchra.org

UCHRA Fall Training Day | September 15, 2022

Located at Hyder-Burkes 2390 Gainesboro Grade, Cookeville, TN



Name

Name

Sheri Julian
B Westmoreland
D. [unclear]
Brenda White
Janice Woodcock
Phillip Swann
Lanell [unclear]
Brenda Phillips
Sonny Sexton
Deann [unclear]
Andrea Grace
Charlette Sandoval

Darleen Hunter
Lashay Tolson
James Randolph
Rodney Choate
Alma Smith
Jay [unclear]
Pam Parker
Betsykah Ace
Eugene Copley
Carol Watson
Tom [unclear]
Phil Thomas

UCHRA Fall Training Day | September 15, 2022

Located at Hyder-Burkes 2390 Gainesboro Grade, Cookeville, TN



Name

Name

Audrey Wyall
Kama Andrus
Janis Mitts
Quelby Randolph
Tina Hays
John Mulkin
Kama Parsley
Dina Fausch
Lynne J. Allen
Melba Mae
Marta Oden
Pelle Potter

JW Wheaton
Judy Sandberg
Cary Eckette
Randy Davis
George Dargatzis
Michael Hill
Curt Bator
Mark Cuyhan
Fred Lake
Ralph Hays
Thomas Davenport

UCHRA Fall Training Day | September 15, 2022

Located at Hyder-Burkes 2390 Gainesboro Grade, Cookeville, TN



Name

Jean Smith
Kathy Turner
Tangela Bartlett
Pat Riley
Lloyd Williams
Chuck Frasier
Jade Martin
Lynn Carpenter
Teresa McCain
Roger Johnson
Pamela Purley
Sandra Ashburn

Name

Al Ashburn
Charles Oldham
Judie Hodge
Sammie J. Bow
Dany Perry
Mark Allen
Dorothy Miller
Laura Daynes
Nyn Zyl
Janice Causee
Praxine Anderson
Paul Meyer

UCHRA Fall Training Day | September 15, 2022

Located at Hyder-Burkes 2390 Gainesboro Grade, Cookeville, TN



Name

Name

William Francis
JOHN BROCK
Dorothy Ibertz
JAMES GRIBBLE
RANDY A. SMITH
FREDERICK CRAWFORD
Holly Montoto
Walter E. (Bill) Smith
Jerry D. Copeland
Nanny Kendall
Penelope Lashway
Sonny Maynard

RAY SIMPSON
Erica Floyd
Lamy Hayel
Bill MORAWA
Tom Mcany
Roy Brown
Angel Canell
Dikki L Lu
Beverly P Huddleston
James Masten
Chir Cashua
Lea Ann Payne

UCHRA Fall Training Day | September 15, 2022

Located at Hyder-Burkes 2390 Gainesboro Grade, Cookeville, TN



Name

Jerry A. Myers
Teresa Kemper
Chassidy Lancaster
Misty Turner
Steve Lancaster

James Brown
Matt Nabor's

LEROY MARTIN
Jeff Dyer
Laurie G. Asst
Vicki Smith
JOHN CARL

Name

Melissa Hicks
Kasey Johnson
Earl
Sara Shaw
David G. Child
Jonea Spears
Karyn Reed
Sherry Skye
Betty Speck
Diana Anderson
Pam Sanford
Weather Dragon

UCHRA Fall Training Day | September 15, 2022

Located at Hyder-Burkes 2390 Gainesboro Grade, Cookeville, TN



Name

Anthony W. By
Melissa Hanes
Joey Bitter
Belinda Fongell
Alexis Bryant
Teresa Johnson
Brenda Alene
Tracy Lawson
Kathryn Dodd
Paul Diller
Nancy Willigard
Penyphry

Name

F. Stewart
David McBride
Bruce Link
Gay Buis
Meghan Moore
Peter Deekthuis
Marshall Fork
J. McBride
Ryan Henry
Vince Cook
Michael Brown
Cheryl Cox

