

Knoxville-Knox County  
Community Action Committee

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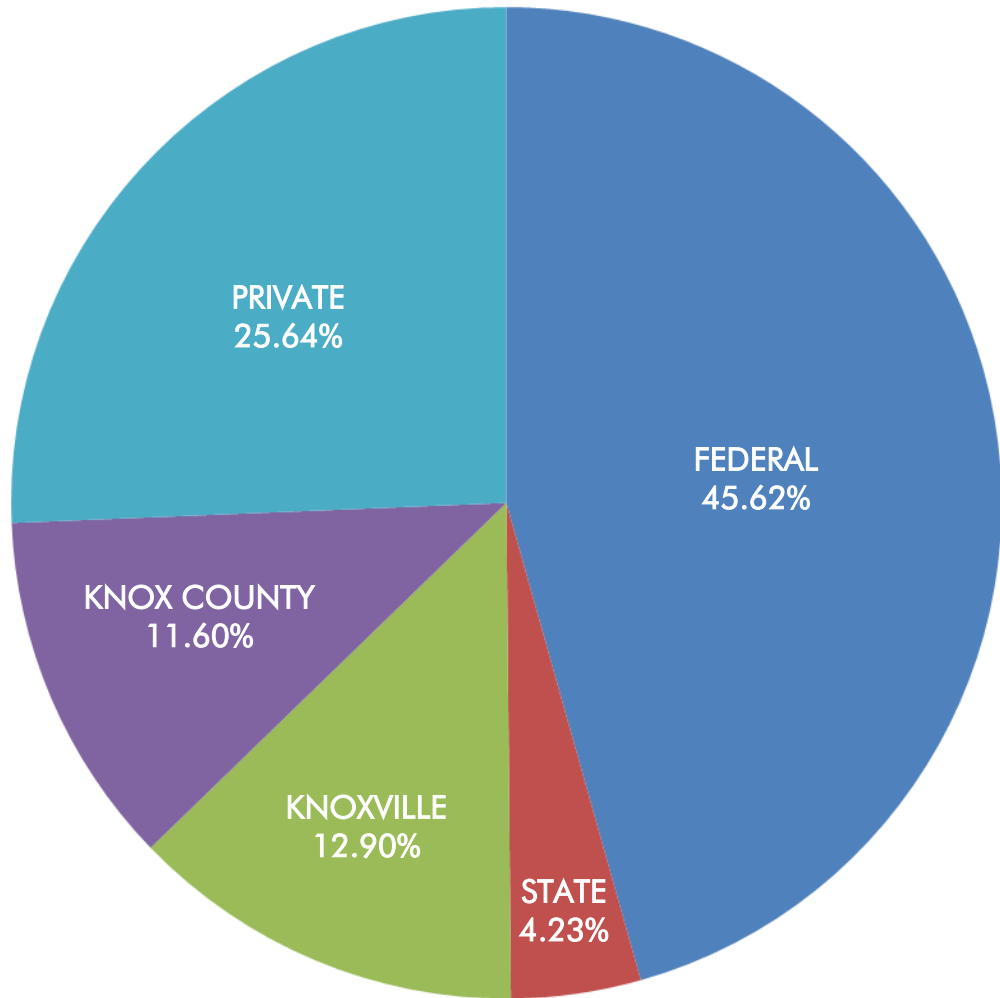
*Helping People. Changing Lives.*



The Amazing O'Connor Band plays for a happy crowd gathered at the O'Connor Senior Center for the annual Pancake Fest.

# July 1, 2015-June 30, 2016 Annual Report

**2015-2016 Revenue Sources**  
**Total = \$5,178,157**



- Federal \$2,362,509 (45.62%)
- State \$219,116 (4.23%)
- Knoxville \$668,193 (12.90%)
- Knox County \$600,768 (11.60%)
- Private \$1,327,571 (25.64%)

