



IMPLEMENTATION PLAN FOR
TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

Revised October 2025

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SECTION 1: OVERVIEW

The Upper Cumberland Human Resource Agency

A. Overview of The Upper Cumberland Human Resource Agency (UCHRA)

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 (2) members of the General Assembly, one minority representative and one Consumer Representative from each of the 14 counties in the Upper Cumberland region. UCHRA 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 that 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 UCHRA. The IT staff provides technical assistance and service to various departments and offices in each of the 14 counties.

2. Administrative Department:

- Performs vital executive support for day-to-day tasks for the Executive Director, as well as the functions of 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:

- 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 for Juvenile Offenders works to reduce the number of youths committed to institutions by providing them the 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 CHANCE Girls Home provides a safe, highly structured, therapeutic environment where each youth knows their value, and with compassion and perseverance, relationships can be restored. This facility provides an opportunity to change their lives, discover their strengths, and gain the confidence needed to lead healthy, harmonious, and productive lives when given a second chance
- Day Reporting Centers (DRC) provide highly structured, non-residential alternatives that target high-risk and high-need individuals under supervision, providing an alternative to incarceration. UCHRA's day reporting centers serve the 13th, 15th, and 31st judicial districts and offer a variety of programs and services designed to address rehabilitation, supervision, treatment, education, programming, and re-entry services through a carefully designed curriculum.
- Certified Peer Recovery Specialists (CPRS) support individuals in early recovery from substance use and co-occurring disorders by providing peer-based recovery support services. CPRS staff utilize their lived experience to promote recovery while providing person-centered recovery support, community outreach, public speaking, and transportation services.

5. Community Services:

- 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 caregiving 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).
- The Weatherization Assistance Program 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.

- CREVAA/CREST provides emergency support for elderly and vulnerable adults facing crime or self-neglect.
- Information and Referral Services assist families and individuals in accessing available services and resources in their communities.
- Child and Adult Care Food Program (CACFP) supplements the cost of meals to children or adults in licensed private day care homes.
- The CHOICES program provides dedicated attendant care to support CHOICES clients, ensuring they receive compassionate, personalized assistance with daily activities. Our respite services also offer much-needed relief for family caregivers, giving them a break while knowing their loved ones are in capable hands.
- 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.

6. 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, TN Department of Transportation, local human service contracts, fares, local revenues, and in-kind contributions.
 - Services include:
 - Connect: Daily trips to Nashville and Murfreesboro, along I-40 and I-24 routes, with stops along the route.
 - Go: This continuous-loop service picks up and drops off passengers at designated points along the route.
 - Pick-Up: On-demand transportation
 - Ride: Door-to-door public transportation, customized to meet the local needs of residents in the region.
 - Job Access: Assists riders with transportation to and from employment, as well as taking children to daycare.
 - Mobility Management: Mobility Managers help to reach the “right fit” solution for customers.
 - Shuttle UC: Provides corporate event, individual contract, and after-hours transportation services for groups.
- Driver’s Education offers 30 hours of classroom training and six (6) hours of on-the-road training for adults and youths.

Appendix A displays the organizational chart for UCHRA.

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.

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

Nondiscrimination Policy: The Agency's Title VI and non-discrimination policies and statements are as follows:

UCHRA 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.

UCHRA's Human Resources 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, *Title VI Coordinator*
580 S. Jefferson Ave., Ste. B; Cookeville, TN 38501
Phone: (931) 528-1127 | TDD: (800) 848-0298
Email: tkulpa@uchra.org

Americans with Disabilities Act (ADA): It is the policy of UCHRA 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 Resources 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 VI Coordinator:** A position designated by the Upper Cumberland Human Resource Agency to ensure compliance with the 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 2025 audit, UCHRA received \$21,320,991 in Federal funding/financial assistance.

SECTION 4

ORGANIZATION

UCHRA has assigned Title VI responsibilities to the Title VI Coordinator. The Title VI Coordinator is charged with the responsibility for implementing, monitoring, and ensuring the Agency's compliance with Title VI regulations.

Title VI Coordinator's responsibilities are as follows:

- Receive and process the disposition of Title VI complaints.
- Review annual Title VI reviews and audit of UCHRA departments to determine the effectiveness of program activities at all levels.
- Coordinate training programs on Title VI.
- Prepare a yearly report of Title VI accomplishments and goals, as required.
- 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*.
- Prepare an annual Title VI Implementation Plan as required by the Tennessee Human Rights Commission.
- Disseminate Title VI information to the public and, where appropriate, in languages other than English. See *Appendix C: Title VI LEP Plan*.

UCHRA 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 UCHRA 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 October 2025:

Gender	Executive	Director	Manager	Specialist	Support	Mechanic	Front Line	Total
Male	1	0	4	4	28	4	99	140
Female	0	4	29	27	45	0	94	199
Total	1	4	33	31	73	4	193	339

Race	Executive	Director	Manager	Specialist	Support	Mechanic	Front Line	Total
White	1	5	33	12	55	4	202	312
Black	0	0	1	3	9	0		13
Hispanic	0	0	1	0	4	0		5
Native American	0	0	0	0	0	0		0
Asian	0	0	0	0	1	0		1
Hawaiian	0	0	0	0	0	0		0
Two or more races	0	0	0	0	8	0		8
Total	1	5	35	15	77	4	202	339

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 that 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 UCHRA 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

UCHRA utilized Avaza's translation services two (2) times during the fiscal year July 1, 2024 - June 30, 2025. UCHRA used Avaza's over-the-phone interpretation service to facilitate two (2) 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 Title VI 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 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 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 UCHRA's Title VI Coordinator. In addition, a complaint can be filed externally with the Office of Civil Rights of the U.S. General Services Administration, Tennessee Department of Transportation (TDOT), the Tennessee Attorney General Civil Rights Enforcement Division, the Federal Highway Administration (FHWA) Office of Civil Rights, or the Federal Transit Administration (FTA) Office of Civil Rights.

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 that 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 30 calendar days of receipt of the written complaint.

C. UCHRA Complaints for Fiscal Year 2024-2025: No complaints were filed against UCHRA during FY 2024-2025.

There were no lawsuits filed during the fiscal year 2024-2025 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 Act 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 any compliance reports upon request.

UCHRA has included the Title VI Audit Checklist utilized for compliance checks. It is included as Appendix F of this Implementation Plan.

SECTION 10

TITLE VI TRAINING PLAN

UCHRA communicates the Title VI policy to its staff through new hire orientation, annual training sessions, 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, the 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 Invitations 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 fiscal year, the Title VI Coordinator provided two (2) classroom training opportunities, held in Putnam County. All UCHRA staff were provided with an opportunity to attend on Aug. 22, 2025. Title VI Employees were provided with make-up days for training.

A link to the Title VI, HIPAA, and FACTA training video (and transcripts) utilized for the training is provided as an attachment. See Appendix G.

For fiscal year 2024-2025, a total of 302 employees completed the classroom training in August 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 training 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 website <http://uchra.org/>. In addition to electronic distribution, the Agency will provide all of these documents in print, upon request.

B. 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 ensuring all language regarding Title VI is kept up to date and in accordance with current Federal and State discrimination laws. Title VI Non-discrimination statements will be posted on bulletin boards in the lobby of each county office.

C. Minority Representation:

UCHRA does not directly control the membership of any Board or Commission. UCHRA board membership is composed of elected officials 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. Six consumer representatives 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

PUBLIC PARTICIPATION PLAN

UCHRA is committed to inclusive, transparent, and equitable opportunities for public involvement in all programs and services, in full compliance with Title VI of the Civil Rights Act of 1964.

Purpose & Goals

- Ensure meaningful participation in agency planning, policies, and programs.
- Engage underserved populations, including minority, low-income, elderly, disabled, and Limited English Proficiency (LEP) individuals.
- Strengthen trust and accountability through open communication and responsiveness.

Methods of Engagement

UCHRA promotes participation through:

- Accessible public meetings and hearings with accommodations as needed.
- Public notices via newspapers, website, social media, and community partners.
- Partnerships with local governments, faith-based groups, and service organizations.
- Surveys, forums, and direct outreach to gather feedback.
- Maintaining current information and online engagement opportunities on the UCHRA website.

Accessibility & LEP Services

- Translated key materials and interpretation services when needed.
- ADA-compliant meeting spaces and accommodations to ensure full accessibility.

Documentation & Evaluation

- Public comments are recorded, reviewed, and considered in decision-making.
- Summaries of how input shaped agency actions are shared when feasible.
- This plan will be periodically evaluated and updated for continuous improvement.

SECTION 13

EVALUATION PROCEDURES OF TITLE VI IMPLEMENTATION

UCHRA 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:

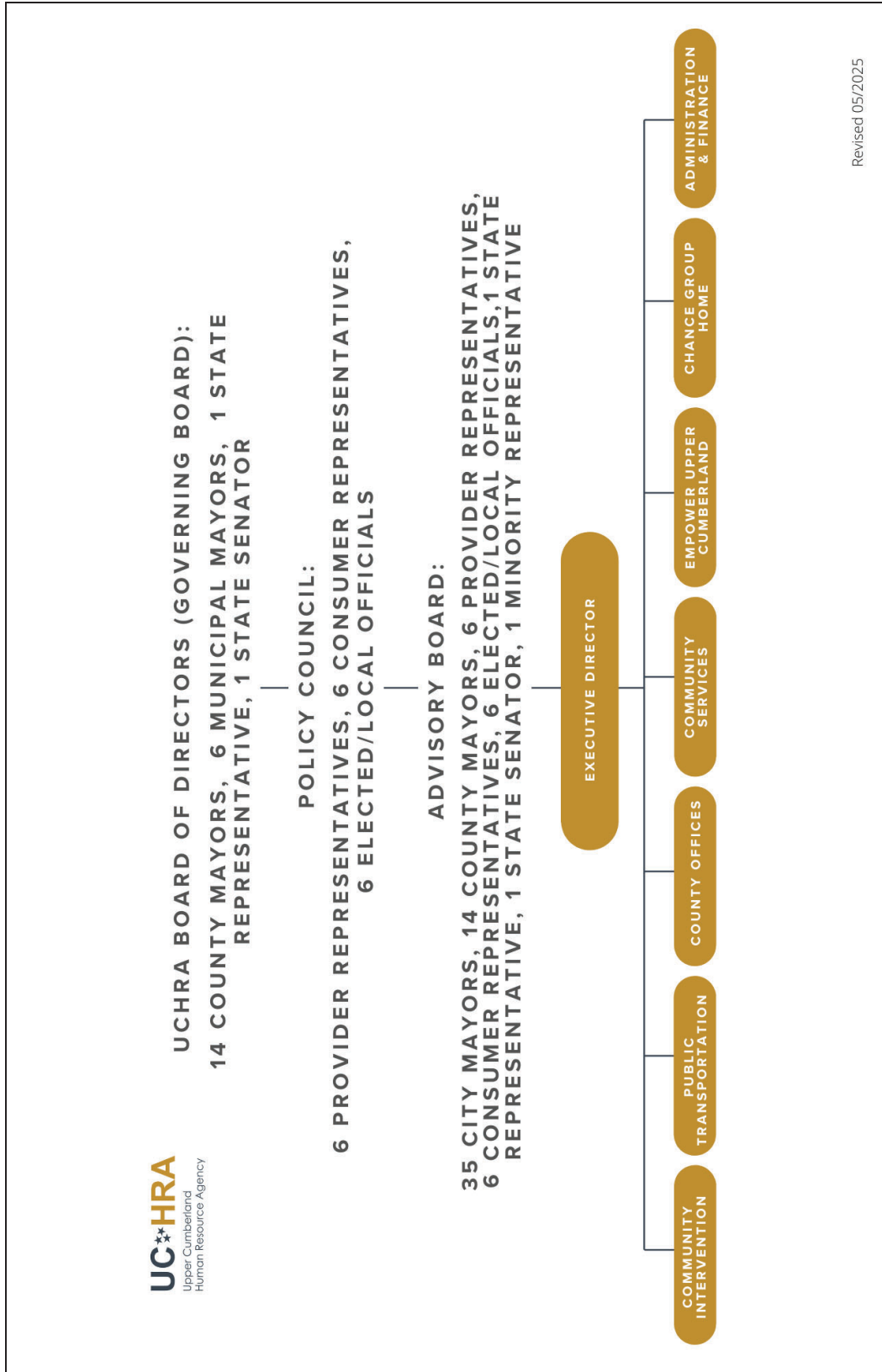
- Compliance reports received
- Recent complaints received
- Department program changes and additions
- Other relevant data and information

SECTION 14

RESPONSIBLE OFFICIALS

Tammy Kulpa, *Title VI Coordinator*
580 S. Jefferson Ave., Ste. B; Cookeville, TN 38501
Phone: (931) 528-1127 | TDD: (800) 848-0298
Email: tkulpa@uchra.org

APPENDIX A
ORGANIZATIONAL CHART



APPENDIX B

TITLE VI POLICY AND PROCEDURES



TITLE VI POLICY AND PROCEDURES

Approved By: _____

Effective Date: October 2025

Last Revision: October 2025

Purpose: To state the commitment of UCHRA 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 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 who 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 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 website, as well as by request from Human Resources, 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 the 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 Office of Civil Rights of the U.S. General Services Administration, Tennessee Department of Transportation (TDOT), the Tennessee Attorney General Civil Rights Enforcement Division, the Federal Highway Administration (FHWA) Office of Civil Rights, or the Federal Transit Administration (FTA) Office of Civil Rights.