UCHRA Fall Training Day | September 15, 2022

Located at Hyder-Burkes 2390 Gainesboro Grade, Cookeville, TN



Name

Edward Allen
James Pan
Mark Brown
Robert Papp
Donna Hall
Kenneth Dudder
Dore Brown
Jewel Hill
Elizabeth Dadd
Kerri Bullock
Jennifer Doherty
Lisa Woodard

Name

William W Jones
Charles Oldham
Willard (Ced) Smith Jr
Ricky Spah
Jimmie VMS
Tuida Patten
Stephen Barber
Shelia Olsen
Calvin Lavers
Wayne Thompson
Natalie Harris
John Travers

UCHRA Fall Training Day | September 15, 2022

Located at Hyder-Burkes 2390 Gainesboro Grade, Cookeville, TN



Name

Name

Joni Howard
Megan Spurgeon
Michael Ramsey
Christa White
Luke Esmond
Tracy Huddleston
Jamell Juch
Jean Long
Damon Prince



EQUAL EMPLOYMENT OPPORTUNITY POLICY

Rev. August 2023

EQUAL EMPLOYMENT OPPORTUNITY POLICY

Approved By: _____
Effective Date: August 2023
Last Revision: August 2022
Purpose: To state the commitment of the system to Equal Employment Opportunity.

POLICY:

The Upper Cumberland Human Resource Agency (UCHRA) is an Equal Opportunity Employer. No person is unlawfully excluded from consideration for employment because of race, color, religious creed, national origin, ancestry, religion, sex (including pregnancy), gender, gender identity and/or expression, sexual orientation, age (40 or older), citizenship status, marital status, status with regard to public assistance, veteran status, physical or mental disability, genetic information, or any other characteristic protected by federal, state or local law. In addition, UCHRA will provide reasonable accommodations for qualified individuals with disabilities.

This Policy applies not only to recruitment and hiring practices, but also includes affirmative action in the area of placement, promotion, transfer, rate of pay and termination. Executive, management and supervising levels have the responsibility to further the implementation of this policy and ensure conformance by subordinates.

Any UCHRA employee who engages in discrimination will be subject to suspension or termination. Any supervising, or managerial employee, who knows of such behavior and fails to take immediate and appropriate corrective action will also be subject to disciplinary action. Any individual who is the target of discrimination is encouraged to discuss the matter with the supervising Department Director, Human Resources, and the EEO Officer. Any individual who feels such a discussion would be, or has been futile, unsatisfactory, or counter-productive should contact the EEOC.

The EEO Officer will investigate all claims. The accused individual may be suspended pending the outcome of the investigation. Retaliation against the claimant will not be tolerated. No employee will be retaliated against because he or she filed/made a complaint.

UCHRA is proud to be an Equal Opportunity Employer. We are committed to providing Equal Employment Opportunities to you and all persons without regard to race, creed, color, religion, national origin, sex, gender, gender identity and/or expression, sexual orientation marital status, citizenship status, age, veteran status or disability, status with regard to public assistance, genetic information, or any other characteristic protected by federal, state or local law.

Furthermore, we will not tolerate any form of discrimination or harassment of our employees by co-workers, supervisors, customers, or vendors. This commitment extends to our policies on recruiting, advertising, hiring, placement, promotion, training, transfer, wages, benefits, termination and all other privileges, terms and conditions of employment.

EQUAL EMPLOYMENT OPPORTUNITY:

It is the policy of UCHRA to be fair and impartial in all its relations with its employees and applicants for employment. The Agency employs and advances in employment any qualified persons, with reasonable accommodation, who can satisfactorily perform the essential elements of a job. Employment decisions will be based on the principle of Equal Employment Opportunity. If you believe this policy has been violated in any way, you are to report the matter to the Agency's Equal Opportunity Officer, Human Resource Department, or the Executive Director.