# TABLE OF CONTENTS

|   |                    |
|---|--------------------|
| Office on Aging Revenue Sources.....                  | inside front cover |
| Office on Aging Mission Statement.....                | i                  |
| CAC & Office on Aging History.....                    | 1                  |
| Council on Aging.....                                 | 2                  |
| OOA Admin, Communications & Events.....               | 3                  |
| Office on Aging programs.....                         | 4-42               |
| Affordable Medicine Options for Seniors.....          | 4                  |
| Daily Living Center.....                              | 6                  |
| East Tennessee 2-1-1.....                             | 8                  |
| Elder Abuse Community Outreach.....                   | 10                 |
| Foster Grandparents Program.....                      | 12                 |
| Grandparents As Parents Program.....                  | 14                 |
| O'Connor Senior Center.....                           | 16                 |
| One Call Club.....                                    | 18                 |
| Project LIVE.....                                     | 20                 |
| Retired & Senior Volunteer Program.....               | 22                 |
| Senior Information & Referral .....                   | 24                 |
| Senior Community Service Employment Program           | 26                 |
| Senior Companion Program.....                         | 28                 |
| Senior Employment Service.....                        | 30                 |
| Supplemental Nutrition Assistance Program Outreach... | 32                 |
| Senior Nutrition Program.....                         | 34                 |
| The Caring Plate.....                                 | 36                 |
| CHIPS.....  | 37                 |
| Feed-A-Pet.....                                       | 38                 |
| Gift of Sight, Hearing & Dentures.....                | 39                 |
| Knox PAWS.....  | 40                 |
| Mobile Affordable Meal Service.....                   | 41                 |
| Connecting Hearts.....                                | 41                 |
| Philips Lifeline.....                                 | 42                 |
| Office on Aging Staff List.....                       | inside back cover  |

MISSION STATEMENT OF THE  
KNOXVILLE-KNOX COUNTY  
COMMUNITY ACTION COMMITTEE (CAC)  
OFFICE ON AGING

The CAC Office on Aging is a public nonprofit agency that serves all seniors, regardless of life situation, but we are passionate about helping those for whom aging often presents the greatest hardship: those who are poor, in frail health, or alone.

OFFICE ON AGING  
CONTACT INFORMATION

This annual report is published by the Knoxville-Knox County CAC Office on Aging. It covers the year from July 1, 2015, through June 30, 2016. If you would like more information about the Office on Aging or any of its programs, or if you would like additional copies of this report, contact the Office on Aging.

Phone: (865) 524-2786

Mailing address: P.O. Box 51650, Knoxville TN 37950-1650

Street address: 2247 Western Avenue

Email address: [knoxooa@knoxseniors.org](mailto:knoxooa@knoxseniors.org)

Website: [knoxseniors.org](http://knoxseniors.org)

 [www.facebook.com/knox.OOA](http://www.facebook.com/knox.OOA)

 CAC Office on Aging

 KnoxOOA

# History of CAC & Office on Aging

The Knoxville-Knox County Community Action Committee (CAC) is a public not-for-profit agency with the general mission of helping individuals and families break the cycle of poverty and achieve self-sufficiency. Created in 1965 by the Knox County and Knoxville City governments, CAC is governed by a board of up to 33 citizens representing government, the community at large, and the people served by the organization and its programs.

Annual funding, totaling more than \$32.2 million, comes from federal, state, and local governments, as well as private foundations, businesses, churches, individual donors and contributions from individuals receiving services.

Operating within CAC, the Office on Aging has the mission of assisting Knox County's older residents to achieve the highest possible level of independence, maintaining a high quality of life, and avoiding unnecessary institutionalization. It has served older citizens of Knox County since 1975 through more than 25 programs. The Council on Aging (page 2) is the advisory body to the Office on Aging. Hilton Bolton was the first Office on Aging director. In 1977, Barbara Monty became the second director of the office. Monty retired in April 2013, and Susan Long became the new director at that time.