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 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, 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 Department of Transportation (TDOT), the Tennessee Attorney General Civil Rights Enforcement Division, the Federal Highway Administration (FHWA) Office of Civil Rights, the Federal Transit Administration (FTA) Office of Civil Rights, or the Office of Civil Rights, U.S. General Services Administration, as well as with UCHRA. In such cases, the external complaint supersedes the internal UCHRA complaint. Accordingly, UCHRA's internal complaint procedures will be suspended pending

the outcome of the state or federal review process, unless the external agency requests 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.
 - d. 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.

VIII. TITLE VI ASSURANCE: As required by contractual agreement, UCHRA 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, UCHRA 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 UCHRA Executive Director

Date

Signature of UCHRA Board Chairman

Date

POLÍTICA Y PROCEDIMIENTOS DEL TÍTULO VI

Aprobado por: _____

Fecha de vigencia: Octubre de 2025

Última revisión: Octubre de 2025

Propósito: Declarar el compromiso de la UCHRA con el cumplimiento del Título VI.

- I. **AUTORIDAD:** TCA §§ 4-3-1105, 4-21-901, 4-21-904, 4-21-905, 49-1-304; Título VI de la Ley de Derechos Civiles de 1964, 42 U.S.C. § 2000d.
- II. **POLITICA:** Ninguna persona, por motivos de raza, color u origen nacional, será excluida de la participación, se le negarán los beneficios o será objeto de discriminación en cualquier programa, servicio o actividad operado, financiado o supervisado por la Agencia de Recursos Humanos de Upper Cumberland.
- III. **PROPÓSITO:** Garantizar el cumplimiento por parte de la agencia de los requisitos del Título VI de la Ley de Derechos Civiles de 1964 y de las leyes y regulaciones de derechos civiles relacionadas.
- IV. **APLICACIÓN:** Todos los empleados, contratistas, subcontratistas y clientes de UCHRA que sean elegibles para recibir fondos y/o servicios federales.
- V. **RESPONSABILIDAD:** El Coordinador del Título VI coordinará todos los programas y actividades asociados con las investigaciones de quejas del Título VI y con el monitoreo del cumplimiento.
- VI. **DEFINICIONES:**
 - A. **Beneficiario:** Toda persona o grupo de personas con derecho a recibir beneficios, directa o indirectamente, de cualquier programa asistido por fondos federales.
 - B. **Queja:** Alegación escrita de discriminación que indica que un programa se opera de manera que resulta en un trato desigual hacia personas o grupos de personas por motivos de raza, color u origen nacional.
 - C. **Cumplimiento:** Cumplimiento de los requisitos del Título VI, otras leyes aplicables, regulaciones e instrucciones en la medida en que no existan distinciones en la prestación de servicios o beneficios basadas en raza, color u origen nacional.
 - D. **Revisiones de Cumplimiento:** Inspecciones regulares de los programas del Departamento para determinar el cumplimiento con los requisitos del Título VI, las cuales pueden realizarse mediante revisiones en sitio o revisiones documentales estructuradas.
 - E. **Contratista:** Persona, grupo o empresa que acuerda realizar servicios o proveer bienes a un precio específico según un contrato.
 - F. **Dominio Limitado del Inglés (LEP):** Personas que no hablan inglés como idioma principal y tienen una capacidad limitada o nula para leer, hablar, escribir o entender inglés.

- G. Monitoreo: Proceso de revisión utilizado para determinar el cumplimiento con los requisitos de un programa estatal o federal, las leyes y regulaciones aplicables, y los resultados esperados.
- H. Beneficiario/Receptor: Toda persona o grupo que recibe servicios o asistencia de cualquier programa o entidad financiada por fondos estatales o federales.
- I. Coordinador del Título VI: Puesto designado para garantizar el cumplimiento con los requisitos del Título VI, así como con todas las leyes estatales y federales relacionadas.

VII. PROCEDIMIENTOS:

A. Presentación de Quejas

Una queja formal debe presentarse por escrito dentro de los 180 días posteriores a la presunta discriminación.

1. La queja debe presentarse en el formulario de Queja del Título VI, disponible en el sitio web de la Agencia o a solicitud en Recursos Humanos o en los mostradores de recepción.
2. También puede presentarse mediante una carta que contenga los elementos esenciales de la queja.
3. Las alegaciones recibidas por teléfono, fax o correo electrónico serán reconocidas y documentadas por escrito. Cuando sea posible, se enviará un formulario de queja para que sea firmado y devuelto al Coordinador del Título VI. Si el denunciante no puede o no desea presentar la queja por escrito, la persona que la reciba deberá documentarla. La queja debe incluir:
 - a. Nombre, dirección y número de teléfono del denunciante.
 - b. Lugar y nombre de la agencia, instalación u oficina donde ocurrió la presunta discriminación.
 - c. Identificación del personal involucrado.
 - d. Descripción de los hechos que llevaron a la creencia de discriminación.
 - e. Base de la queja (raza, color u origen nacional).
 - f. Nombres y datos de contacto de testigos.
 - g. Fecha(s) de los incidentes.
4. Una queja que alegue discriminación contra una división o entidad de UCHRA puede presentarse internamente ante el Coordinador del Título VI.
5. Además, se puede presentar una queja externamente ante la Oficina de Derechos Civiles de la Administración de Servicios Generales de los Estados Unidos, el Departamento de Transporte de Tennessee (TDOT), la División de Aplicación de Derechos Civiles del Fiscal General de Tennessee, la Oficina de Derechos Civiles de la Administración Federal de Carreteras (FHWA) o la Oficina de Derechos Civiles de la Administración Federal de Tránsito (FTA).

B. Investigación, Determinación y Resolución:

El personal supervisor de UCHRA deberá remitir toda queja escrita al Coordinador del Título VI dentro de los dos (2) días hábiles siguientes a su recepción.

El Coordinador del Título VI:

1. Coordinará la revisión e investigación de las quejas.
2. Notificará al denunciante de la recepción de la queja.

- a. La notificación se realizará por el medio más expedito disponible, incluyendo correo electrónico, fax o llamada telefónica, y se documentará por escrito y se confirmará mediante una carta.
 - b. La notificación incluirá una solicitud de fecha y hora en que un investigador pueda comunicarse con el denunciante por teléfono o en persona para conversar sobre la queja.
3. Notifique al denunciante mediante carta certificada la determinación y/o cualquier acción correctiva que se haya tomado, si se determina que hubo discriminación por raza, color u origen nacional.
4. Mantenga copias de las quejas y de las determinaciones por un mínimo de tres (3) años a partir de la resolución de la queja.
5. Asuma la responsabilidad principal de investigar las quejas y de informar los hallazgos según sea necesario. La investigación revisará, como mínimo:
 - a. Las prácticas y políticas aplicables;
 - b. Las circunstancias y los hechos que llevaron a la presentación de la queja.
 - c. Toda la demás información pertinente.
6. Complete la investigación y prepare una determinación por escrito sobre la presunta discriminación y/o formule cualquier recomendación sobre la acción correctiva adecuada dentro de los 30 días naturales posteriores a la recepción de la queja por escrito.

C. Proceso Interno de Apelación

Si el denunciante no está satisfecho con los hallazgos del Coordinador del Título VI y/o con la acción correctiva tomada, puede presentar una apelación ante el Director Ejecutivo y/o el Comité de Agravios, lo cual constituye el último nivel del sistema interno de quejas.

1. Tras una apelación, Recursos Humanos y el Coordinador del Título VI asistirán al Director Ejecutivo y al Comité de Agravios en la revisión del caso y en la toma de una determinación.
2. El proceso de apelación puede incluir, entre otras acciones, conversar sobre la queja con el denunciante, el presunto infractor, el receptor inicial de la queja, los testigos disponibles y el Coordinador del Título VI cuya determinación se está apelando..

D. Proceso de Revisión Externa

Una queja puede presentarse simultáneamente ante el Departamento de Transporte de Tennessee (TDOT), la División de Aplicación de Derechos Civiles del Fiscal General de Tennessee, la Oficina de Derechos Civiles de la Administración Federal de Carreteras (FHWA), la Oficina de Derechos Civiles de la Administración Federal de Tránsito (FTA) o la Oficina de Derechos Civiles de la Administración de Servicios Generales de los Estados Unidos, así como ante UCHRA. En tales casos, la queja externa prevalece sobre la queja interna de UCHRA. En consecuencia, los procedimientos internos de quejas de UCHRA se suspenderán a la espera del resultado del proceso de revisión estatal o federal, a menos que la agencia externa solicite asistencia en la investigación.

E. Proceso interno de monitoreo de programas y actividades de UCHRA:

1. El Coordinador del Título VI:
 - a. Coordinar auditorías de gabinete y revisiones presenciales.

- b. Asegurar que se proporcione el aviso adecuado a los empleados y a las partes externas sobre la política de no discriminación del Departamento.
 - c. Asegurar que se sigan las directrices para personas con dominio limitado del inglés (LEP) y que los materiales del Título VI estén disponibles.
 - d. Recopilar y mantener datos sobre categorías raciales y étnicas, si corresponde.
2. Al completar la revisión:
- a. Prepare un plan de acción correctiva que describa los pasos que se tomarán para corregir los hallazgos, si los hubiera, identificados en el informe de monitoreo.
 - b. Proporcione el nombre o nombres de las personas de contacto responsables de la acción correctiva, la acción correctiva planificada y la fecha prevista de finalización.

F. Revisión de Cumplimiento e Implementación

- 1. El Coordinador del Título VI desarrollará y supervisará el Plan de Implementación del Título VI de UCHRA para garantizar el cumplimiento continuo de la agencia.

VIII. GARANTÍA DEL TÍTULO VI: Según lo requerido por el acuerdo contractual, UCHRA cumplirá con las leyes y regulaciones aplicables relacionadas con la no discriminación en programas asistidos federal o estatalmente. Esta política describe los pasos y procedimientos que se siguen para garantizar el cumplimiento.

IX. FIRMA DEL COORDINADOR DEL TÍTULO VI: Según lo requerido por el acuerdo contractual, UCHRA cumplirá con las leyes y regulaciones aplicables relacionadas con la no discriminación en programas asistidos federal o estatalmente y cumplirá con todas las obligaciones mencionadas anteriormente para garantizar el cumplimiento.

Firma del Coordinador del Título VI de UCHRA

Fecha

IX. DECLARACIÓN DEL JEFE ADMINISTRATIVO: Director Ejecutivo y Presidente de la Junta
Declaro que he revisado y aprobado la información proporcionada en esta Política y Procedimientos del Título VI en esta fecha.

Firma del Director Ejecutivo de UCHRA

Fecha

Firma del Presidente de la Junta de UCHRA

Fecha

APPENDIX C

FOUR FACTOR ANALYSIS AND LEP PLAN



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

Purpose:

In compliance with FTA C. 4702.1.A, the Upper Cumberland Human Resource Agency (UCHRA) has developed the following Language Assistance Plan (LAP) for Limited English Proficiency (LEP) persons.

