



**Upper Cumberland  
Human Resource Agency**  
Program Guide

# TENNESSEE'S UPPER CUMBERLAND



## UPPER CUMBERLAND HUMAN RESOURCE AGENCY

The Upper Cumberland Human Resource Agency (UCHRA) was established in 1973 under the Tennessee Human Resource Agency Act, which created regional agencies across the state to coordinate and deliver essential human services at the local level. Built to respond to the unique needs of rural and small-town communities, UCHRA was formed to strengthen regional collaboration and ensure that vital programs were accessible to residents throughout the Upper Cumberland.

Today, UCHRA serves individuals, families, and communities across the region's 14 counties, offering support through transportation, housing assistance, nutrition programs, workforce and economic development efforts, and a range of community services. Rooted in a mission of empowerment and stability, the Agency meets people where they are, helping older adults, working families, individuals facing economic hardship, and vulnerable populations access the resources they need to thrive.

## 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.



# UCHRA

## COUNTY OFFICE LOCATIONS

### CANNON COUNTY

301 W. Main St.  
Adams Memorial Building, Room 302  
Woodbury, TN 37190  
P: (615) 563-2916 | F: (615) 563-6016

### CLAY COUNTY

601 Brown St.  
Celina, TN 38551  
P: (931) 243-3674 | F: (931) 243-4402

### CUMBERLAND COUNTY

1720 West Ave.  
Crossville, TN 38555  
P: (931) 456-0691 | F: (931) 456-6641

### DEKALB COUNTY

726 S. Congress Blvd.  
Smithville, TN 37166  
P: (615) 597-4504 | F: (615) 597-8322

### FENTRESS COUNTY

308 Main St. S., Ste. 101  
Jamestown, TN 38556  
P: (931) 879-8040 | F: (931) 879-9157

### JACKSON COUNTY

744 School Dr.  
Gainesboro, TN 38562  
P: (931) 268-9840 | F: (931) 268-3517

### MACON COUNTY

607 Highway 52 By-Pass  
Lafayette, TN 37083  
P: (615) 666-3377 | F: (615) 666-4604

### OVERTON COUNTY

106 W. Henson St.  
Livingston, TN 38570  
P: (931) 823-7323 | F: (931) 823-7325

#### **PICKETT COUNTY**

Byrdstown Community Center  
105 S. Main St., Room #6  
Byrdstown, TN 38549  
P: (931) 864-6540 | F: (931) 864-6793

#### **PUTNAM COUNTY**

580 S. Jefferson Ave., Ste. B  
Cookeville, TN 38501  
P: (931) 528-1127 | F: (931) 372-8754

#### **SMITH COUNTY**

120 Pauline Gore Way, Ste. A  
Carthage, TN 37030  
P: (615) 735-0476 | F: (615) 735-0577

#### **VAN BUREN COUNTY**

779 Old McMinnville Hwy.  
Spencer, TN 38585  
P: (931) 946-7151 | F: (931) 946-2876

#### **WARREN COUNTY**

201 Locust St.  
McMinnville, TN 37110  
P: (931) 473-6652 | F: (931) 473-6655

#### **WHITE COUNTY**

826 Valley View Dr.  
Sparta, TN 38583  
P: (931) 738-6255 | F: (931) 836-6386

#### **VAN BUREN COUNTY HEAD START**

24038 State Route 30  
Spencer, TN 38585  
P: (423) 881-5182 | F: (423) 881-5292

#### **CHANCE RESIDENTIAL CENTER FOR GIRLS**

1744 Deberry Rd., P.O. Box 8  
Bloomington Springs, TN 38545-0008  
P: (931) 526-4565 | F: (931) 372-8889



» **COMMUNITY CORRECTIONS**

Funded under an agreement with the State of Tennessee, the Adult Community Corrections Program provides an alternative to incarceration for non-violent felony offenders sentenced by Criminal Court Judges. Funded by the Tennessee Department of Correction, this program serves the 13th, 15th, and 31st judicial districts. (Fentress and Cannon counties excluded).

» **DAY REPORTING CENTERS**

Day reporting centers provide highly-structured, non-residential alternatives that target high-risk and high-need individuals under supervision and offer a variety of programs and services designed to address rehabilitation, treatment, education, programming, and re-entry services through a carefully-designed curriculum. These centers serve the 13th, 15th, and 31st districts (located in Putnam, Smith, and Warren counties) in Tennessee.

» **JUVENILE COMMUNITY INTERVENTION SERVICES**

The Community Intervention Services Program for Juvenile Offenders helps reduce the number of youths committed to institutions by allowing



# UCHRA DEPARTMENT OVERVIEW

them to remain in their community under intensive supervision with alcohol and drug treatment, community service work, family and individual counseling, education and employment assistance. This program is funded by the Tennessee Department of Children's Services and serves Cumberland, DeKalb, Fentress, Macon, Smith, Warren, and White counties.