Programs of the Office on Aging include Affordable Medicine Options for Seniors (AMOS, 2002), The Caring Plate (2014), CHIPS (2008), Daily Living Center (2002), East Tennessee 2-1-1 (2008), Elder Abuse Community Outreach Program (2016), Feed-A-Pet (2000), Foster Grandparent Program (1976), Gift of Sight, Hearing & Dentures (1985), Grandparents As Parents Program (2000), Knox PAWS (2005), Mobile Affordable Meal Service (1992), John T. O'Connor Senior Center (1978), One Call Club for Seniors (2008), Philips Lifeline (2013), Project LIVE (Living Independently through Volunteer Efforts, 1984), Retired & Senior Volunteer Program (RSVP, 1982), Senior Information & Referral (2004), Senior Community Service Employment Program (2013), Senior Companion Program (1988), Senior Employment Service (1982), Senior Nutrition Program/Mobile Meals (1971), and Supplemental Nutrition Assistance Program (SNAP) Outreach (2015). Years in parentheses indicate the year that the programs became part of the Office on Aging.

CAC Board  
As of June 30, 2016

Virginia S. Anagnost,  
Chair

Dempsey Andes  
Councilman Daniel Brown

Dr. Martha Buchanan  
Mayor Tim Burchett

Doug Burton  
Commissioner Charles Busler

Chris Caldwell

Art Cate

Dr. Clifford Davis

Polly Doka

Mary Farmer

Rev. John Bluth Gill

Gerald Green

Buz Johnson

Kathy Mays

Ashley Ogle

Martha Olson

Rebecca Parr

Terrell Patrick

Judy Poulson

Avice Reed

Steve Ritter

Mayor Madeline Rogero  
Judge John R. Rosson, Jr.

Thomas Strickland

Derek Tate

Buzz Thomas

Dr. Sandra Twardosz

Jaleesa Warner

Lula Williams

Charles Wright

Barbara Kelly  
Executive Director

# Knoxville-Knox County Council on Aging

The Knoxville-Knox County Council on Aging (COA) is an independent 501(c)(3) organization that serves as an advisory council to the Knoxville-Knox County Office on Aging.

The purposes of the Council on Aging are to:

- ◆ Study the needs of older persons and the resources to meet those needs, including reviewing and recommending allocation of funds from the Older Americans Act for Knox County services.
- ◆ Encourage groups and agencies to develop and extend services to meet the needs of older Knox Countians.
- ◆ Promote, encourage, and, when desirable, sponsor the initiation of new services.
- ◆ Advocate for older citizens of Knox County and consult with other groups concerned with the needs of older citizens.

Both individuals and agencies or organizations are eligible for membership. There are no dues or membership fees. Any person or group desiring membership can join the organization by filling out a membership form (available from the Office on Aging).

An elected Executive Committee handles the council business, but members have a voice at general meetings and vote on all important issues. The Executive Committee meets at 1:00 p.m., before the 2:30 p.m. council meeting on the second Thursday of each month (meetings are not held in July and August). Meetings are usually held at the O'Connor Center.

Notices and minutes are sent to members by mail or e-mail. Programs focus on issues, services, and ideas of interest to seniors. Each member is asked to carry the program information back to his or her group and to bring concerns and ideas from the group or agency to the attention of the council.

## COA Executive Committee As of June 30, 2016

Douglas Hubbard, Chair  
Jan W. Brown, Vice Chair  
Jeanie Fox, Secretary  
Bonnie Callen, Treasurer  
Betty Berry  
Sandy Booher  
Ludell Coffey  
Donna Ellstrom  
Mary Sophia Hawks  
Gary Parisi  
Vivian Underwood-Shipe  
Luis Velazquez  
Mary Catherine Willard

### **Note: client confidentiality**

Being respectful of our clients and preserving their dignity while providing them with the services they need to remain independent in their own homes is of the utmost concern to the staff of the CAC Office on Aging. For that reason, the names used in the stories on the following pages have been changed or abbreviated to protect our clients' identities. All of the stories in this report reflect the real-life situations that our staff members encounter daily; any alterations to those stories are only to make identification of a specific individual impossible. Likewise, any photos that accompany the stories are not necessarily associated with the people in the stories.