History

Title VI of the Civil Rights Act of 1964 is the federal law that protects individuals from discrimination on the basis of race, color, or national origin in programs that receive federal financial assistance. In certain situations, failure to ensure that persons with limited English proficiency can effectively participate in, or benefit from, federally assisted programs may constitute a violation of 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 services, benefits, or to effectively engage in program participation.

UCHRA Four-Factor Analysis

The following Four-Factor Analysis guides UCHRA in determining which language assistance measures should be provided to guarantee meaningful access to program services by LEP persons.

Factor One: The number or proportion of LEP persons served or encountered in the eligible service population

To determine the LEP population across UCHRA's 14-county service area, the American Community Survey (ACS) 2023 Five (5) Year Estimates from the U.S. Census Bureau were reviewed. These estimates indicate that:

- While multiple languages are spoken within the service area, Spanish is the only language where more than 1,000 individuals report speaking English "less than very well."
- The threshold requiring translation or interpretation services is either five (5) percent of the total population or 1,000 individuals with LEP, whichever is less. Based on ACS data, Spanish meets this threshold, while other languages do not.

All citizens are eligible for UCHRA program services and activities, many of which are open to the general public. LEP individuals are therefore likely to come into contact with program activities and staff.

As a result, brochures and Title VI materials will continue to be provided in Spanish, and language services will remain available through interpretation resources. UCHRA maintains language line services and language identification cards that provide access to interpretation in over 100 languages to ensure accommodation when needed.

Factor Two: The frequency with which LEP persons come into contact with the program (2022–2025 update)

UCHRA staff and programs continue to serve and interact with LEP populations on a recurring basis. Encounters with LEP persons are documented through use of the language line, language cards, and direct service requests.

As of the most recent reporting period (2022–2025), UCHRA has experienced a steady level of requests for language services, primarily Spanish. This indicates that LEP persons are routinely exposed to UCHRA programs, particularly within DeKalb, Putnam, and Warren counties, where Spanish-speaking residents represent the largest LEP population.

Accordingly, key program information, including the Transportation Customer Handbook and essential Title VI literature, is made available in Spanish and distributed at UCHRA site locations.

Factor Three: The nature and importance of the program, activity, or service provided by the program

All UCHRA programs and activities have the potential to interact with individuals who speak a language other than English. Services provided include, but are not limited to:

- Public transit to jobs, schools, and community functions
- Access to medical appointments and health services
- Food assistance and emergency service support
- Residential services for youth in state custody
- In-home care and community support services

These services are vital to ensuring equitable participation and access to resources for all residents, including LEP persons. Without language assistance, LEP populations may face significant barriers to accessing these essential services. UCHRA's goal is to ensure that LEP community members have the same opportunities and experiences as their English-speaking counterparts.

Factor Four: The resources available and costs to the recipient

UCHRA maintains cost-effective resources for serving LEP persons. Current resources include:

- Language identification cards and language line services supporting over 100 languages.
- On-demand interpretation via telephone, billed by the minute.
- On-site translation and interpretation services (through providers such as AVAZA) are available for meetings, seminars, and public hearings.

Translation and interpretation expenses are considered eligible administrative costs under federal programs, making this a sustainable and reasonable method of ensuring compliance.

Certification

Based on the Four-Factor Analysis above, UCHRA is required to maintain a Language Assistance Plan (LAP). UCHRA will make all reasonable efforts to accommodate LEP residents requesting oral interpretation or written translation during participation in activities and program services.

Language Assistance Plan

As a result of the preceding analysis, UCHRA has identified that Spanish is the only LEP language population exceeding federal thresholds for translation and interpretation. Therefore, the following practices are in effect:

- All UCHRA contractors, drivers, dispatchers, County Coordinators, and program staff will make available, as needed, citizen participation documents, project resolutions, public notices, and other requested material in Spanish. Materials in additional languages will be made available upon request.
- All published citizen participation advertisements in the counties of DeKalb, Putnam, and Warren will include a Spanish-language statement noting that program materials are available in Spanish upon request.
- If other populations of LEP persons are identified in the future, UCHRA will reassess and expand language assistance measures as needed to meet federal and state requirements.

Authorized Signatures:

Preparer Signature/Title VI Officer

Date

Preparer Signature/HR

Date

Executive Director Signature

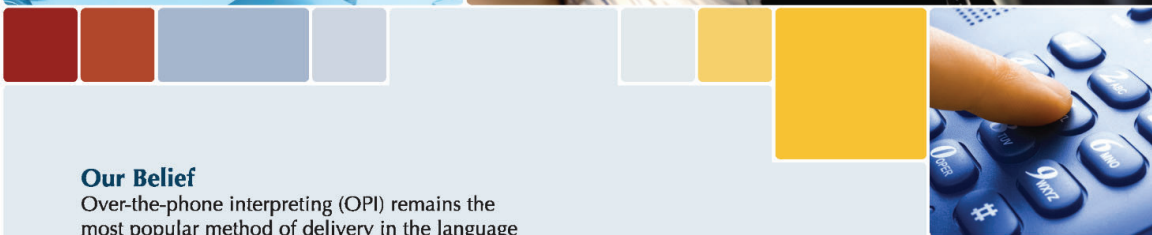
Date

Board Chairman Signature

Date

County	Cannon	Clay	Cumberland	DeKalb	Fentress	Jackson	Macon	Overton	Picklett	Putnam	Smith	Van Buren	Warren	White	Total in Service Area	% of Whole
Total:	13,816	7,302	59,877	19,038	17,922	11,325	24,187	21,650	4,854	76,874	19,056	5,952	39,180	26,172	347,205	
Speak only English	13,442	7,011	58,063	18,050	17,701	11,039	23,211	21,245	4,624	71,631	18,395	5,605	36,211	25,426	331,654	95.52%
Speak Spanish, and speak English less than very well	74	171	365	375	25	67	542	101	0	1,392	126	30	1,107	129	4,504	1.30%
Speak French, Haitian, or Cajun, and speak English less than very well	2	0	0	50	0	0	0	0	0	0	0	0	0	0	52	0.01%
Speak German or other West Germanic, and speak English less than very well	81	0	36	0	0	30	46	0	0	30	38	184	0	30	475	0.14%
Speak Russian, Polish, or other Slavic languages, and speak English less than very well	0	0	1	0	3	0	0	0	0	0	0	0	0	0	4	0.00%
Speak Other Indo-European languages, and speak English less than very well	0	0	2	0	0	0	0	0	0	151	29	0	156	0	338	0.10%
Speak Korean, and speak English less than very well	0	0	25	0	0	0	0	3	0	7	37	0	0	0	72	0.02%
Speak Chinese (incl. Mandarin, Cantonese), and speak English less than very well	0	2	8	0	0	0	0	12	0	29	0	0	0	0	51	0.01%
Speak Vietnamese, and speak English less than very well	0	0	0	0	0	0	0	0	0	157	0	0	0	0	157	0.05%
Speak Tagalog (incl. Filipino), and speak English less than very well	0	9	219	12	0	0	0	0	0	0	0	0	29	0	269	0.08%
Speak Other Asian and Pacific Island languages, and speak English less than very well	0	0	66	0	0	0	0	0	0	44	15	0	0	0	125	0.04%
Speak Arabic, and speak English less than very well	0	0	0	0	0	0	0	0	0	70	0	0	9	0	79	0.02%
Speak Other and unspecified languages, and speak English less than very well	0	0	0	1	0	68	0	0	0	45	1	0	2	0	117	0.03%

Data Source: 2023 ACS Five Year Estimates



Our Belief

Over-the-phone interpreting (OPI) remains the most popular method of delivery in the language service industry. We believe that OPI services should be quick, managed, and not cost-prohibitive to allow for best practices and not missed opportunities.

Professional Training

Our interpreter staff is trained and certified/qualified in accordance with industry standards. Hundreds of hours are dedicated to the development and training of our interpreters in: healthcare terms and practices; HIPAA; patient advocacy, safety, and care; HIV/AIDS prevention and care; and behavioral health. In addition, each candidate is required to undergo screening, training, and testing regardless of experience and/or level of education.

Delivery of Services

- Support in 180 languages and dialects
- 24/7/365 access
- Quick connections
- Qualified/Certified medical interpreters
- Toll-free numbers you can keep
- Aggressive Quality Control
- HIPAA compliant
- Billing for interpreting time only
- Emphasis on clarity, customer care, and consistency

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

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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؟	أشتر هنا والمترجم سيكون موجوداً مجاناً .	Arabic
ته كوردی دهئاخفی؟	ئیشارمت قیژی بکه ته جومان بو ته حازر دکهین ، به خورای.	Kurdish (Behdini)
ئایا کوردی قسه دهکهیت؟	ئیشارمت لیڤه بکه موته رجیمت بوئاماده دهکهین ، به خورای.	Kurdish (Sorani)
آیا شما فارسی صحبت میکنید؟	تروصبم جترم کیهینک دراشدا اجنیا بهرگا رایگان در اختیار شما 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 somaaliga?	Halkaan farta ku-fiiq turjubaan lacag la-an ayaad heleysaa.	Somali
Da li govorite Bosanski?	Pokažite ovdje I prevodilac će vam biti obezbijedžen, besplatno.	Bosnian
Parlez-vous français?	Ici, un interpréteur sera assigné pour vous, sans avoir payé.	French
ທ່ານເວົ້າພາສາລາວແມ່ນບໍ່?	ກະລຸນາບອກເຈົ້າໜ້າທີ່ຕາມນີ້ຈະມີນາຍພາສາມາແປໃຫ້ທ່ານໂດຍບໍ່ໄດ້ເສັງເງິນ.	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 utatafsiriwa 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 ?	इचारा यहाँ पर किजिये, भाषांतर 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
እየኩርናይ ይናገሩለሉን?	በጣትዎ ወደዚህ ያመልክቱ ያለምንም ክፍያ አስተርጓሚ ይመደብለሉታል!	Amharic
Eske ou pale kreyòl	Pwen isit la e yon entèprèt ap vin ede'w gratis.	Haitian Creole
ကျွန်ုပ်တို့ / ကျွန်ုပ်တို့ မြန်မာလို ပြောသလား	အောက်ဖိုလ်၌ စကားပြောကောင်း မပြောသလား။ ပြောရင်လဲ နားမလည်ဘူး။ ကျွန်ုပ်တို့အတွက် အမှန်တကယ် ကျွန်ုပ်တို့ နားလည်တဲ့ စကားပြန် စကားပြောကောင်း တစ်ယောက်လောက် ထားပေးပါ။	Burmese
Na ongea Kiswahili.	Kisheria unapaswa kuwa na mtafsiri bila ya kulipishwa	Swahili
Türkçe biliyor musunuz?	Burayı gösterirseniz, ücretsiz tercuman size yardım edecektir.	Turkish
คุณพูดภาษาไทยหรือเปล่า?	กรุณามองให้ทราบด้วยถ้าคุณต้องการคนแปล	Thai

UCHRA AVAZA ACCESS CODES (03-07-2024)

- Cannon County UCHRA Office: 37064
- Clay County UCHRA Office: 37067
- Cumberland County UCHRA Office: 37070
- DeKalb County UCHRA Office: 37073
- Fentress County UCHRA Office: 37076
- Jackson County UCHRA Office: 37079
- Macon County UCHRA Office: 37082
- Overton County UCHRA Office: 37085
- Pickett County UCHRA Office: 37088
- Putnam County UCHRA Office: 37091
- Smith County UCHRA Office: 37094
- Van Buren County UCHRA Office: 37097
- UCHRA Van Buren County Head Start: 37100
- UCHRA Chance Group Home: 37103
- UCHRA Putnam County (Central Office): 37106
- UCHRA Putnam County (Central Office) Transportation: 37109