POLICY OVERVIEW:

UCHRA is an Equal Opportunity employer. No person is unlawfully excluded from consideration for employment because of age (40 or older), color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex (including pregnancy), sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, UCHRA will provide reasonable accommodations for qualified individuals with disabilities.

This policy applies not only to recruitment and hiring practices, but also includes affirmative action in the area of placement, promotion, transfer rate of pay and termination. Executive, management and supervising levels have the responsibility to further the implementation of this policy and insure conformance by subordinates. Any UCHRA employee who engages in discrimination will be subject to suspension or termination. Any supervising or managerial employee who knows of such behavior and fails to take immediate and appropriate corrective action will also be subject to disciplinary action. Any individual who is the target of discrimination is encouraged to contact the Human Resource Department and EEO Officer in an effort to resolve the problem.

If the matter cannot be resolved, the issue will be given to the Executive Director. Retaliation against a claimant will not be tolerated. Furthermore, the Agency will not tolerate any form of discrimination or harassment of our employees by co-workers, supervision, customers, or vendors. This commitment extends to our policies on recruiting, advertising, hiring, placement, promotion, training, transfer, wages, benefits, termination and all other privileges, terms and conditions of employment. UCHRA employees should not participate in discrimination against service applicants or clients during any service process; such as, admission to, access to, or operations of its programs, services or activities.

Upper Cumberland Human Resource Agency EEO Statement & Plan

INTRODUCTION:

The Agency desires to practice equal opportunity with respect to all activities concerning its employees. Management has promulgated these guidelines on a strictly voluntary basis. The existence of these guidelines however should not be construed as an admission either in whole or part that the Agency has engaged in any activity whereby minorities or women have been or are presently being underutilized, concentrated or discriminated against in any way in violation of federal, state or local fair employment practice laws.

In developing and implementing this policy, the Agency has been guided by its established pre-existing policy of providing equal employment opportunity. All targets which the Agency has established shall not be considered rigid, inflexible quotas, but rather reasonable objectives to be achieved in good faith. The use of goals and timetables by the Employer shall not discriminate against an individual or group of individuals with respect to any employment opportunity for which he, she or they are qualified on the grounds that he, she or they are not the beneficiaries of affirmative action themselves since the Employer does not sanction the discriminatory treatment of any person.

EEO POLICY STATEMENT:

It is the policy of the Agency not to make any adverse employment decisions against minorities or women with respect to recruitment, hiring, training, promotion and other terms and conditions of employment, provided the individual is qualified to perform the work available.

It is the policy of the Agency to comply voluntarily with the concepts and practices of affirmative action.

An EEO officer of the Agency will review, supervise and evaluate the Company's affirmative action program and will monitor that program and make reports periodically and on an on-going basis to management. Employment decisions shall be made after considering the principles of equal opportunity (EEO). Promotion decisions shall be consistent with the principle of EEO; qualifications for promotion shall consist of merit and ability.

All personnel actions and programs including but not limited to compensation. Benefits, transfers, layoffs, recalls, company-sponsored training, education, tuition assistance and social and recreational programs will be administered in a non-discriminatory manner with respect to minorities and women, provided the individual is qualified to perform the work available.

REAFFIRMATION OF EEO POLICY STATEMENT:

The Employer shall:

- continue to provide equal employment opportunity to all qualified persons, and to continue to recruit, hire, train, promote and compensate persons in all jobs without regard to race, color, religion, sex or national origin, or any other characteristic protected by federal, state or local law; and,
- identify and analyze areas of its employment process so as to further the principles of equal employment opportunity.

Employment decisions in all areas will be made on the basis of furthering the objective of equal employment. The recruitment, testing and hiring of all personnel will be without discrimination against any individual with regard to race, color, religion, sex or national origin. Attempts will be made to contact known community sources of minority and women for potential applicants; so as to maximize the participation of such applicants. Individuals will be upgraded and promoted on the basis of their abilities, skills, and experience. Minority and women employees who are qualified, as well as those who qualify through training, will be considered for promotion. Promotions will be based on valid occupational qualifications.