# OOA ADMIN, COMMUNICATIONS & EVENTS

The Office on Aging has a core support staff that offers administrative support to all of the OOA programs listed in this annual report, providing each program with efficient, coordinated, and cost-saving services. Some of the activities of the core staff include:

- ◆ Administrative and financial oversight
- ◆ Identifying and developing additional funding sources such as fundraising activities and grant opportunities
- ◆ Public awareness and information, which includes
  - Participating in health fairs, community exhibits, and church mission fairs.
  - The Office on Aging website: [knoxseniors.org](http://knoxseniors.org), which is home to the online versions of the *Senior Service Directory* and *Elder News & Views* (see below for both).
  - Maintaining a speakers' bureau.
  - Offering aging information periodically through local media, including Community Television's *Aging Advantage*, composed of 15-minute interviews of aging-network professionals.
  - In November 2015, the Office on Aging partnered with the Tennessee Commission on Aging and Disability and the City of Knoxville for the first ever Knoxville Livability Summit. The Knoxville Livability Summit combined the 4<sup>th</sup> *East Tennessee Accessibility Symposium*, hosted by the City of Knoxville; the 31<sup>st</sup> *Aging: A Family Affair*, hosted by the Knoxville-Knox County CAC Office on Aging; and the 3<sup>rd</sup> *Tennessee for a Lifetime*, hosted by the TN Commission on Aging & Disability. The workshop offered practical advice on issues of interest to senior citizens, those with disabilities, caregivers, family members, community leaders and professionals. In 2015, the keynote speaker, Indiana University professor at the Center on Aging & Community, Dr. Philip B. Stafford, presented *Creating Livable Communities for All of Us*. 14 workshops were offered in three sessions throughout the day. Participants chose to attend one workshop per session. The 2015 event, held at Rothchild Conference Center, was a great success with more attendees than ever.
  - Printing and distributing information:
    - The **Senior Service Directory** is a compact, easy-to-use directory of services and information for Knox County senior citizens, family caregivers, and professionals who work with senior citizens. The Office on Aging publishes a new edition of the directory every other year; the office distributed the remaining 19<sup>th</sup> edition directories that were published in March 2015. The directory is distributed free of charge. The 19<sup>th</sup> edition is online at <http://knoxseniors.org/directory>.
    - **Elder News & Views** is the Office on Aging's newsletter. It contains monthly schedules and calendars for the O'Connor Senior Center and articles about Office on Aging happenings, events around town, and issues and topics of interest to senior citizens in Knoxville and Knox County. The newsletter is available free to anyone in Knox County. The office distributed 17,000 copies of the 12-page newsletter six times during the year. The newsletter can be read online at [www.knoxseniors.org/news](http://www.knoxseniors.org/news). Call 865-524-2786 to get on the mailing list. Send an e-mail to [knoxooa@knoxseniors.org](mailto:knoxooa@knoxseniors.org) to get an e-mail notification for the online version of the newsletter.
    - **Weekly Update** provides news about the Office on Aging and the O'Connor Senior Center schedule of activities in the *Sunday Knoxville News Sentinel*.
    - **Facebook** offers a speedy and informal way to communicate information about day-to-day events and happenings at the Office on Aging and its programs. To find us, go to [www.facebook.com/knox.OOA](http://www.facebook.com/knox.OOA) and like our page!
    - **Twitter** offers quick updates and statistics about Office on Aging Events and issues concerning seniors. Follow us at [www.twitter.com/KnoxOOA](http://www.twitter.com/KnoxOOA)
    - **Instagram** offers a fun, creative way to document Office on Aging Events as well as promote upcoming events. Follow us at [www.instagram.com/knoxooa](http://www.instagram.com/knoxooa).
    - **The OOA Blog** offers bi-monthly insights into topics of interest to seniors and their caregivers. Read the blog at <http://knoxseniors.org/news/>

# AFFORDABLE MEDICINE OPTIONS FOR SENIORS

Affordable Medicine Options for Seniors (AMOS) is a program that provides information, advising, and public education that assists seniors and people with disabilities to obtain prescription medicines at the lowest possible cost. Trained volunteers, working with the program manager, answer general questions, conduct research on the internet, and do individualized, personal advising. The program enables people to obtain their medicines consistently at a reasonable cost, which, in turn, helps them maintain their health and overall well-being.

AMOS contributes to a better public understanding of Medicare, manufacturers' free-medicine programs, discounts, and other resources. AMOS also assists clients by performing research for copay assistance based on diagnoses and conditions.