Supported OTP Languages



- | | | |
|----------------|--------------|------------|
| Dinka | Kosovan | Sichuan |
| Dutch | Kurdish | Singhalese |
| Edo | Kurmanji | Slovak |
| Estonian | Laotian | Slovenian |
| Ewe | Latvian | Somali |
| Farsi | Lingala | Sarani |
| Fijian | Lithuanian | Spanish |
| French | Luganda | Swahili |
| Fukienese | Malagasy | Swedish |
| Fula | Malay | Sylheti |
| Fulani | Malayalam | Tagalog |
| Gaddang | Mandarin | Taiwanese |
| German | Mandingo | Taichew |
| Gorani | Marathi | Tamil |
| Greek | Mien | Telegu |
| Gujarati | Mirpuri | Thai |
| Haitian Creole | Mixteco Bajo | Tigrinya |
| Hakka | Mixteco Alto | Toishanese |
| Hebrew | Mongolian | Tongan |
| Hindi | Navajo | Turkish |
| Hmong | Nepali | Twi |
| Hokkien | Nuer | Ukrainian |
| Hungarian | Oromo | Urdu |
| Ibo | Pahari | Uzbek |
| Igbo | Papago | Vietnamese |
| Ilocano | Pashto | Visayan |
| Indonesian | Patois | Welsh |
| Italian | Polish | Wolof |
| Jakartanese | Portuguese | Yiddish |
| Japanese | Porthwari | Yoruba |
| Javanese | Punjabi | Yupik |
| Kanjobal | Romanian | Zulu |
| Kannada | Russian | |
| Karen | Samoan | |
| Kashmiri | Serbian | |
| Kazakh | Shanghainese | |
| Khmer | Sicilian | |
| Kinyarwanda | | |
| Kirundi | | |
| Korean | | |

- | | |
|-------------|----------------|
| Acholi | Dinka |
| Akan | Dutch |
| Afrikaans | Edo |
| Albanian | Estonian |
| Amharic | Ewe |
| Arabic | Farsi |
| Armenian | Fijian |
| Assyrian | French |
| Azerbaijani | Fukienese |
| Bajun | Fula |
| Basque | Fulani |
| Behdini | Gaddang |
| Belorussian | German |
| Bengali | Gorani |
| Bosnian | Greek |
| Bravanese | Gujarati |
| Bulgarian | Haitian Creole |
| Burmese | Hakka |
| Cantonese | Hebrew |
| Catalan | Hindi |
| Chamorro | Hmong |
| Chavacano | Hokkien |
| Chao-Chow | Hungarian |
| Cherokee | Ibo |
| Chin | Igbo |
| Croatian | Ilocano |
| Czech | Indonesian |
| Dakota | Italian |
| Danish | Jakartanese |
| Dari | Japanese |

**Translation is written,
Interpreting is spoken.
Translators translate,
Interpreters interpret.**



**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 ALOTTED 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 AGENCIES 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

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.

APPENDIX D

TITLE VI COMPLAINT FORM

Title VI of the Civil Rights Act of 1964 | Discrimination Complaint Form

Federal law prohibits discrimination on the basis of race, color, or national origin. If you believe you have been discriminated against, please complete this form. If you need help, contact our office.

Type of Complaint: Race Color National Origin

Complainant Contact Information:

First and Last Name: _____

Address: _____

City: _____ State: _____ Zip: _____ County: _____

Phone: _____ Mobile: _____

Email: _____

Respondent Contact Information (Person or Agency You Believe Discriminated Against You):

First and Last Name: _____

Address: _____

City: _____ State: _____ Zip: _____ County: _____

Phone: _____

Type of Business/Agency: _____

Immediate Supervisor: _____ *(For Employment Only)*

Date(s) of Discriminatory Act(s):

Beginning Date

Most Recent Date

Is the alleged act ongoing? Yes No

Description of the Alleged Discrimination:

Explain what happened, when, and who was responsible. Please be specific. You may attach extra sheets.

Resolution Attempts

Have you tried to resolve this complaint with the institution/agency/person? Yes No

If yes, what is the status? _____

Complaint Filed for Someone Else? Yes No

If yes, the complaint concerns: _____

First and Last Name

Filed with Another Agency or Court? Yes No

Contact Person: _____

Agency/Court: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

Certification & Signature

I certify that the above information is true to the best of my knowledge.

Complainant's Signature

Date

Mail this form to:
Title VI Equal Opportunity Office
580 S. Jefferson Ave., Ste. B
Cookeville, TN 38501

Email this form to:
customerservice@uchra.com

Privacy Statement: Filing a complaint is voluntary. The information you provide will be used solely to process your complaint under Title VI. Confidentiality is protected under the Privacy Act of 1974.

Título VI de la Ley de Derechos Civiles de 1964 | Formulario de Queja por
Discriminación

La ley federal prohíbe la discriminación por motivos de raza, color u origen nacional. Si usted cree que ha sido discriminado, por favor complete este formulario. Si necesita ayuda, comuníquese con nuestra oficina.

Tipo de Queja: Raza Color Origen nacional

Información de Contacto del Demandante:

Nombre y Apellido: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____ Condado: _____

Teléfono: _____ Móvil: _____

Correo electrónico: _____

Información de Contacto del Demandado (Persona/agencia que usted cree que discriminó en su contra):

Nombre y Apellido: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____ Condado: _____

Teléfono: _____

Tipo de Negocio/Agencia: _____

Supervisor Inmediato: _____ (Solo para Empleo)

Fecha(s) del Acto(s) Discriminatorio(s):

Fecha de Inicio

Fecha Más Reciente

¿El acto alegado continúa en curso? Sí No

Descripción de la Discriminación Alegada:

Explique lo que sucedió, cuándo y quién fue responsable. Sea lo más específico posible. Puede adjuntar hojas adicionales.

Intentos de Resolución

¿Ha intentado resolver esta queja con la institución/agencia/persona? Sí No

Si respondió sí, ¿cuál es el estado? _____

¿La Queja se Presenta en Nombre de Otra Persona? Sí No

Si respondió sí, la queja corresponde a: _____
Nombre y Apellido

¿Ha Presentado esta Queja en Otra Agencia o Tribunal? Sí No

Persona de Contacto: _____

Agencia/Tribunal: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____

Teléfono: _____

Certificación y Firma

Certifico que la información anterior es verdadera según mi leal saber y entender.

Firma del Demandante

Fecha

Envíe este formulario por correo a:
Oficina de Igualdad de Oportunidades - Título VI
580 S. Jefferson Ave., Ste. B
Cookeville, TN 38501

Por correo electrónico a:
customerservice@uchra.com

Declaración de Privacidad: Presentar una queja es voluntario. La información que usted proporcione se utilizará únicamente para procesar su queja bajo el Título VI. La confidencialidad está protegida bajo la Ley de Privacidad de 1974.

APPENDIX F

TITLE VI AUDIT CHECKLIST



Title VI Audit Checklist

Date	
Checklist Completed By	
UCHRA Office Site	
Address	

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 makes reports of all complaints: _____

6. Were the Title VI complaints received forwarded to the Title VI Officer in a timely manner (within three (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

Auditor's Signature

Date

Site Supervisor's Signature

Date

APPENDIX G

TITLE VI, HIPAA, and FACTA Training Video, Transcript, and Sign-In Sheets

Click here to view the Agency's Title VI, HIPAA, and FACTA Training Video:

<https://youtu.be/LwerAwyCsYI>

The above link directs to the UCDD-UCHRA YouTube channel, UC Connect, to view the training video.



A transcript of this training video can be found on the following pages.

Title VI, HIPAA, and FACTA Training | Video Transcript

00:00:00:00 - 00:00:31:07

Unknown

For most, if not all of us. Some days in the office can feel tedious or mundane. We fall into patterns and habits between Monday and Friday that make our job feel like exactly that a job. But the Upper Cumberland Development District and Human Resource Agency have a vision, a bigger picture, or a greater goal. Our mission is to help the Upper Cumberland region cultivate self-sufficiency and build true wealth through innovation, collaboration, and leadership.

00:00:31:09 - 00:01:01:10

Unknown

It's imperative that this goal stays at the forefront of our minds when inspiration seems to escape and routine seeps in. It is also critical that we understand that this vision will never be fulfilled without a full understanding and implementation of rules and regulations, such as title six and the Civil Rights Act of 1964. Not only are we required by law to adhere to such standards, but these standards are vital to our mission as agencies.

00:01:01:12 - 00:01:26:15

Unknown

Today, we're going to talk about title six and the Civil Rights Act of 1964. Title six is main goal is to stop unfair treatment or discrimination based on someone's race, color, or where they're from in programs that get money from the government. The law aims to make sure that everyone, no matter their background, can take part in and benefit from programs that get federal money.

00:01:26:16 - 00:01:56:04

Unknown

We want to make sure that our agencies follow this rule of fairness in everything we do. Most of us have heard of the Civil Rights Act of 1964, which sets the foundation for treating everyone fairly. This law protects people from being mistreated in many parts of American life. One part of the Civil Rights Act, called title six, makes sure that programs and activities funded by the government treat everyone equally, no matter where they're from.

00:01:56:05 - 00:02:24:18

Unknown

It's really important for you to know what title six does and to follow its rules. Since you work for a program that gets government money in America, making sure everyone is treated the same is a big deal. This idea of treating everyone fairly goes way back to the declaration of Independence in 1776, which talked about equality, and many people around the world see it as a standard for how governments should act.

00:02:24:21 - 00:02:56:09

Unknown

Title VI, HIPAA, and FACTA Training | Video Transcript

Over the years, lots of laws, orders from leaders and decisions from the Supreme Court have been needed to make sure this idea of fairness applies to everyone in the United States. They covered areas like the military, jobs from government contractors, building projects that got government funds, education and housing that received government assistance. Even with all of these efforts, there still wasn't an overarching law that said that the government was not allowed to treat people unfairly because of their race.

00;02;56;11 - 00;03;28;26

Unknown

In the 1960s, many people were insisting on laws to protect everyone's civil rights. This idea became the Civil Rights Act of 1964. The Civil Rights Act of 1964 had 11 different parts, called titles, which altogether were a big effort by the United States government to fight against unfair treatment. The Constitution already said government can't directly treat people unfairly, but the purpose of this law was to make sure that even when money from the government is involved in a matter, there's no unfair treatment.

00;03;28;27 - 00;03;51;25

Unknown

It served as a way to prevent unfairness without having to go to court with every incident. The title's goal is simple to stop unfair treatment in programs that receive government funding. Later, they added more rules to cover unfairness based on gender, age or disability. If you want government assistance, you are required to treat people fairly in your programs.

00;03;51;26 - 00;04;22;07

Unknown

If it's found out that government money is used unfairly. You could lose all the government funds you receive. For agencies to truly adhere to title six. Everyone in this room must be able to recognize discrimination and prevent any violations of these laws. Some examples of violations include excluding or denying programs, services, opportunity fees, financial aid or benefits for restricting or denied access or opportunity to participate in programs or services.

00;04;22;07 - 00;04;50;20

Unknown

Denying participation as a member of a planning or advisory body. Providing a different service, financial aid or benefit, or to provide these services in a different manner. Subjecting a person to segregation or separate treatment. Adopting methods of administration that would limit the participation of any group or subject them to discrimination. Addressing an individual in a way that makes them feel less than based on race, color, or national origin.

00;04;50;22 - 00;05;24;18

Unknown

Title VI, HIPAA, and FACTA Training | Video Transcript

Something our agencies may encounter regularly as persons with limited English proficiency or LEP. Although many individuals living in the United States read, write, speak and understand English, there are many from whom English is not their primary language. Language can hinder access to services, benefits, rights, information, comprehension, and legal compliance. Limited English proficiency LEP individuals under an executive order must be included in federally funded programs to prevent discrimination.

00;05;24;20 - 00;05;57;16

Unknown

Title six is crucial in the ongoing fight against discrimination. It reflects our commitment to upholding principles of equality and fairness, and is consistent with our vision as an agency. It is our responsibility to uphold the standards of title six, to better understand the people we serve and how best to support them. This training is essential and required by law, but most importantly, it is the right thing to do and it is essential to our mission at the Upper Cumberland Development District and Human Resource Agency.

00;05;57;19 - 00;06;35;21

Unknown

Another federal law that is crucial for our agencies to be aware of and abide by is known as HIPAA, the Health Insurance Portability and Accountability Act. This law was enacted in 1996 and sets standards for the privacy and security of clients health information. Here's a brief overview of HIPAA regulations. Privacy rule, HIPAA privacy rule establishes national standards to protect individuals, medical records, and other personal health information covered by entities including health care providers, health plans, and health care clearinghouses.