Management will attempt to provide transfers of minority and women employees whenever such transfers will increase the likelihood of greater job opportunity in areas where minority and female employees may have been or may now be underutilized. If layoffs occur, they will be based on nondiscriminatory policies.

Personnel decisions affecting employees in areas such as compensation, benefits, transfers, layoffs, returns from layoff, Agency-sponsored training, education, tuition assistance, and social and recreational programs will be made and implemented without regard to race, color, religion, sex or national origin, or any other characteristic protected by federal, state or local law.

The EEO Officer will periodically review personnel actions and collect data on a continuing basis to review all actions taken.

All employee benefits will be administered consistent with federal law and steps will be taken so that personnel and management are fully apprised of the Agency's EEO policy which will be discussed and reviewed in supervisory and management meetings:

- Periodic reviews will be conducted to ensure the effectiveness of these goals.
- EEO posters will be and remain placed in conspicuous locations. Equal Employment Opportunity policy will be posted on bulletin boards (in English and Spanish, where appropriate) and will continue to be displayed in the future.
- New employees will be apprised of the Employer's equal opportunity policy at employee orientation and management training programs.
- The EEO policy will be included in the Employee Handbook. Copies of the Employee Handbook will be distributed to all current employees and to new employees when they are hired and publicized in other printed materials where appropriate.
- Special meetings will be conducted when appropriate and the Agency's commitment to EEO.
- Periodic meetings may be held to re-emphasize to management and employees the Agency's commitment to EEO.

Employees are encouraged to bring questions, comments, or complaints with respect to the Agency's EEO/affirmative action policy, or the implementation and administration of that policy, to the Human Resources Department. Management has communicated and will continue to publicize that it does not tolerate or permit harassment of any employee because of race, color, religion, sex, national origin, or any other characteristic protected by federal, state or local law. All recruitment sources are reminded of the Agency's commitment to EEO and affirmative action and to be advised that the Agency actively seeks qualified women and minorities for employment.

Additionally, when employees are featured in advertising, handbooks, or similar publications, both minority and non-minority men and women will appear in the pictures. Equal Opportunity Clauses shall be incorporated in all purchase orders, leases, contracts, etc. where practical. When the employer advertises in newspapers for prospective employees, the advertisement includes the EEO solicitation: "We are an Equal Opportunity Employer" or "UCHRA is an EOE". Additionally, no advertisements in newspapers will be placed in sex-segregated "Help Wanted" columns. Written notification of our EEO policy will be sent to all subcontractors, vendors, and suppliers, and they will be requested to take appropriate action. Actions by supervisory personnel inconsistent with this policy will not be tolerated and may lead to discharge.

The Human Resources/Benefits Manager has been appointed supervisor of the Equal Employment Program and has the primary management responsibility for ensuring full compliance with this policy. This appointment has been communicated to all Agency management and employees. The Human Resources/Benefits Manager's contact information shall appear on all internal and external communications on the Agency's equal opportunity programs.

The responsibilities of the EEO Officer include but are not necessarily limited to the following:

- Developing, modifying and maintaining effective policies and procedures.
- Evaluating EEO progress and developing alternative approaches where necessary, including establishing goals and timetables that are reasonable, attainable and consistent with the Employer's affirmative action commitment.
- Designing and implementing audit and reporting systems
- which will permit continuous monitoring of EEO progress and provide management with requisite data in that regard. Such systems will be used to:
 - Measure the plan's effectiveness.
 - Determine the degree to which the Employer's objectives and goals have been achieved.
 - Indicate any need for additional action.
- Serving as our representative in dealings with federal, state or local enforcement agencies.
- Serving as a liaison with minority organizations and community action groups concerned with the employment opportunities of minorities and women.
- Continually educate management in the area of equal employment opportunity.
- Resolving EEO-related charges or complaints
- Periodically auditing training programs, hiring and promotion patterns so that any impediments to achieving the goals and timetables are removed.
- Periodically conducting staff training.
- Selectively reviewing the qualifications of employees who are transferred or promoted to ensure that minorities and women are being given full opportunity with respect to such personnel actions.
- Communicating with local supervisors and other employees to apprise them of the fact that their work performance is being evaluated in regards to available opportunities.
- Assisting supervisors in preventing harassment of any employees either because of their placement through affirmative action efforts or because of their race, color, sex, religion or national origin. (or any other protected classification)
- Identifying potential problem areas. Particular attention will be paid to employee training and to those categories where minority groups and women may be underutilized. Hiring statistics should reveal no adverse impact regarding minorities and females.
 - The selection process, including position descriptions, job titles, application forms, interview procedures, the use and administration of tests, referral procedures, and final selection process, training, transfers and promotions should be analyzed to ensure that such personnel practices are being uniformly applied without regard to race, color. Religion, sex or national origin (and other protected classes) and that none of the selection procedures has an adverse impact on minorities or women, statistically or otherwise.

The Agency's transfer and training experience reflects no adverse impact on minorities or women and all physical facilities, sponsored recreation and social events, and special programs, including educational assistance, are applied and made available on a nondiscriminatory basis.

REMEDIAL ACTION:

- Where underutilization in any job group exists, goals and timetables will be established.
- Application forms and related pre-employment inquiry forms have been drafted in compliance with applicable federal, state and local EEO laws.
- Position descriptions are reviewed periodically and properly identify job-related requirements.
- Where specific selection procedures for jobs are used, they are job-related.
- Minorities and women are not excluded from any Agency-sponsored activities or programs, and such programs are fully integrated.
- No de facto segregation exists at the Agency.
- No artificial barriers or restrictive seniority provisions that result in overt or inadvertent discrimination exist at the Company.
- Transportation, both public and private, is not a problem with respect to minority employment.
- Subcontractors and suppliers the Employer uses have been advised of their EEO responsibilities.
- Purchase orders contain the required Equal Opportunity Clause.
- EEO posters provided by the federal government are prominently displayed in appropriate places at the Agency.
- A thorough analysis of the compensation, promotion, selection and other policies and practices of the Agency indicate that no affected class exists among the Agency's workforce.
- Job descriptions are periodically reviewed and revised to ensure that they are job-related and consistent for the same job from one department or unit to another.
- Worker specifications are reviewed to ensure that they are job-related and do not screen out minorities or women.

WITH RESPECT TO SEX DISCRIMINATION:

Employment advertising does not express a sex preference and, if printed, does not appear in sex-segregated columns. Further, employees of both sexes are recruited for all jobs with Employer. Our personnel policy manual and employment application forms expressly state there will be no discrimination on account of sex. We recruit employees of both sexes for all positions, except where sex is a bona fide occupation qualification.

We do not rely upon a state "protective" law to deny women employees the right to any job they are qualified to perform. We offer employees of both sexes an equal opportunity for any jobs they are qualified to perform, except when sex is a bona fide occupation qualification.

- We do not make any distinction based upon sex with regard to employment opportunities, wages, hours or other terms and conditions of employment.
- We do not make any distinction between married and unmarried persons of one sex that

- is not made between married and unmarried persons of the other sex.
- The employer does not terminate employees of one sex in a particular job group when they reach a certain age, unless the same rule applies to members of the other sex.
 - Appropriate physical facilities for both sexes are provided.
 - Women who require time away from work for childbearing are not penalized.
 - The Employer's maternity policy fully complies with the 1978 Pregnancy Amendment to Title VII of the Civil Rights Act of 1964 and Medical Leave Act.
 - The wage schedules are not related to or based upon sex and conform to the Equal Pay Act.
 - The Employer does not discriminatorily restrict one sex to certain job groups or job classifications.