A high priority for the AMOS program is to find and assist Medicare beneficiaries whose low income and modest assets make them eligible for financial assistance for their Medicare-related out-of-pocket expenses. This includes helping clients apply for Medicare beneficiary programs such as Extra Help for Part D and the Medicare Savings Programs.



### Number of people served

- ◆ 1,373 people were provided information and/or advising

### Services

Provides education for Knox County groups, including seniors, people with disabilities, and families through:

- ◆ Explaining Medicare options
- ◆ Answering questions
- ◆ Assisting with plan comparisons
- ◆ Helping with applications
- ◆ Offering personalized information for East Tennessee seniors and people with disabilities
- ◆ Providing training for Knox County healthcare and social service professionals

### Accomplishments/Achievements for the year

- ◆ Assisted 150 Medicare beneficiaries in applying to Social Security for the Extra Help subsidy for prescription drug expenses
- ◆ Helped 131 Medicare beneficiaries apply for the Medicare Savings Program to help with Medicare copay expenses

**Budget** \$86,645  
**Major Sources of Revenue**  
Federal/State  
Knox County  
Foundations/Grants  
Community



# Affordable Medicine Options for Seniors Stories

Mr. T was turning 65 in two months. His doctor's office referred him to the AMOS program. He called and spoke with the AMOS volunteer who gathered his information. They explained the process for enrolling in Medicare, and for making important decisions about his new coverage. With a lower income, now that he will not be working, Mr. T asked about assistance programs to help pay for his health insurance. The AMOS advisor mapped out a plan for Mr. T. He will enroll in Medicare, choose his additional Medicare coverage, and apply for assistance one month before his Medicare becomes effective. He asked the advisor about dental and vision coverage. The advisor explained his options, and the possibility of enrolling in a Special Needs Plan to help cover those expenses.

Susan B was caring for her mother who was 60 years old, and had several health issues that prevented her from working. She had been awarded Social Security Disability Income, and her lawyer suggested they contact AMOS. With her mother approaching eligibility for Medicare, Susan called the Office on Aging and made an appointment. The AMOS advisor explained the options and the advantages of each type of coverage. Susan asked about the Supplemental or Medigap plans. The advisor explained that she will have a 6-month Medigap Open Enrollment Period which starts the first month she is 65. That is when she will have a guaranteed right to buy a Medigap policy regardless of health status. For now, Susan and her mother decided to enroll in a Medicare Advantage Plan that was accepted by all of her doctors and had a reasonable premium. The plan also covered all of her medications at her pharmacy, keeping her monthly Rx cost at a minimum. Susan said she plans to call AMOS when her mother turns 65 to look at her Medicare options again.



\* Client confidentiality is important to the Office on Aging. For information about how we protect our clients' identities in this report, see the note on page 3.

# DAILY LIVING CENTER

Not all vulnerable adults need the services of a nursing home, but they may require services that will help them function to their fullest potential. Seniors often need a place that will help them avoid feeling isolated or lonely, and one that will help their family caregivers take some time to rest and care for themselves; some caregivers need that time to work. The Daily Living Center (DLC), a state-licensed adult day care, is critical to helping meet these needs. DLC is partially funded with federal dollars under a Social Services Block Grant (SSBG) and seeks to serve low-income Knox County residents age 60 or older, as well as Adult Protective Service clients. Transportation services are provided at no cost to the participant, and income eligibility and fee structure are established by the Tennessee Department of Human Services SSBG guidelines.

The Daily Living Center provides programs for adults who need some level of supervision throughout the day as well as those adults who have physical, neurological, or emotional problems requiring special intervention or care. Daily activities include opportunity for socialization as well as activities that help cognitively or physically-challenged adults maintain or improve their levels of functioning.

The Daily Living Center, located at 3900 Probus Road in North Ridge Crossing, operates from 8:00 a.m. to 4:00 p.m., Monday through Friday. Breakfast, lunch, and an afternoon snack are provided in accordance with the Child and Adult Care Food Program guidelines.