00;06;35;22 - 00;07;05;26

Unknown

It gives clients rights over their health information and sets limits on how personal health information can be used and disclosed. Examples of personal health information include the client's name, address, date of birth, medical record number, account number, photographs, and other personal identifiers. This information can be found in various forms such as financial records, billing statements, client ID bracelets, medical records, prescription bottles, voicemails, and emails.

00;07;05;28 - 00;07;41;22

Unknown

Security rule. This security rule complements the privacy rule by safeguarding electronic protected personal health information. Our agencies must implement administrative, physical and technical safeguards to ensure the confidentiality, integrity and availability of electronic protected personal health information. Breach notification rule the breach notification rule requires our agencies to notify affected individuals. The US Department of Health and Human Services, following a breach of unsecured personal health information enforcement rule.

Title VI, HIPAA, and FACTA Training | Video Transcript

00:07:41;24 - 00:08:26;24

Unknown

Hippies Enforcement Rule outlines procedures for investigating complaints of HIPAA violations and imposes civil and criminal penalties for noncompliance. In the following examples, HIPAA regulations play a critical role in protecting the privacy and confidentiality of individual's health information. While allowing social service agencies to provide essential services and support to their clients. Case management and referrals. When working with a client who has complex medical needs, such as a chronic illness or disability as part of the case management process, the agency may need to communicate with health care providers, specialists, or other service providers involved in the client's care.

00:08:26;26 - 00:08:55;26

Unknown

HIPAA regulations would govern how the agencies share the client's health information with these providers, ensuring that only necessary information is disclosed and that it is done securely and with the client's consent. Substance abuse services. When our agencies provide substance abuse services, in this case, the agency may collect sensitive information about clients substance abuse history, mental health status, and treatment progress.

00:08:55;28 - 00:09:29;06

Unknown

HIPAA regulations would require the agency to protect the confidentiality of this information, only sharing it with authorized individuals involved in the client's treatment, and ensuring that appropriate safeguards are in place to prevent unauthorized access or disclosure. Abuse cases our agencies sometimes encounter individuals who have experienced abuse in these situations. The agency may need to share information with law enforcement, child or adult protective services or other agencies involved.

00:09:29;06 - 00:09:59;06

Unknown

Ensuring the safety of the individuals involved. HIPAA regulations permit the disclosure of personal health information without proper authorization in certain circumstances, such as required by law, to report suspected abuse or neglect. In-Home care services. When providing services to individuals who are elderly or disabled. Agency staff may have access to client's medical records, medication schedules, and other health related information.

00:09:59;09 - 00:10:40;02

Unknown

HIPAA regulations would require the agency to ensure the confidentiality of this information, only sharing it with authorized caregivers, and implementing measures to protect against unauthorized access or disclosure. Data sharing and reporting. Our agencies sometimes collect

Title VI, HIPAA, and FACTA Training | Video Transcript

data on the populations we serve. To report to funders or government agencies if this data includes personal health information, HIPAA regulations would apply, requiring us to de-identify or redact the information before sharing it for research or reporting purposes, or to obtain client consent before disclosing identifiable health information.

00;10;40;04 - 00;11;12;27

Unknown

Here are some tips to ensure we stay in compliance. Avoid looking at medical records without direct involvement with a client. Never share information about prescriptions unless legally required. Resist accessing personal health information out of curiosity or worry. Do not use personal health information for research or marketing without proper authorization. Avoid posting anything about clients on social media. Never share passwords to workstations, computers, or building access key fobs.

00;11;12;29 - 00;11;48;14

Unknown

Protect workstations, computers and mobile devices by logging off when not in use. Provide clients with authorization, disclosure forms, and privacy policies. Follow the agency's disposal and shredding policies diligently. HIPAA regulations aim to protect clients. Privacy is to ensure the security of their health information in an increasingly digitized environment. Compliance with HIPAA is essential for you and Yukari to avoid costly penalties and maintain client trust by observing HIPAA regulations in these and other relevant contexts.

00;11;48;14 - 00;12;18;23

Unknown

Our agencies can ensure the privacy, security and confidentiality of clients health information while fulfilling our goal to provide valuable assistance and support to individuals in need. Finally, the Facta or fair and accurate cryptic transactions Act, is a US federal law enacted in 2003 to enhance protection for consumers personal financial information. Its primary focus is combating identity theft and improving the accuracy of consumer credit reports.

00;12;18;26 - 00;12;51;13

Unknown

Overall, Facta aims to empower consumers with greater control over their financial information and enhanced protections against identity theft, and promote the accuracy and privacy of consumer credit reports. Violation affected can result in significant penalties for businesses and organizations that fail to comply with its provisions. Collection and use of personal information. When collecting personal information from clients for the purpose of determining eligibility for assistance programs or providing financial aid, our agencies must adhere to effective regulations.

00;12;51;15 - 00;13;27;24

Unknown

Title VI, HIPAA, and FACTA Training | Video Transcript

This includes obtaining consent from clients to use their information, ensuring the security of data storage and transmission, and limiting access to sensitive information to authorized personnel only. Client application process. During the application process, our agency collects personal information such as social security numbers, income details, and other sensitive data to determine eligibility for assistance. In fact, the regulations require us to one obtain proper consent from clients before collecting and using their information to securely store and transmit the data entry only allow authorized personnel to access it.

00;13;27;26 - 00;13;57;14

Unknown

Dissemination of client information. If the agency shares client information with third party service providers or other organizations involved in delivering services or processing payments, the regulations must be observed. This includes implementing measures to safeguard client data, adhering transmission, and ensuring that any contractors or partners comply with the data security requirements. Payment distribution our agency makes financial assistance payments to eligible clients via direct deposit or prepaid cards.

00;13;57;15 - 00;14;25;29

Unknown

In this scenario, the regulations apply to ensure the security of financial information during payment processing. This agency must use one secure payment methods to encrypt the sensitive data during transmission, and three protect against unauthorized access to client funds. Credit reporting in situations where the agency provides financial assistance that may impact clients credit reports. Effective requirements regarding the accuracy of consumer information become relevant.

00;14;26;00 - 00;14;49;05

Unknown

The agency must ensure that any reporting of payment history or other credit related information is accurate and up to date, and it must provide clients with the opportunity to dispute incorrect any inaccuracies. Red flag rules compliance our agencies may be susceptible to identity theft risk, especially if they handle sensitive client information such as social security numbers, financial records, or medical data.

00;14;49;06 - 00;15;21;23

Unknown

Therefore, they must develop and implement identity theft protection programs following the red flags rule under Facta. This includes identity potential red flags indicating identity theft, such as discrepancies in client information or suspicious account activity, and establishing procedures for responding and mitigating these risk. Identity theft prevention if our agency discovers suspicious activity on a client's account, such as unauthorized charges or changes to personal information, we must have procedures in place to detect and respond to potential identity theft.

Title VI, HIPAA, and FACTA Training | Video Transcript

00;15;21;23 - 00;15;48;04

Unknown

Red flags. This may involve one verifying the identity of the client through additional documentation, or to contacting the client to confirm the legitimacy of the activity. Proper disposal of client records. Back to mandate. Secure disposal of consumer information to prevent unauthorized access and identity theft. Our agencies are required to establish policies and procedures for the secure disposal of flight records, whether in physical or electric form.

00;15;48;04 - 00;16;33;14

Unknown

This may involve shredding paper documents containing sensitive information and securing deleted electronic records to ensure they cannot be accessed or reconstructed. Record disposal. Periodically, the agency's need to dispose of outdated client records to maintain compliance with privacy regulations. Back to mandates, proper disposal methods to prevent unauthorized access to sensitive information and reduce the risk of identity theft. The agency must one shred paper documents containing personal data before disposal, and to securely delete electronic records from database or storage devices by observing factor regulations in these and other relevant context, CD and new CRA can protect the privacy and financial well-being of our clients while maintaining compliance with federal law.

00;16;33;16 - 00;16;49;09

Unknown

It is always important to treat sensitive data with the utmost care, whether held or financially related.



2025 FALL TRAINING
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NAME

Alice Mendez
MATH NABORS

UCDD OR UCHRA

UCHRA
UCHRA

SIGNATURE

Alice Mendez
MATH NABORS

2025 FALL TRAINING
UCDD / UCHRA / CRDC
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NAME

Michael Smith

UCDD OR UCHRA

UCHRA


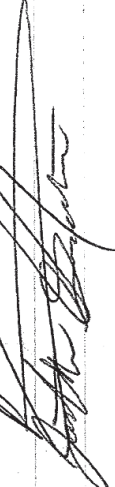
SIGNATURE

Michael Smith

1.

2025 FALL TRAINING
UCDD / UCHRA / CRDC
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NAME	UCDD OR UCHRA	SIGNATURE
Gregory Pigg	UCHRA	
Ronald Harris	UCHRA	
Jonathan Goodwin	UCDD	

2.

2025 FALL TRAINING
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NAME	UCDD OR UCHRA	SIGNATURE
Alma Swindle	UCHRA	<i>Alma Swindle</i>
Pauline McCormick	UCHRA	<i>Pauline McCormick</i>
Rick Joiner	UCHRA	<i>Rick Joiner</i>
Doreen Stover	UCHRA	<i>Doreen Stover</i>
Kenneth Dambler	UCHRA	<i>Kenneth Dambler</i>
Clyden [unclear]	UCHRA	<i>Andrea Szweryk</i>
John Callahan	UCHRA	<i>John CALLAHAN</i>
Doreen Hall	UCHRA	<i>Doreen Hall</i>

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2025 FALL TRAINING
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NAME	UCDD OR UCHRA	SIGNATURE
Deah R. Woodall	UCHRA	<i>Deah R. Woodall</i>
Stacie Naeff, A	UCHRA	<i>Stacie Naeff</i>
Shelley Macomber	UCHRA	<i>Shelley Macomber</i>
Todd Macomber	UCHRA	<i>Todd Macomber</i>
Matthew Carr	UCHRA	<i>Matthew Carr</i>
Arina Polyseno	UCMRA	<i>Arina Polyseno</i>
Gary King	Anchor	<i>Gary King</i>

4.

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NAME	UCDD OR UCHRA	SIGNATURE
MARCIE ACKERMAN <i>if someone</i>	UCDD	
Lilly Hall	UCDD <i>UCDD</i>	
MARK DUDNEY	UCDD	
Rebekah Beeler	UCDD	
Jessica Duke	UCDD	
Amanda Loshbough	UCDD	
Megan Keegan	UCDD	
Morgan White	UCDD	
Tommy Lee	UCDD	

5.

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NAME	UCDD OR UCHRA	SIGNATURE
Caleb Chandler	UCHRA	<i>Caleb Chandler</i>
SEAN PATTEN	UCDD	<i>Sean Patten</i>
Bryanna Nelson	UC Recovery	<i>Bryanna Nelson</i>
Jeff Hodges	UCDD	<i>Jeff Hodges</i>
Meghian Moore	UCDD	<i>Meghian Moore</i>
Kelly Clarkson	UCDD	<i>Kelly Clarkson</i>
Sara Martin	UCDD	<i>Sara Martin</i>



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NAME	UCDD OR UCHRA	SIGNATURE
Dennis Sattler (Peggy)	UCHRA	Dennis Sattler
Susie Walker	UCDD	Susie Walker
STEPHEN KREIB	UCDD	Stephen Kreis
Loni Hinkcock	UCDD	Loni Hinkcock
Christal Harris	UCDD	Christal Harris
JESS CROUCH	UCDD	Jess Crouch
Brenda Phillips	UCDD	Brenda Phillips
Cheryl Ryan Slagle	UCHRA	Ryan Slagle
Riley Sparks	UCHRA	Riley Sparks
Joy S. Butler	UCHRA	Joy S. Butler
MASON GARRISON	UCDD	Mason Garrison
Lloyd Williams	UCHRA	Lloyd Williams
Jason H. Carlton	UCHRA	Jason H. Carlton
Mike Braun	UCHRA	Mike Braun

2025 FALL TRAINING
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NAME	UCDD OR UCHRA	SIGNATURE
Tina Moff	UCDD	<i>Tina Moff</i>
Holly Oakley	UCDD	<i>Holly Oakley</i>
Jenna McVernie	UCDD	<i>Jenna McVernie</i>
Jessica Roberson	UCDD	<i>Jessica Roberson</i>
Paige Terry	UCDD	<i>Paige Terry</i>
Alyson Guy	UCDD	<i>Alyson Guy</i>
Cynthia Spivey	UCDD	<i>Cynthia Spivey</i>

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NAME	UCDD OR UCHRA	SIGNATURE
Tenny Simcox	UCHRA	<i>Tenny Simcox</i>
Judy Sanchez	UCHRA	<i>Judy Sanchez</i>
Jordan Herald	UCHRA	<i>Jordan Herald</i>
Christa White	UCHRA	<i>Christa White</i>
Melissa Moore	UCHRA	<i>Melissa Moore</i>
Rebecca Spice	UCHRA	<i>Rebecca Spice</i>
Sandra Rogers	UCHRA	<i>Sandra Rogers</i>
Shannon Linkford	UCHRA	<i>Shannon Linkford</i>
MEGAN OAKLEY	UCHRA	<i>MEGAN OAKLEY</i>
Mistie Johnson	UCHRA	<i>Mistie Johnson</i>

10.