Women are encouraged to apply for all positions in the Agency for which they are qualified and to apply for all training programs which can facilitate their promotion ability. We encourage minority and women employees to participate in community problems and support programs developed by organizations such as the National Alliance of Business, the Urban Coalition, and others concerned with improving the employment opportunities of minorities and women.

WITH RESPECT TO NATIONAL ORIGIN DISCRIMINATION:

The Employer is committed to providing and ensuring equal employment opportunity to all applicants and employees without regard to their religion or nation origin. This policy is general in nature, while placing particular emphasis on persons of Eastern, Middle and Southern European ancestry. Periodically the Employer shall review its practices to determine whether members of various religious and ethnic groups are receiving unfair consideration of job opportunities.

CONCLUSION:

It is our policy not to discriminate against minorities or women with respect to recruitment, hiring, training, promotion and other terms and conditions of employment, provided the individual is qualified to perform the work available. It is our policy to comply voluntarily with the concepts and practices of affirmative action. An executive has been designated to administer the Agency's affirmative action program and will monitor that program and make reports to senior management on a periodic and continuing basis.

All employment decisions shall be consistent with the principle of EEO. All promotion decisions shall also be consistent with the principle of EEO, and only valid qualifications will be required for promotion. All other personnel actions or programs such as compensation, benefits, transfers, layoffs, recalls, agency-sponsored training, education, tuition assistance and social and recreational programs will be administered in a non-discriminatory manner with respect to minorities and women, provided the individual is qualified to perform the work available.

The use of goals and timetables in this written statement is not intended, nor is the effect of such goals and timetables intended, to discriminate against an individual or group with respect to any employment opportunity for which he, she or they are qualified on the basis that he, she, or they are not the beneficiaries of affirmative action themselves.

SIGNATURE PAGE:

VIII. Title VI Assurance

As required by contractual agreement, the Upper Cumberland Human Resource Agency will comply with the applicable laws and regulations relative to nondiscrimination in federally or state assisted programs. This policy outlines the steps and procedures taken to ensure compliance.

VIII. Signature of Title VI Coordinator

As required by the contractual agreement, the Upper Cumberland Human Resource Agency will comply with the applicable laws and regulations relative to nondiscrimination in federally or state assisted programs and fulfill all above mentioned duties to ensure compliance.

Signature of UCHRA Title VI Coordinator

Date

IX. Declaration of Administrative Head: Executive Director and Board Chairman

I declare that I have reviewed and approved the information provided in this Equal Employment Opportunity Policy on this date.

Signature of Executive Director

Date

Signature of Board Chairman

Date

Complaint Intake Form

Complainant's Name: Sarah & Adam Hughes Complainant's Phone Number: (931) 337-2617
Complainant's Address: 41 Campbell St., Crossville, TN 38555
County where incident occurred: Cumberland
Date of Incident: June 13th, 2023 Date Complaint Submitted: June 14th, 2023

Complaint: Check all that apply:

- Services Provided | Services Not Provided | Other
 Employee Actions | Policy Decisions

Who/What is the Subject of Complaint: Cordel Dryden

Complaint Details:
Please See Attached:

6-29-23 9:35am-10:10am
Spoke to Mr. & Mrs
Hughes listened to
them again about all
there issues. They are
happy with Lori Neal.
Son seems to be getting better
in some ways.

Witness Details:

Name: Sarah & Adam Hughes Phone Number: (423) 713-1302
Address: 41 Campbell St., Crossville, TN 38555

How would you like this resolved?

Cordel Dryden has been removed as our son Clayton's probation officer and we have been communicating with Cheryl Cox his supervisor. He is no longer have any connection or communication with this case including Clayton Roberts or our family Sarah Hughes, Adam Hughes, and Calvin Hughes. In the ability of the law and the office of UCHRA should reprimand the actions of Cordel Dryden.

