

Positively UC

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



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CRNN PROJECT WRAPS UP, VOLUNTEER THANKS TEAM

As the CRNN (Community Registered Nurse Navigator) Project comes to a close this month, we want to extend our sincere appreciation a special member of this project who became a dedicated UCHRA volunteer.

Ashley Walton, BSN, RN, from the University of Tennessee, Knoxville, College of Nursing, led efforts to better understand the decline in childhood vaccination rates across the region. Through strong collaboration with UCHRA staff, Ashley was able to connect with local county offices, participate in policy council discussions, and attend commodity distribution events to engage directly with the community.

We're proud to have played a part in this important work and are thankful for the lasting impact this collaboration has had on our region!

Ashley became a dedicated volunteer at UCHRA's commodity events, often lending a hand multiple times. She shared her gratitude for the partnership, highlighting the exceptional support she received from UCHRA team members.

"Al has been wonderful to work with at the distributions, along with Bethany, Phillip, and all the UCHRA coordinators and employees. You have some amazing individuals working for you," she said. "Your organization goes above and beyond for the people of the Upper Cumberland, and that is so good to see in this day and time."

OFFICE CLOSURE ALERT THURSDAY JUNE 19

The offices of UCDD and UCHRA, including UCHRA Public Transportation services (including Go Routes and Connect 1-40/1-24), will be closed in observance of Juneteenth, June 19.

Normal operations will resume on Friday, June 20.

UCDD-UCHRA 2025 FALL TRAINING & DRIVER ROADEO FRIDAY AUG. 22

Grab-and-go breakfast starts at 8 a.m.
PUTNAM COUNTY CONVENTION CENTER

UCHRA MAILBAG: EMPLOYEE RECEIVES HIGH MARKS FROM CALLER



When a community member recently called UCHRA seeking job information for a college student, they were met with exceptional service from Jan Herren. Jan not only provided helpful details about job opportunities and the qualifications needed for agency drivers, but she also took the time to clearly explain the experience and licensing requirements for the position.

The caller praised Jan for her kindness, professionalism, and willingness to assist—remarking that if every employer had someone like Jan on the phone, public satisfaction would be through the roof.

We're proud to have Jan as part of the UCHRA team and appreciate her continued commitment to excellent service.

Way to go, Jan!

UCDD, UCHRA STAFF ATTEND SPARTA-WHITE COUNTY EXPO

UCDD and UCHRA were proud to attend the Sparta-White County Chamber of Commerce Business Expo recently.

It was a great opportunity to connect with local businesses and community members.

Special thanks to Sheila Robinson, UCHRA's White County Coordinator, for capturing this great photo!



VOTE

FOR 2025 EMPLOYEES OF THE YEAR



NOMINATIONS DUE BY JULY 1

WHO WE ARE

OUR MISSION

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

OUR VISION

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

get  plugged in.

Follow us on social media for the latest updates.





THE HEART OF WHAT WE DO:

Why Great Customer Service Still Matters

In an age where automation and efficiency often take center stage, one thing continues to set organizations apart: exceptional customer service. At its core, customer service isn't just about answering questions or solving problems—it's about connection. It's about making people feel heard, respected, and valued.

For agencies like ours, serving the public means more than meeting quotas or checking off tasks. We are often the first point of contact for someone looking for help, hope, or simply a human being willing to listen. That's why every phone call, every visit, and every interaction is an opportunity—to build trust, to show compassion, and to make a difference.

Small Acts, Big Impact

Great customer service doesn't have to be grand or complicated. It can be as simple as a warm greeting at the front desk, a patient explanation over the phone, or a follow-up call that shows you care. These small gestures create lasting impressions and reinforce our agency's commitment to those we serve.

It Starts with Us

We're proud of the many UCHRA and UCDD team members who go above and beyond every day—people like Jan Herren, who recently made a lasting impact on a caller seeking job information. Her kindness, professionalism, and willingness to help didn't just answer questions—they made someone feel supported. And that makes all the difference.

What We Can All Remember

Whether we're helping a client access transportation, supporting caregivers, or answering questions about housing, the way we do it matters just as much as what we do. By leading with empathy, staying informed, and treating every interaction as an opportunity to help, we continue to strengthen our communities one person at a time.

In the end, great customer service is more than a skill—it's a reflection of our values. And when we lead with those values, the impact is felt far beyond the front desk.