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NAME	UCDD OR UCHRA	SIGNATURE
Lashay Dobson	UCHRA	Lashay Dobson
Jean Long	UCHRA	Jean Long
Dhonda Baedwin	UCHRA	Dhonda Baedwin
Sheila Robinson	UCHRA	Sheila Robinson
Sherrill Sanders	UCHRA	Sherrill Sanders
Darleen Hunter	UCHRA	Darleen Hunter
Hean Snyder	UCHRA	Hean Snyder

2025 FALL TRAINING
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NAME	UCDD OR UCHRA	SIGNATURE
Kathleen Henley	UCHRA	<i>Kathleen Henley</i>
Brianna Bruce	UCHRA	<i>Brianna Bruce</i>
ROBERT P KUSHNER	UCHRA	<i>Robert Kushner</i>
Johnny L. Spivey	UCHRA	<i>Johnny L. Spivey</i>
Joseph Fotech	UCHRA	<i>Joseph Fotech</i>
ATA SHUBURN	UCHRA	<i>ATA SHUBURN</i>
Sandra Ashburn	UCHRA	<i>Sandra Ashburn</i>
JAMES RANBOUGH	UCHRA	<i>James Ranbough</i>
REW LATIFAR	UCHRA	<i>Rew Latifar</i>

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NAME	UCDD OR UCHRA	SIGNATURE
Nicholas Schultz	UCHRA	
Tiphonie Ross	UCHRA	
Tiffanie Hawkins	UCHRA	Tiffanie Hawkins
Maleigh Brown	UCHRA	Maleigh Brown
Linda Kennedy	UCDD	Linda Kennedy

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2025 FALL TRAINING
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NAME	UCDD OR UCHRA	SIGNATURE
William J. Laskowitz	UCHRA	
Garry Peterson	UCHRA	
William K. Gussner	UCHRA	
Eric Smith	UCHRA	
Sandra Brown	UCHRA	
Gary Key	UCHRA	
Jene Hill	UCHRA	
JEFF LASKOWITZ	UCHRA	
Mark Lovinkovic	UCHRA	

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2025 FALL TRAINING
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NAME	UCDD OR UCHRA	SIGNATURE
Ben McCrean	UCDD	
Pasa Smith	UCDD	Pasa Smith
Megan Choate	UCDD	Megan Choate
Jessie Lusk	UCDD	Jessie Lusk
Kattlyn Ray	UCDD	Kattlyn Ray
Mindy Tranel	UCDD	
Sarah Birdwell	UCDD / SBDC	Sarah Birdwell
Roxanne Campbell	UCDD	Roxanne Campbell
Kelly Sullivan	UCDD / SBDC	Kelly Sullivan

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NAME	UCDD OR UCHRA	SIGNATURE
Kathy Pealer	UCHRA - Clay	Kathy Pealer
Sherry Sherrell	UCHRA - Clay Clay	Sherry Sherrell
Tonya Spears	UCHRA - Clay	Tonya Spears
Danny Kendall	UCHRA - Clay	Danny Kendall
Elsie Blaylock	UCHRA - Van Buren	Elsie Blaylock
Pita Mayfield	UCHRA - Van Buren	Pita Mayfield
Jim Bass	UCHRA Putnam	Jim Bass
Comer Stout	UCHRA Putnam	Comer Stout
James Brown	UCHRA Putnam	James Brown
Denise Richardson	UCHRA Putnam	Denise Richardson
JOHN CARL	UCHRA PUT	JOHN CARL
Charles Oldham	UCHRA - Putnam	Charles Oldham

2025 FALL TRAINING
 UCDD / UCHRA / CRDC
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NAME	UCDD OR UCHRA	SIGNATURE
Brittany Patten	UCHRA	<i>[Signature]</i>
Elizabeth Barayas	UCHRA	<i>[Signature]</i>
Melissa Wirsing	UCHRA	<i>[Signature]</i>
Teresa Kemper	UCHRA	<i>[Signature]</i>
Lexi Neal	UCHRA	<i>[Signature]</i>
Susie Allen	UCDD	<i>[Signature]</i>
Deather Melton	UCDD	<i>[Signature]</i>
Ginger Stout	UCDD	<i>[Signature]</i>
Jacklyn Medley	UCHRA	<i>[Signature]</i>
Sheri Lujan	UCHRA	<i>[Signature]</i>
Sara Moore	UCDD	<i>[Signature]</i>
Melissa Sliger	UCDD	<i>[Signature]</i>

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2025 FALL TRAINING
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NAME	UCDD OR UCHRA	SIGNATURE
Katia Owens	UCHRA	
Donna Griffith	UCHRA	
Sharon Bean	UCHRA	Sharon Bean
Ricky Burton	UCHRA	

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NAME	UCDD OR UCHRA	SIGNATURE
Billie Grogan	UCDD	Billie Grogan
Shelley Pennington	UCDD UCHRA	Shelley Pennington
Tonya Rockswell	UCHRA	Tonya Rockswell
Nathan York	UCDD	Nathan York
Lindsay Phitpot	UCDD	Lindsay Phitpot
Connie Vassiler	UCDD	Connie Vassiler

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NAME	UCDD OR UCHRA	SIGNATURE
Kathy Weaver	UCDD	<i>Kathy Weaver</i>
Melissa Sliger	UCDD	<i>Melissa Sliger</i>
Keri Bullock	UCHRA	<i>Keri Bullock</i>
Linda Best	UCHRA	<i>Linda Best</i>
Heather Bowman	UCHRA	<i>Heather Bowman</i>
Melissa Hoisington	UCHRA	<i>Melissa Hoisington</i>
Tom Sanford	UCHRA	<i>Tom Sanford</i>
Arianna Foster	UCHRA	<i>Arianna Foster</i>
Crystal Lawson	UCHRA	<i>Crystal Lawson</i>
Shannon Skupe	UCHRA	<i>Shannon Skupe</i>

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UCDD / UCHRA / CRDC
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NAME	UCDD OR UCHRA	SIGNATURE
Audi Bowman Smith	UCHRA	A Smith
Jannil Tinnon Dabir	UCHRA	Jannil Dabir
Paige Harris	UCHRA	Paige Harris
Cammie West	UCHRA	Cammie West
Staton Wheeler	UCHRA	Staton Wheeler
Vicker Smith	UCHRA	Vick Smith
Caitlyn Like	UCHRA	Caitlyn Like
Andrew Al-Hobawani	UCHRA	Andrew Al-Hobawani
Jeff Dyer	UCHRA	Jeff Dyer
Casey Eschette	UCHRA	Casey Eschette
Tephaney Ramappa	UCHRA	Tephaney Ramappa



2025 FALL TRAINING
 UCDD / UCHRA / CRDC
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* Smith County

NAME	UCDD OR UCHRA	SIGNATURE
Roger Johnson	UCHRA	<i>Roger Johnson</i>
MORRAY K. BAILEY Jonathan Guivens	UCHRA	<i>Morray K. Bailey</i> <i>Jonathan Guivens</i>
Cindy Blair	UCHRA	<i>Cindy Blair</i>
Amanda Anderson	UCHRA	<i>Amanda Anderson</i>
Jennifer Lee Schinner	UCHRA	<i>Jennifer Lee Schinner</i>
Tolynn M. Cash	UCHRA	<i>Tolynn M. Cash</i>

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UCDD / UCHRA / CRDC
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NAME	UCDD OR UCHRA	SIGNATURE
STACEY L. SCOTT	UCHRA	<i>Stacey L. Scott</i>
LUCIE BOLENBARKER	UC HRA	<i>Lucie Bolenbarker</i>
Natalie O'Rourke	UCHRA	<i>Natalie O'Rourke</i>
MISTY NICHOLSON	UCHRA	<i>Misty Nicholson</i>
Mary Leadbeater	UCHRA	<i>Mary Leadbeater</i>
Fred Stewart	UCHRA	<i>Fred Stewart</i>
Pamela Kirby	UCHRA	<i>Pamela Kirby</i>
Cherik Chaykew	UCHRA	<i>Cherik Chaykew</i>
Jenny Maynard	UCHRA	<i>Jenny Maynard</i>

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2025 FALL TRAINING
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NAME	UCDD OR UCHRA	SIGNATURE
Sonny Sexton	UCDD	
Janine Lopez	UCDD	
Lynn Drew	UCDD	
Nikie Farlow	UCDD	
Cortina Mc Hutchison	UCHRA	
Amber Milligan	UCHRA	
Carlee Bean	UCDD	

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NAME	UCDD OR UCHRA	SIGNATURE
Mary Navis Zora Howard	UCDD	Mary Navis Zora Howard
Nestor Chavez	UCDD	Nestor Chavez
Sherry Thurman	UCDD + UCHRA	Sherry Thurman
Rhonda Fielder	UCDD	Rhonda Fielder

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NAME	UCDD OR UCHRA	SIGNATURE
Catherine Haynes Sammie J Bow	UCHRA	Ctayne
Tara Burch Pamish Burgess	UCHRA UCHRA/Empower	Sammie J. Bow Tara Burch Pamish Burgess

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NAME	UCDD OR UCHRA	SIGNATURE
Amy Madelle	UCDD	<i>Amy Madelle</i>
Alicia Eldridge	UCDD	<i>Alicia Eldridge</i>
Chad Blair	UCDD	<i>Chad Blair</i>
Myna Walker	UCDD	<i>Myna Walker</i>
Ladelle Randolph	UCDD	<i>Ladelle Randolph</i>
APRILLE EVANS-WRIGHT	UCDD	<i>Aprille Evans-Wright</i>
Amy Harms	UCDD	<i>Amy Harms</i>

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NAME	UCDD OR UCHRA	SIGNATURE
Sherry Bilbrey	UCDD	<i>Sherry Bilbrey</i>
Tommy Kulp	UCDD	<i>Tommy Kulp</i>
Lanette Godsey	UCHRA	<i>Lanette Godsey</i>
Mark Farley	UC HRA	<i>Mark Farley</i>
Megan Spurgeon	UCHRA	<i>Megan Spurgeon</i>

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NAME	UCDD OR UCHRA	SIGNATURE
KELCI NORRIS	UCHRA	<i>[Signature]</i>
Jash Under	UCHRA	<i>[Signature]</i>
Amy Wingard	UCHRA	<i>[Signature]</i>
Adam Kinert	UCHRA	<i>[Signature]</i>
Jodi Evans	UCHRA	<i>[Signature]</i>

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2025 FALL TRAINING
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NAME	UCDD OR UCHRA	SIGNATURE
Brandi Blocke Lea Ann Payne	UCHRA UCHRA	Brandi Blocke Lea Ann Payne
Roy Brown Sappush Payne Penny Duff	UCHRA UCHRA UCHRA	Roy Brown Sappush Payne Penny Duff

34.

Warren

County!!