Sarah Hughes & Adam Hughes
Signature

June 17th, 2023

Date

Received By: Sherry Bilbey

Date Received: 6/21/23

Complaint Intake Form

On the 13th of June 2023 shortly after 4 pm. Cordel Dryden the probation officer for our son Clayton Roberts came by our home located at 41 Campbell St., Crossville, TN 38555. This was a home visit and was scheduled. I was mowing the lawn and met Cordel at the door as I went to finish leaving my wife Sarah Hughes and our son Clayton Roberts to conduct the meeting with Cordel. After I finished mowing the lawn I came inside our home and Cordel was finishing up his visit. He had asked me if there was anything I had to add and I stated yes that I wanted to talk about the things that Clayton had talked about doing when he gets home; while he was at Compass Intervention Center in Memphis, TN and he had not done any of those things yet to include getting a haircut. So, I did so and once we were done talking Cordel pulled me outside and said, I thought you were going to kill him in there. At this point I was very confused by his words as there was not even any point during that discussion with Clayton anything was out of hand and could not have been misconstrued otherwise. I asked him that how he would have thought that I would have killed or harmed Clayton, at this point he stated well you seemed like you were irritated and started to apologize that he did not mean to say the words kill and how he did not feel I was going to harm Clayton.

On February the 8th I, Sarah Hughes texted Cordel and asked him to share Claytons monthly progress reports and to please send them to my email. Cordel said that he did not know if he could share them since they were sent confidentially to him. Once again I asked him if he has set up an appointment to talk to Clayton. I called Katherine Smith (Katie) Claytons therapist and asked her if Cordel could share the reports and she said absolutely he can. Cordel did not set up an appointment to talk to Clayton until February the 8th of 2023 Clayton has been there since Dec 28th 2022.

I called Cordel on February the 9th and told him I spoke with Katie (Katherine Smith) Claytons therapist I asked her if Cordel could share the monthly progress reports with me. Katie stated absolutely we are all in this together. Cordel never did. On April the 19th I texted Cordel about what I found out about Job Corp and they could not do anything to help me with the process about learning how the programs work or anything until Clayton is 16 years old. I asked Cordel if he had any other ideas to help keep Clayton busy when he gets home besides summer school. No answer.

On April the 25th I texted Cordel and let him know Compass lined up a home pass May 6th –May 7th and that we had lined up hotel and planned on going to Shelby Farms. We had planned on getting Clayton a haircut and shave as he could really use one. I let Cordel know that Clayton had a melt down and accused us as being controlling and when all that was said it was going to be more than a trim and something my husband and I agreed upon. I also asked if he had a chance to file an extension on Clayton's probation as it was going to be up on May the 2nd .No response.

I texted Cordel on April the 26th and asked Cordel to please call it is important and here it is 4 days later and still no response. Finally later this evening Cordel called me back. When I spoke to Cordel about everything going on with Clayton and the lies being told about us and what was really going on at Compass Intervention. I also talked to Cordel about how our family therapy sessions have gotten worse and worse .I let Cordel know I was worried about Clayton not getting the therapy he really needed or the family therapy we all needed. I was worried if I made the right choice sending Clayton there if he was so easily able to deceive people. Cordel said I as ranting and raving. I said that was not the truth, let alone very unprofessional and rude and hurtful. That should have never came out of your mouth. Cordel said well, once Clayton gets back we will deal with things. Cordel said that he did not believe that

Complaint Intake Form

Clayton was making good progress like Katie was reporting and from sitting in on a couple of our family therapy sessions which my husband and I were unaware of till now. I really do wish Cordel could have set in on all of them to see what was really going on at Compass.