## Number of people served

- ◆ 31 unduplicated individuals attended
- ◆ 245 days of operation

## Accomplishments/Achievements for the year

- ◆ DLC was able to re-incorporate field trips. Some of the trips we went on were: TN Valley Fair, Oakes Farm, Ci-Ci's Pizza, TN Theater, Dollar Movie Theater, Knoxville Arts Center (made pottery mask), local parks for picnics.
- ◆ DLC had a variety of new volunteers /entertainers come to the center.
- ◆ The participants' favorite new activity is pamper day. Volunteers give massages and do hand treatments. The ladies get their fingernails painted.
- ◆ Their favorite special guest was Heather Haley from WVLT. She talked and answered questions about the weather.
- ◆ We had several new performers visit and do concerts.
- ◆ We had several other activities such as: The Zoo Mobile, face painting, picture shows, belly dancers, a performing cat, violin players, dress up days, and a professional whistler.
- ◆ Their favorite day of the year is DLC Christmas Party. Santa Claus made an appearance this year and handed out their gifts.
- ◆ A podiatrist visits every 3 months to trim toenails.
- ◆ Walgreens visits once a year and gives flu/pneumonia shots.
- ◆ Incorporation of electronics and computer lab. We added 3 computers with touch screens as well as i-pads and tablets. The participants have someone to teach them how to use the electronics. Several can now work without assistance. Those who need continued guidance receive one-on-one assistance.
- ◆ We had volunteer youth groups who updated our garden and completed cleaning projects.
- ◆ We kept a full roster as well as an average of 20-25 people on the waiting list.

**Budget \$159,262**

**Major Sources of Revenue**  
Federal/State  
Foundations/Grants  
Community contributions

# A Daily Living Center Story

Ms. A was referred to Adult Protective Service (APS) after wandering away from her home. That's when the family realized her Alzheimer's had advanced. Ms. A moved in with her family and was referred to the Daily Living Center (DLC).

When Ms. A started at the DLC, she was timid and did not want to be away from her family. After getting her settled in, she began to flourish. She began interacting with peers and staff. She now likes to play games and enjoys going on field trips. Her family reports that she looks forward to coming to the center every day. She even gets up on the weekends, when we are closed, expecting to come to the center. The staff greets her every morning with kisses and hugs, as she smiles and takes her seat for breakfast.

Her family reports that the DLC has been a blessing for both her and her family. The family knows she is loved and happy while at the center. They are thankful for the services provided. If not for the DLC, the adjustment of Ms. A moving in

with her family would have been much more difficult. The staff helped the family understand Alzheimer's disease.



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# EAST TENNESSEE 2-1-1

East Tennessee 2-1-1 (also referred to as 2-1-1) serves as the first point of access to all community services, including shelter and housing, food, substance abuse treatment, health facilities, mental health services, senior issues, financial assistance, legal assistance, child care, child and elder abuse services, disaster relief, crisis intervention, and volunteer opportunities. When a public crisis occurs, 2-1-1 has been chosen to be the public provider of emergency information for KEMA (Knoxville Emergency Management Agency) as well as other emergency organizations.

East Tennessee 2-1-1 serves as one of several centers in the state that works to provide a statewide information and referral system. 2-1-1 is an easy-to-remember telephone number and internet portal ([www.211tn.org](http://www.211tn.org)) that provides free, confidential, multilingual information and referral services, connecting residents of Knox and surrounding counties to a full range of community, social, health, and government services. Typical callers to 2-1-1 run the gamut from adults in need of services for themselves or for children, to the financially disadvantaged of all ages, to teachers, social workers, judges, nurses, doctors, and other professionals working to meet the complex needs of their clients. 2-1-1 began in Knoxville as an independent agency in 1998 and has gone through many transitions since then. In July of 2008, East Tennessee 2-1-1 became a program of the Knox County Office on Aging in partnership with Senior Information & Referral, which was already familiar with operating and updating a large database of community resources. In 2015, the Knoxville 3-1-1 call center began answering calls for 2-1-1. In addition to the three staff members that are AIRS certified with the Office on Aging, three additional employees from 3-1-1 tested and passed the (CIRS-A/D) Certified Information & Referral Specialist for Aging/Disability test.

