

# Positively UC

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



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## COMMUNITY CORRECTIONS DRC REPORTS STRONG OUTCOMES

During this week's UCHRA Policy Council meeting, Community Intervention Director Melissa Hoisington provided an update on the Community Corrections Day Reporting Center program.

Since its launch approximately three and a half years ago, the Day Reporting Center program has recorded 33 program graduates, with an additional 54 individuals currently enrolled. UCHRA operates Day Reporting Centers in Cookeville, Carthage, and McMinnville, ensuring regional access to services.

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## UC RECOVERY CLIENT SUCCESS STORY: AMBER GREENLEE



*Amber Greenlee is a client of UC Recovery. The following information was provided by the client and has been edited for clarity.*

Amber grew up as the child of addicted parents. This meant she had to learn about survival before learning about safety. Her childhood was shaped by unpredictability, emotional gaps, and responsibilities no kid should have to carry.

“Love was there in complicated ways,” Amber said. “But, so were chaos, silence, and the quiet question of why things couldn’t just be different.”

Those early years taught her resilience, but they also left wounds she didn’t understand. As Amber grew older, she found herself walking a path she once swore that she wouldn’t.

Addiction didn’t arrive all at once — it crept in her life through pain, coping, and the deep, unhealed parts of her from the past.

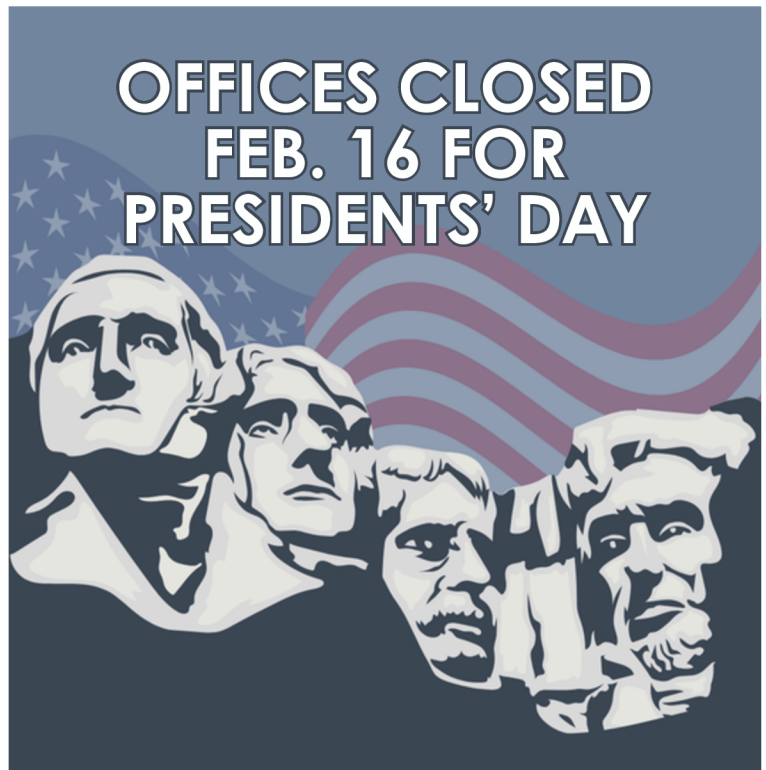
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## COMMUNITY CORRECTIONS DRC REPORTS STRONG OUTCOMES, CONTINUED

The program uses a collaborative, wraparound approach to connect participants with critical support services while also providing transportation to help eliminate barriers to participation.

Community Corrections programs in Tennessee are significantly more cost-effective than incarceration and offer an alternative that supports accountability and rehabilitation.

The full Policy Council meeting, along with recordings of previous meetings, is available on the agency's YouTube channel, UC Connect (@ucconnect6973).



## UC RECOVERY CLIENT SUCCESS STORY: AMBER GREENLEE, CONTINUED

For a while, she felt stuck in a cycle that seemed bigger than her, repeating things she grew up seeing. She felt heavy shame and guilt and wanted to get better, but didn't know how yet.

This meant breaking generational cycles, learning healthier ways to cope, and allowing herself grace while doing hard emotional work. Recovery taught her that her past explains her, but does not define her.

Today, at the age of 34, Amber stands in a different place—not perfect, but present. She says her greatest motivation and proudest achievement was becoming a mother.

Amber parents with intention, awareness, and a fierce commitment to giving her child the stability and love she once longed for.

Every day for her is a chance to show up differently, to model healing, accountability, and growth.

Her story is one of cycles—and of breaking them. It's about turning pain into purpose, choosing healing over history, and proving that where you start does not have to be where you finish.

“RECOVERY BECAME THE TURNING POINT, NOT JUST ABOUT STOPPING SUBSTANCES, BUT ABOUT FACING MYSELF WITH HONESTY AND COURAGE.”

Amber Greenlee, UC Recovery Client

### 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.*

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# EMPLOYEE SHOUT-OUTS

## GOING THE EXTRA MILE IN CROSSVILLE

A big thank you to Jerry from our Cookeville office for going the extra mile to help someone stranded with a dead battery at the Crossville Kroger gas pump.

We learned about this act of kindness through a message sent to our UCHRA Facebook page, and it truly made our day.

Moments like this remind us that our work is about more than a job—it's about being a good neighbor. We're grateful for employees like Jerry who step up when it matters most.

Many thanks to Jerry from the Cookeville office for giving my husband and I a jump start when our car battery died at the Kroger gas pump in Crossville. Appreciate him so much. Thank you!

## TRANSPORTATION TRIUMPH: A CALL ANSWERED WITH CARE

We're proud to give a shoutout to Natalie (Transportation Call Center) for her compassionate, person-centered approach to customer service.

A community member recently reached out after being referred by a healthcare worker to UCHRA Public Transportation, sharing that she was feeling overwhelmed by the cost of her current transportation arrangement and was looking for a more affordable option.

Natalie took the time to answer questions, explain available services, and provide support in a way that helped the rider feel comfortable and confident using public transportation.

The client stated Natalie went above and beyond—describing her as “out of this world,” and sharing that she “changed my life.” She specifically mentioned how kind and patient Natalie was, and how she helped with everything throughout the process.



*Thank you, Natalie, for representing UCHRA so well. We're grateful for the difference you all make for our community.*