## » UC RECOVERY

UC Recovery connects those with a substance abuse disorder with resources to aid in recovery, working with the individuals from entry into the program to stability in life. Staff work with an individual up to two (2) years while in the program. Our goal is to be able to give someone hope, encouragement, direction, and a sense of belonging and acceptance. When enrolled, individuals will obtain a Peer Recovery Coordinator to guide them through the process and get them back on their feet so they can get out of the grasp of substance abuse.

## » RIDE TO RECOVERY

Designed to help those in early recovery succeed by providing 90 days of transportation to desired recovery support services (treatment, meetings, mental health or probation appointments, and other recovery-related activities).



# COMMUNITY SERVICES

» **CHILD & ADULT CARE FOOD PROGRAM**

The Child & Adult Care Food Program (CACFP), funded by the Department of Human Services (DHS) supplements the cost of meals and snacks to caregivers for children enrolled in Licensed or Alternate Approved Day Care Homes.

» **COMMUNITY SERVICES BLOCK GRANT**

The Community Services Block Grant (CSBG), is a federal block grant funded by the Office of Community Services and administered by the Department of Human Services (DHS). CSBG provides assistance to alleviate the causes and conditions of poverty in communities by removing the barriers to self-sufficiency. CSBG enables agencies to provide a range of services. UCHRA focuses on Information & Referral and training.

» **COLLABORATIVE RESPONSE TO END SELF-NEGLECT IN TENNESSEE (CREST)**

CREST provides emergency and long-term client centered services and resources to Adult Protective Services clients who are victims of self-neglect as well as abuse, neglect, and exploitation by others.





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## » **COLLABORATIVE RESPONSE TO ELDER & VULNERABLE ADULT ABUSE (CREVAA)**

CREVAA provides emergency and non-emergency services and supports for older (60-plus) and vulnerable (18-59) adults who are alleged victims of a crime. Referrals for the assistance are primarily from Adult Protective Services (APS), the District Attorney's offices, law enforcement, and members of the Vulnerable Adult Protective Investigative Team (VAPIT). CREVAA addresses both the emotional and physical needs of victims by providing temporary services related to the crime in a trauma-informed and person-centered manner.

## » **HEAD START**

Van Buren County Head Start, funded through U.S. Department of Health and Human Services and the Administration for Children and Families, provides a positive learning environment and related experiences to help children develop social skills appropriate to their age and stage of development. Head Start promotes school readiness; ensuring children possess the skills, knowledge, and attitudes necessary for success in school and beyond.



» **HOME & COMMUNITY SERVICES**

Through a contract with the Managed Care Organizations (MCOs) in-home services are provided to eligible clients. Services can include homemaker, and personal care. Contact us to learn about private pay options.

» **HOUSECALL**

UCHRA's HouseCall home repair program offers reliable, fee-based home repair services for adults age 60 and older. Designed to help seniors safely maintain their homes, the program provides minor repairs and basic maintenance completed by vetted, insured technicians. This service is currently available in Jackson, Overton, Putnam, and White counties and aims to give older adults a trustworthy, affordable option to keep their homes safe, functional, and comfortable.

» **LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM**

The Low-Income Home Energy Assistance Program (LIHEAP), is a federally-funded program administered by the Tennessee Housing Development Agency (THDA) to provide energy assistance to low-income households.

» **SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)**

The Senior Community Service Employment Program (SCSEP), funded through Center for Workforce Inclusion, provides income eligible, unemployed individuals age 55 and older with paid part-time job training positions within host agencies that serve community needs. While in the program, participants receive work related training to gain the skills and experience they need to transition into unsubsidized employment.

» **SOCIAL SERVICES BLOCK GRANT**

The Social Services Block Grant (SSBG), which is funded by the Department of Human Services (DHS), funds the Adult Protective Services (APS) Homemaker Program. The APS Homemaker Program receives referrals from APS to serve adults who have been abused, neglected or exploited. Services provided by the homemaker include: household chores, errands, budgeting and other services to enable them to live independently.

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## » WEATHERIZATION ASSISTANCE PROGRAM

The Weatherization Assistance Program is a federally-funded program administered by THDA. Weatherization provides basic insulation and weatherization measures for low-income households to increase energy efficiency.



» **EMPOWER UPPER CUMBERLAND (EMPOWER UC)**

Empower UC works to streamline services that are already available, as well as provide new resources, such as milestone payments for meeting educational and employment goals, financial supports to overcome obstacles, and access to resources in the community.

Circles EmpowerMENT Nights provide monthly, family-centered gatherings that build social capital through meaningful connections, engagement in hands-on activities, networking opportunities, and togetherness. These nights bring families, staff, and community partners together to share a meal, strengthen relationships, share resources, and support personal and family success.