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NAME	UCDD OR UCHRA	SIGNATURE
Dorothy Newton	uchra	<i>Dorothy Newton</i>
Naoma Parsley	UCHRA	<i>Naoma Parsley</i>
Rebekah Acre	UCHRA	<i>Rebekah Acre</i>
Robert Elam	UCHRA	<i>Robert Elam</i>
Ronald Barnes	UCHRA	<i>Ronald Barnes</i>
Andrew Barnes	UCHRA	<i>Andrew Barnes</i>
Dana Pittard	UCHRA	<i>Dana Pittard</i>
Kenny Madeline	UCHRA	<i>Kenny Madeline</i>
Kenneth Roberts	UCHRA	<i>Kenneth Roberts</i>
David Johnson	UCHRA	<i>David Johnson</i>
MICHAEL BOCKERT	UCHRA	<i>MICHAEL BOCKERT</i>

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2025 FALL TRAINING
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NAME	UCDD OR UCHRA	SIGNATURE
Sunda Well	UCHRA	<i>Sunda Well</i>
SCOTT BREWINGTON	UC HRA	<i>[Signature]</i>
LOEL WHARTON	UCHRA	<i>[Signature]</i>
Adrian Guba	UCHRA	<i>[Signature]</i>
Jennifer Nelson	HRA	<i>[Signature]</i>
John Pistole	UCHRA	<i>[Signature]</i>
Charissa Tindle	UCHRA	<i>[Signature]</i>
JANU COOK	UCNRA	<i>[Signature]</i>
CASSI A. H. HREX	UCHRA	<i>[Signature]</i>

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2025 FALL TRAINING
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NAME	UCDD OR UCHRA	SIGNATURE
Kerry Wilson	UCHRA	<i>[Handwritten Signature]</i>
Mike Almo	UCHRA	<i>[Handwritten Signature]</i>
Beverly Almo	UCHRA	<i>[Handwritten Signature]</i>
Pat Riley	UCHRA	<i>[Handwritten Signature]</i>
Jenny A. Myers	UCHRA	<i>[Handwritten Signature]</i>

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2025 FALL TRAINING
 UCDD / UCHRA / CRDC
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NAME	UCDD OR UCHRA	SIGNATURE
Linda Best	UCHRA	<i>[Handwritten Signature]</i>
Christi Allen	UCHRA	<i>[Handwritten Signature]</i>
Philip McCourtly	UCHRA	<i>[Handwritten Signature]</i>
Crystal Lawson	UCHRA	Crystal Lawson
Sharon Skye Sharon Skye	UCHRA	Sharon Skye Sharon Skye
Carol A. Kitchens	UCHRA	<i>[Handwritten Signature]</i>
JOHN COOK	UCHRA	<i>[Handwritten Signature]</i>
KERRY WILSON	UCHRA	<i>[Handwritten Signature]</i>
Mike Almo	UCHRA	Mike Almo
Beverly Almo	UCHRA	Beverly Almo
John M Campbell	UCHRA	<i>[Handwritten Signature]</i>
Gary Bombalough	UCHRA	<i>[Handwritten Signature]</i>
Charles Brown	UCHRA	<i>[Handwritten Signature]</i>
Katharyn Lidel	UCHRA	Katharyn Lidel
William Francis	UCHRA	William Francis
<i>[Handwritten Name]</i>	UCHRA	<i>[Handwritten Signature]</i>

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2025 FALL TRAINING
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NAME	UCDD OR UCHRA	SIGNATURE
Jennifer Birdwell	UCDD	Jennifer Birdwell
Hannah Glover	UCDD	Hannah Glover
MARCIA HODGES	UCDD	Marcia Hodges
DESTAN EMMOND	UCHRA	Destan Emmond
Robin Mayberry	UCDD	Robin Mayberry
Holly Montooth	UCHRA	Holly Montooth
Sabrina Dees	UCHRA	Sabrina Dees
Laura Haynes	UCHRA	Laura Haynes
Donn Brock	UCHRA	Donn Brock
Charlie Fraser	UCHRA	Charlie Fraser
Donna Holmes	UCHRA	Donna Holmes
Ryan Stagle	UCHRA	Ryan Stagle

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NAME	UCDD OR UCHRA	SIGNATURE
Heath Bowman	UCHRA	<i>Heath Bowman</i>
Kevin Alsteens	UCHRA	<i>Kevin Alsteens</i>
Amanda Warden	UCHRA	<i>Amanda Warden</i>
Donald Sachs	UCHRA	<i>Donald Sachs</i>
Ricky L. Scarborough	UCHRA	<i>Ricky L. Scarborough</i>
Sandra Grace	UCHRA	<i>Sandra Grace</i>
Teresa Johnson	UCHRA	<i>Teresa Johnson</i>
Steve Langster	UCHRA	<i>Steve Langster</i>
Charmidy Concasto	UCHRA	<i>Charmidy Concasto</i>
Misty Turner	UCHRA	<i>Misty Turner</i>

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NAME	UCDD OR UCHRA	SIGNATURE
HARSHEL STONE ROBERT HITT	UCHRA UCHRA	<i>Harshel Stone</i> <i>Robert Hitt</i>
JON STINICH	UCHRA	<i>Jon Stinich</i>
DAVID M. SHIPLEY	UCHRA	<i>David M. Shipley</i>
Shaquawana Webster	UCHRA	<i>Shaquawana Webster</i>

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2025 FALL TRAINING
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NAME	UCDD OR UCHRA	SIGNATURE
Kimberly Howard	UCHRA	<i>Kimberly Howard</i>
Ray Simpson	UCHRA	<i>Ray Simpson</i>
William H. Whalen II	UCHRA	<i>William H. Whalen II</i>
Linda Diehl	UCHRA	<i>Linda Diehl</i>
Gary Swicegood	UCHRA	<i>Gary Swicegood</i>
Donny Miller	UCHRA	<i>Donny Miller</i>
Salvia LAURENZ	UCHRA	<i>Salvia LAURENZ</i>
Mark Walker	Pickup	<i>Mark Walker</i>
Sammie J. Bow	UCHRA	<i>Sammie J. Bow</i>

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2025 FALL TRAINING
UCDD / UCHRA / CRDC
TITLE VI - HIPAA - FACTA - LEF
22 AUGUST 2025



NAME	UCDD OR UCHRA	SIGNATURE
Kevin Beatty Taliaha Swaffler Erica Bredsoe Paula Riggsby Stephanie Riggsby	UCHRA UCHRA UCHRA UCHRA UCHRA	<i>Kevin Beatty</i> <i>Taliaha Swaffler</i> <i>Erica Bredsoe</i> <i>Paula Riggsby</i> <i>Stephanie Riggsby</i>
Tim Waters Bryanna Nelson (Sawyer)	UCHRA UCHRA / UCRECOVERY	<i>Tim D. Waters</i> <i>Bryanna Nelson</i>

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2025 FALL TRAINING
UCDD / UCHRA / CRDC
TITLE VI - HIPAA - FACTA - LEP
22 AUGUST 2025



NAME	UCDD OR UCHRA	SIGNATURE
Jessica Allen	UCHRA	Jessica Allen
Charlie R. Vaughn	UCHRA	Charlie R. Vaughn
Jane Turner	UCHRA	Jane Turner
Michael Ramsey	UCHRA	Michael Ramsey
Jason Kirby	UCHRA	Jason Kirby
Tracey Gillon	UCHRA	Tracey Gillon
Kandul Prossant	UCHRA	Kandul Prossant
Thomas Davenport	UCHRA	Thomas Davenport
Amarjeet Majik Billa	UCHRA	Amarjeet Billa
DAVID KEECE	UCHRA	David Kelley
Carrie Esaker	UCHRA	Carrie Esaker

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2025 FALL TRAINING
UCDD / UCHRA / CRDC
TITLE VI - HIPAA - FACTA - LEP
22 AUGUST 2025



NAME	UCDD OR UCHRA	SIGNATURE
Kinda Patton	Cumberland	
Heather Dutz	Cumberland	
Paul Meyer	"	
James Ted Linton	"	
Stephen Barker	"	
L. W. C. Asher	"	
Bruce Sapp	"	
Bruce Collier	"	

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2025 FALL TRAINING
UCDD / UCHRA / CRDC
TITLE VI - HIPAA - FACTA - LEP
22 AUGUST 2025



NAME	UCDD OR UCHRA	SIGNATURE
James Edwards	UCDD	<i>[Signature]</i>
Rebecca Peron	UCHRA	<i>[Signature]</i>
Jean Brewer	UCHRA	<i>[Signature]</i>
MAYNIE ANDERSON	UCHRA	<i>[Signature]</i>
Shelia Coten	UCHRA	<i>[Signature]</i>
Serry Humphrey	UCHRA	<i>[Signature]</i>

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2025 FALL TRAINING
UCDD / UCHRA / CRDC
TITLE VI - HIPAA - FACTA - LEP
22 AUGUST 2025



NAME	UCDD OR UCHRA	SIGNATURE
Trent Carter	UCHRA	<i>Trent Carter</i>
Hannah Rice	UCHRA	<i>Hannah Rice</i>
Emily Sells	UCDD	<i>Emily Sells</i>
PHILIP FOX	UCDD	<i>Phil Fox</i>
Aniel Lewis	UCDD	<i>Aniel Lewis</i>
Olivia Tillman	UCDD	<i>Olivia Tillman</i>
Alli Hammock	UCDD	<i>Alli Hammock</i>
Holly Henejer-Williams	UCDD	<i>Holly Henejer-Williams</i>

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2025 FALL TRAINING
UCDD / UCHRA / CRDC
TITLE VI - HIPAA - FACTA - LEP
22 AUGUST 2025



NAME	UCDD OR UCHRA	SIGNATURE
Darren Dilligard	UCHRA	<i>Darren Dilligard</i>
RICHARD CHILDERS	UCHRA	<i>Richard Childers</i>
Curtis Barlow	UCHRA	<i>Curtis Barlow</i>
ERIK NAVARAZ	UCHRA	<i>Erik Navaraz</i>
Tammie Vaughan	UCHRA	<i>Tammie J. Vaughan</i>
MAREEN WELLS	UCHRA	<i>Mareen Wells</i>
Karen Phillips	UCHRA	<i>Karen Phillips</i>
Angela Carroll	UCHRA	<i>Angela Carroll</i>

48.

2025 FALL TRAINING
UCDD / UCHRA / CRDC
TITLE VI - HIPAA - FACTA - LEP
22 AUGUST 2025



NAME	UCDD OR UCHRA	SIGNATURE
Amye Anderson	DD/HRA	
Macey Korth	HRA	
Evan Smith	HRA	
Rebecca Smith	DD/HRA	

APPENDIX G



Title VI Nondiscrimination Statement Título VI Declaración de Prohibición de Discriminación

Upper Cumberland Human Resource Agency ensures compliance with Title VI of the Civil Rights Act of 1964; 49 CFR, part 21; related statutes and regulations to the end that no person shall be excluded from participation in or be denied the benefits of or be subjected to discrimination under any program or activity receiving federal financial assistance from the U.S. Department of Transportation on the grounds of race, color, or national origin.

Upper Cumberland Human Resource Agency asegura el cumplimiento del Título VI del Acto de Derechos Civiles de 1964; 49 CFR, Parte 21, relacionados estatutos y normas para asegurar que ninguna persona sea excluida o discriminada, o que se le nieguen los beneficios de cualquier programa o actividad la cual reciba ayuda financiera federal del Departamento de Transporte de los Estados Unidos sin importar su raza, color, o origen nacional.

Any person who believes he or she has been discriminated against can file a complaint with the appropriate agency:

Cualquier persona que crea que ha sido discriminada puede presentar una queja ante la agencia correspondiente:

If you feel your rights have been violated under Title VI of the Civil Rights Act of 1964, you can file a complaint at any of the agencies listed below.

Si cree que se han violado sus derechos según el Título VI de la Ley de Derechos Civiles de 1964, puede presentar una queja en cualquiera de las agencias que se enumeran a continuación.