On June the 13th Cordel came by a little after 4 pm. Clayton and I met with Cordel because my husband had some mowing to finish up. We spoke about Clayton getting a haircut so he could be presentable for interviews. Cordel said he was tired about hearing about Clayton getting a haircut so he was going to order him to get one before the next time he comes over for his visit. We talked about Clayton looking for a job as Clayton wanted to be treated like an adult and not be told what to do. Clayton helped come up with a home living contract while he was at Compass stating a safety plan plus what he will and will not do. I explained Clayton had to be reminded and helped to know how to search for a job. So he could make a plan to reach his goals and get off house arrest and get his learner permit at the end of the month. We then spoke about Clayton hurting his leg and getting a big gash down it from riding his bike in the neighborhood. I explained to Cordel that we talked to Clayton about being a little more careful with his body so he can be able to go to work and school. I know accidents happen it's not Claytons fault. Cordel stated that I think you are being a little hard on him, I got hurt all the time when I was playing football. I reiterated I know it is not his fault, we are not blaming Clayton. Clayton said mom thought that I needed to go to the hospital but, it was not that bad. Cordel asked if Adam said that Clayton did not need to go the hospital. I stated Adam said we can take him if you think he needs to go. We then talked about Job Corp and how it would be like being in college. So Clayton would have to be responsible for getting up and going to school and learning a trade in the afternoon studying then starting over the next day. I want to make sure Clayton is adjusted first and can be responsible so he would succeed when and if he went to Job Corp. Cordel agreed with us that Clayton needed to be able to be responsible first and adjust. Cordel asked Clayton to step outside with him while I finished doing some paperwork he gave me to fill out. Then my husband came inside from mowing. Cordel asked Adam if there was anything he would like to add or talk about. Adam said yes, then, spoke to Clayton in front of Cordel and myself. Adam asked Clayton when he was going to focus on school and getting a job like he said he was going to do when he gets home. Cordel asks Adam to step outside. When my husband came back in he was very upset and told me that Cordel told him I thought you were going to kill him in there. In no way shape or form did my husband threaten or any implications that he was wanting to or going to harm our son Clayton in any way. Clayton was very concerned what was said and called Cordell and did not get a response. Clayton texted Cordell at 9:15 pm saying Hey its Clayton I'm checking in. When you have a chance could you please call me after school? I would like to talk to you about a couple of things that pertain to today's events. Clayton never heard back from Cordel.

I texted Cordel on June 14th and let him know that I did not appreciate the unprofessional acts that he bestowed upon my husband yesterday evening. I understand that you pulled Adam outside by himself and told him, I thought you were going to kill Clayton in there. If you thought that Adam was going to or intending to do harm to our son; why would you have not spoken to me about this? I do understand you had apologized to my husband. However this is very unprofessional and not the first time. We had never received the initial paperwork we signed with you the day you became his probation officer or any other for that matter. I believe as adults, we need to be able to discuss issues in an appropriate manner together not separate. Then Cordel responses that he thinks there is a misunderstanding. I felt like he could in that moment. I did not say that he would. I made myself clear that I do not believe he would do that in any sort of way, I was asking the question because I am trying to understand the dynamic

Complaint Intake Form

between him and Clayton. I already apologized for the terminology. I am here to help you all and Clayton. I responded could you help me understand something? See, I was there. I was there last night when Adam was talking to Clayton and you and me. In no way shape or form did he come off aggressive. My husband's exact words to me were you told him, I thought you were going to kill him in there. My husband said you did not ask him that. If you were wanting to understand the dynamics between Adam and Clayton. Wouldn't it be better to sit down and talk to all of us as a group instead of separating? A family is a unit. And why would you have felt the need to ask that in any context of this matter? Cordel replied I would like to talk about this in person. I could come by this afternoon to clear this up. I replied were not comfortable with you being Clayton's probation officer; therefore we will no longer be in need of your services. We have spoken with Mrs. Cox and she is aware of this. Please do not come by our home. Thank you. We had also asked Mrs. Cox for another probation officer which she said she would see if she could arrange that for us when the other lady is off sick leave. Which we really appreciated all of Mrs. Cox help.