# UCHRA DEPARTMENT OVERVIEW

Additional services include:

- Higher Education Planning and FAFSA Assistance
- Financial Education through Dave Ramsey's EveryDollar and SmartDollar programs
- Ready to Learn – Parental Engagement Opportunities
- Career Planning

Based on the region-wide mission to lift 1,600 children and their families out of poverty, Empower UC is comprised of key regional partners, including Cookeville Regional Charitable Foundation, Tennessee Tech University, Upper Cumberland Development District, UCHRA, Upper Cumberland Local Workforce Development Board, and WCTE Central TN PBS.





» **CHANCE GIRLS HOME**

The CHANCE Girls Home, located in Putnam County, can serve a total of 16 female youth whose average length of stay is four (4) to six (6) months. The primary focus is to help each youth succeed in transitioning back to their respective families and communities with a strength of character they can use to achieve the success in life that they desire and deserve. CHANCE is a member of the Council on Accreditation (COA), a national organization, having met COA's stringent standards of excellence.

CHANCE operates a Category-7 Private School that is licensed and approved by both the Department of Education and the Department of Children's Services. This facility serves students enrolled in regular and special education programs, employs licensed special education teachers, and prepares students for a Tennessee High School Diploma or a General Equivalency Diploma (GED). The instructional curriculum is designed and implemented in accordance with Tennessee Curriculum Standards.



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CHANCE offers the flexibility to adapt and address individual needs on a case-by-case basis by providing services such as:

- Structured behavioral management & intervention system
- Intensive out-patient alcohol & drug treatment
- Individual & family therapy/ counseling
- Anger management groups
- Life skills & independent-living curriculum
- Community involvement & positive leisure activities
- Support & assistance for positive participation in group living
- Communication/self-esteem/ Trauma recovery groups
- Opportunities for religious growth & spiritual development
- Staff: student ratio of 8:1
- Around-the-clock care & supervision
- Licensed private school; grades 7-12
- College entry planning & support
- Career planning & training
- wellness policy
- TOP® Learning Collaborative



## » UCHRA PUBLIC TRANSPORTATION

UCHRA Public Transportation strives to maintain a professional, customer-friendly, low-cost transit system that provides transportation to rural residents of all ages. We pride ourselves on helping individuals by providing a safe, quality, and dependable service. It is funded by the Federal Transit Administration (FTA), TN Dept. of Transportation (TDOT), local human service contracts, fares, local revenues, and in-kind contributions.

UCHRA Public Transportation realizes that one size does not fit all when it comes to the ride you need. Our diverse array of services, including bus routes, door-to-door, and customized trip services, help ensure we get you where you need to go. Visit [www.ucpublictransit.com](http://www.ucpublictransit.com) for more information about UCHRA Public Transportation.

- » **Connect:** Daily trips into Nashville and Murfreesboro, along I-40 and I-24 routes, with stops along the route.
- » **Go:** Offered in the cities of Algood, Cookeville, Crossville, and McMinnville, this continuous-loop service picks up and drops off passengers at designated points along the route.
- » **Pick-Up:** Download the Pick-Up Upper Cumberland app for on-demand trips in Cumberland and Putnam counties.
- » **Ride:** Door-to-door public transportation, customized to meet the local needs of residents in the region.

## **ADDITIONAL SERVICES:**

### **JOB ACCESS PROGRAM**

Designed to assist qualifying low-income individuals with transportation to and from their place of employment. The program also assists with transportation to and from child care for eligible dependents.

### **MOBILITY MANAGEMENT**

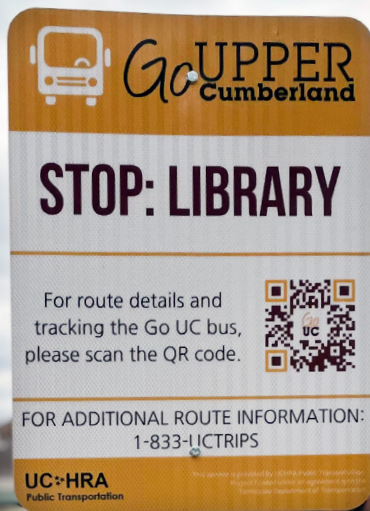
Mobility management is an innovative approach for managing and delivering coordinated transportation services to

# UCHRA DEPARTMENT OVERVIEW

customers, including older adults, people with disabilities, and individuals with lower incomes. Mobility management focuses on meeting individual customer needs through a wide range of transportation options and service providers.

## SHUTTLE UC

Shuttle UC provides transit services for corporate events, individual contracts, and after-hours transportation services for groups at a rate of \$60 per hour with a minimum of four (4) hours.





580 S. JEFFERSON AVE., SUITE B  
COOKEVILLE, TN 38501

P: (931) 528-1127 | [WWW.UCHRA.ORG](http://WWW.UCHRA.ORG)

TDD/TTY (Telecommunication device for the deaf) | (LEP) Limited English Service Available  
TDD users call: 1-800-848-0298

UCHRA is an Equal Opportunity Employer