Upper Cumberland Human Resource Agency

Tammy Kulpa

Title VI Coordinator

580 S. Jefferson Ave., Ste. B

Cookeville, TN 38501

Phone: (931) 528-1127 | TDD: (800) 848-0298 | Email: tkulpa@uchra.com

TN Dept of Transportation
Civil Rights Division
William R. Snodgrass TN Tower
312 Rosa L. Parks Avenue
15th Floor
Nashville, TN 37243-0347
888.370.3647

TN Dept of Human Resources
William R. Snodgrass TN Tower
312 Rosa L. Parks Avenue
17th Floor
Nashville, TN 37243
615.741.4841

FHWA Office of Civil Rights
1200 New Jersey AVE, S.E.
8th Floor E81-314
Washington, DC 20591
202.366.0693

FTA Office of Civil Rights
Title VI Coordinator
East BLD, 5th Floor – TCR
1200 New Jersey AVE, S.E.
Washington, DC 20590
888.446.4511

Federal Aviation Administration
Office of Civil Rights, ACR-1
800 Independence AVE, S.W.
Washington, DC 20291

APPENDIX J

UCHRA Transportation – GO Routes

Deviated Fixed Route (DFR) Service Standards and Policies

This document outlines the service standards and policies for the Upper Cumberland Human Resource Agency (UCHRA) Deviated Fixed Route (DFR) service, known as the GO Routes. These standards comply with Federal Transit Administration (FTA) and Tennessee Department of Transportation (TDOT) requirements for fixed-route transit providers. The GO Routes serve the communities of Cookeville, Crossville, McMinnville, and Algood, providing fare-free, accessible service.

Vehicle Load Standards

VEHICLE TYPE	SEATED	STANDING	TOTAL CAPACITY	MAX LOAD FACTOR
12+2 Cutaway Bus	12	0	14	1.0
14+2 Cutaway Bus	14	0	16	1.0

Policy Headways and Periods of Operation

Each GO Route operates with a one-hour headway. Service spans and hours vary by route and day, as shown below. Deviation requests (up to $\frac{3}{4}$ mile from the route) are built into schedules.

ROUTE	DAYS	HOURS
Algood Route	Monday-Friday	8 a.m. - 4 p.m.
Cookeville Blue Route	Monday-Friday	7 a.m. - 6 p.m.
Cookeville Green Route	Monday-Friday	7 a.m. - 6 p.m.
Cookeville Green (Sat)	Saturday	10 a.m. - 6 p.m.
Cookeville Red Route	Monday-Friday	8 a.m. - 6 p.m.
Crossville Gold Route	Monday-Friday	7 a.m. - 5 p.m.
Crossville Gold (Sat)	Saturday	8 a.m. - 4 p.m.

Crossville Blue Route	Monday-Friday	7 a.m. - 5 p.m.
Crossville Blue (Sat)	Saturday	8 a.m. - 4 p.m.
McMinnville Red Route	Monday-Friday	7 a.m. - 6 p.m.
McMinnville Blue Route	Monday-Friday	7 a.m. - 6 p.m.
McMinnville Red (Saturday)	Saturday	10 a.m. - 6 p.m.

On-Time Performance

A vehicle is considered on time if it departs no more than five (5) minutes late. The GO Routes system maintains a target of 90 percent on-time performance. For Fiscal Year 2025, the system achieved 75 percent on-time performance, and efforts are underway to improve reliability. Performance is tracked through onboard GPS and ITS software, monitored monthly by the DFR Coordinator.

Service Availability

Each route averages approximately 20 stops, serving major destinations such as schools, grocery stores, and healthcare centers. Most riders are within ¼ mile of a stop; however, the ¾-mile deviation policy expands access further.

Transit Amenities

The GO Routes system currently includes 20 large shelters and several smaller bench areas. All stops display signage with QR codes linking to route maps and real-time tracking via the PassioGO app (available at <https://uchra.passiogo.com>). Printed maps are located in each shelter. Additional shelters are planned, pending right-of-way coordination with municipalities.

UCHRA determines placement of shelters and benches based on objective, demand-driven factors such as ridership volume, boarding frequency, and operational safety. Stops with the highest boarding activity are prioritized for shelters, while benches are installed at moderate-use stops. This approach ensures that transit amenities are allocated equitably across the service area, based solely on usage and need, not on demographic or geographic characteristics.

Vehicle Assignment

Vehicles are primarily assigned by county, with periodic rotation for maintenance or delivery. The fleet includes 11 cutaway buses (nine 12+2 and two 14+2). All vehicles are lift-equipped, ADA accessible, and average two (2) years in age.

Performance Monitoring & Reporting

Performance metrics including on-time percentage, ridership, and cost per hour are tracked monthly. Formal reports are compiled annually and submitted to TDOT. Oversight

is managed by the GO Route Coordinator, Jerry Myers. Results are shared with TDOT, local governments, and the public as appropriate.

Customer Service & Accessibility

Customer feedback, commendations, and complaints are accepted via the agency website and routed to Human Resources. HR forwards them to the appropriate department for review and response. While no formal response timeline is established, UCHRA ensures all concerns are addressed promptly. ADA and Title VI commitments are upheld per agency policy.

Holiday Schedule

No service is provided on the following holidays: New Year's Day, Martin Luther King Jr. Day, Presidents Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day.

Appendix K

UCHRA Transportation Department - Public Participation Log - 2022-2025				
Event Date	Agency	Activity	Communication Method	Notes
5/1/2022	UCHRA	Title VI Surveys	Paper surveys mailed and passed out to be collected	Received feedback and documented
6/27/2022	UCHRA	5311 Public Notice	Newspaper	
4/4/2023	UCHRA	Overton Co. Focus Group	In-Person Community Meeting	Gathered notes on where to improve with transportation outreach with the aging population in Overton County
4/11/2023	UCHRA	Jackson Co. Focus Group	In-Person Community Meeting	
4/13/2023	UCHRA	Fentress Co. Focus Group	In-Person Community Meeting	
4/14/2023	UCHRA	Putnam Co. Focus Group	In-Person Community Meeting	
4/18/2023	UCHRA	DeKalb Co. Focus Group	In-Person Community Meeting	
4/20/2023	UCHRA	Cannon Co. Focus Group	In-Person Community Meeting	
4/24/2023	UCHRA	Van Buren Co. Focus Group	In-Person Community Meeting	
4/25/2023	UCHRA	Cumberland Co. Focus Group	In-Person Community Meeting	Community provided great feedback for UCHRA Cumberland office, dispatch, and drivers
4/27/2023	UCHRA	Macon Co. Focus Group	In-Person Community Meeting	
4/28/2023	UCHRA	Warren Co. Focus Group	In-Person Community Meeting	
5/1/2023	UCHRA	Title VI Surveys	Paper surveys mailed and passed out to be collected	Received feedback and documented
5/2/2023	UCHRA	White Co. Focus Group	In-Person Community Meeting	
5/5/2023	UCHRA	Pickett Co. Focus Group	In-Person Community Meeting	
5/8/2023	UCHRA	Clay Co. Focus Group	In-Person Community Meeting	
5/31/2023	UCHRA	Clay and Jackson Strategy Sessions	In-Person Community Leadership Meeting	
6/6/2023	UCHRA	Cookeville Regional Medical Center Charitable Foundation	In-Person Community Healthcare Meeting	Strategized and educated on service options for patients
7/12/2023	UCHRA	5311 Public Notice	Newspaper	
7/26/2023	UCHRA	Cannon and Warren Strategy Sessions	In-Person Community Leadership Meeting	Need to promote more in these areas regarding transportation to employment
8/3/2023	UCHRA	Upper Cumberland Economic Development Meeting	In-Person Community Meeting	Educated on services
9/27/2023	UCHRA	Veterans Meeting	In-Person Community Meeting	More affordable options for Veterans
10/24/2023	UCHRA	Upper Cumberland Senior Expo	In-Person	Promoted
10/25/2023	UCHRA	Warren County Hub Project	Newspaper, agency social media, website	
4/2/2024	UCHRA	Dept. of Human Services / Vocational Rehabilitation	In-Person Community Meeting	
5/1/2024	UCHRA	5311 Public Notice	Newspaper	
5/1/2024	UCHRA	Title VI Surveys	Paper surveys mailed and passed out to be collected	Requests to expand deviated city routes within Putnam County area
5/21/2025	UCHRA	5311 Public Hearing	Newspaper	
6/25/2024	UCHRA	White and Van Buren Strategy Sessions	In-Person Community Leadership Meeting	
6/27/2024	UCHRA	Macon and Smith Strategy Sessions	In-Person Community Leadership Meeting	
8/6/2024	UCHRA	Dept. of Human Services - White Co.	In-Person Community Meeting	
10/10/2024	UCHRA	Macon Co. Geriatric Council Meeting	In-Person Community Meeting	
11/12/2024	UCHRA	Putnam Co. Community Advisory Board Meeting	In-Person Community Meeting	
12/5/2024	UCHRA	Putnam Co. Schools and Putnam Education Partnership	In-Person Community Meeting	Strategized imclement weather
1/9/2025	UCHRA	Putnam Co. Health Council Meeting	Virtual Community Meeting	Strategized imclement weather
1/13/2025	UCHRA	Jackson Co. Mental Health Coalition Meeting	In-Person Community Meeting	
2/27/2025	UCHRA	Pickett Health Council Meeting	In-Person Community Meeting	
2/28/2025	UCHRA	DeKalb Co. Health Council Meeting	In-Person Community Meeting	
2/5/2025	UCHRA	Cumberland Health Council Meeting	In-Person Community Meeting	
2/1/1825	UCHRA	Macon Health Council Meeting	In-Person Community Meeting	
2/24/2025	UCHRA	Smith Health Council Meeting	In-Person Community Meeting	
2/28/2025	UCHRA	White Health Council Meeting	In-Person Community Meeting	
3/3/2025	UCHRA	Fentress Health Council Meeting	In-Person Community Meeting	
3/6/2025	UCHRA	Jackson Health Council Meeting	In-Person Community Meeting	
3/11/2025	UCHRA	Warren Health Council Meeting	In-Person Community Meeting	
3/12/2025	UCHRA	Clay Health Council Meeting	In-Person Community Meeting	
3/13/2025	UCHRA	Overton Health Council Meeting	In-Person Community Meeting	
3/18/2025	UCHRA	Macon Health Council Meeting	In-Person Community Meeting	Community leaders noted more outreach to public about services
3/24/2025	UCHRA	Pickett Health Council Meeting	In-Person Community Meeting	
3/25/2025	UCHRA	White Health Council Meeting	In-Person Community Meeting	
3/26/2025	UCHRA	Van Buren Health Council Meeting	In-Person Community Meeting	
3/1/2725	UCHRA	TDOT Listening Session	Virutal Community Meeting	Received great feedback on services and drivers. Received feedback and documented
4/10/2025	UCHRA	Macon Geriatric Council Meeting	In-Person Community Meeting	
4/15/2025	UCHRA	Macon Health Council Meeting	In-Person Community Meeting	
4/23/2025	UCHRA	Van Buren Health Council Meeting	In-Person Community Meeting	
4/28/2025	UCHRA	Pickett Health Council Meeting	In-Person Community Meeting	

4/29/2025	UCHRA	DeKalb Health Council Meeting	In-Person Community Meeting	
5/1/2025	UCHRA	Jackson Health Council Meeting	In-Person Community Meeting	
5/1/2025	UCHRA	Title VI Surveys	Paper surveys mailed and passed out to be collected	Received great feedback on the city bus annunciators. Received feedback and documented
5/5/2025	UCHRA	Fentress Health Council Meeting	In-Person Community Meeting	
5/7/2025	UCHRA	Cumberland Health Council Meeting	In-Person Community Meeting	
5/8/2025	UCHRA	Cannon Health Council Meeting	In-Person Community Meeting	
5/9/2025	UCHRA	Upper Cumberland Health Council Meeting	In-Person Community Meeting	
6/26/2025	UCHRA	Tennessee Technological University Partner Meeting	In-Person Community Meeting	We met with university facilitators on strategies to expand and promote services to students
7/24/2025	UCHRA	Putnam Health Council Meeting	In-Person Community Meeting	
10/6/2025	UCHRA	Motlow State Community College Partner Meeting	In-Person Community Meeting	We met with college facilitators on strategies to expand and promote services to students
11/12/2025	UCHRA	Upper Cumberland Dialysis Meeting	Virtual Community Healthcare Meeting	Discussed ways to better accommodate clients who attend dialysis treatments