### Number of people served in East Tennessee

- ◆ 9,753 calls received
- ◆ 15,688 referrals provided
- ◆ 14,269 web visits

**Budget \$117,556**  
**Major Sources of Revenue**  
 Federal/State  
 United Way  
 Community contributions

### Accomplishments/Achievements for the year

- ◆ 2-1-1 database allows data to be shared between all 2-1-1 centers across the state
- ◆ East Tennessee 2-1-1 has six AIRS-certified I&R specialists on staff, providing information & referral to the region. AIRS is the national Alliance of Information & Referral Systems.

## An East Tennessee 2-1-1 Story

Mr. S is an 85 year old widower who lives alone. He called 2-1-1 with several needs including health, transportation, and food. The 2-1-1 representative was able to provide several options for each of his needs and came up with a plan for how he could get transportation to the doctor and to the grocery store. In the course of conversation, the 2-1-1 representative realized that Mr. S could benefit from several other programs and services that he qualified for as a low-income senior. The representative connected him with those resources and encouraged Ms. S to call again if he needed further assistance. Mr. S was very grateful and said that this service would make it easier for him to remain independent longer.

This successful interaction was made possible due to the AIRS training for the representative, a knowledgeable neighbor who told Mr. S about the 2-1-1 service, as well as the vast network of resources in the community that made themselves known to the 2-1-1 database manager.



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# Elder Abuse Community Outreach

Elder abuse can take many forms such as financial exploitation, neglect, physical, emotional, or sexual abuse. According to the National Council on Aging, 1 in 10 adults age 60 and older have experienced some form of elder abuse. This issue is only expected to be compounded as the country ages and no community is immune to the challenges it presents.

The City of Knoxville Police Department received a federal grant to combat elder abuse in Knoxville-Knox County. The city contracted with the Office on Aging to administer the grant's day-to-day operations; the Elder Abuse Community Outreach program was established as a vehicle for the grant. The main three focuses of the grant will be training law enforcement and victim service professionals; creating a coordinated community response to remove barriers for older victims; and direct services for older victims of abuse.

Collaboration is a major theme of the grant. The program partners with Adult Protective Services; Helen Ross McNabb Center; Knox County District Attorney General's Office; Knox County Sheriff's Office; Knoxville Family Justice Center; and Knoxville Police Department to harness the expertise needed to combat this issue. Representatives from these agencies will provide training to law enforcement officers and victim service providers, participate in the Elder Abuse Coordinated Community Response, and advocate on behalf of grant objectives.

After the program was established in March, trainers were sent to Washington, D.C., and Dallas to be trained in the curriculum. The program also oversaw a community-wide needs assessment for older adults as well as elder care professionals to identify ways to combat this growing problem. Moving forward, grant partners will work together to begin trainings; hold coordinated community response meetings; and start grant-funded services for older victims.



## **Number of people served:**

- ◆ 147 older adults surveyed
- ◆ 191 professionals surveyed
- ◆ 8 Professionals trained

## **Accomplishments:**

- ◆ Trainers prepared to train law enforcement and victim service providers
- ◆ Completed community needs assessment on elder abuse
- ◆ Educated partners & community on elder abuse grant

**Budget \$350,000**

**Major Sources of Revenue**

Local Government Contract

## An Elder Abuse Community Outreach Story

Ms. D completed the needs assessment survey. The survey explained what elder abuse might look like and who it should be reported to. Ms. D soon realized that one of her neighbors might be a victim of elder abuse. She contacted the Elder Abuse Community Outreach staff who gave her the contact information for Adult Protective Services. The Elder Abuse Community Outreach staffer helped Ms. D consider community resources that might be helpful for her neighbor who was visually impaired and needed more food resources.

This experience was a good reminder that looking out for older adults is a responsibility that we all share. If we suspect that someone is being abused, law enforcement or Adult Protective Services must be called. Connecting older adults with resources is extremely helpful—whether they are elder abuse victims or not. Resources such as food, clothing, or housing can limit the possibility of abuse and help older survivors move on with their lives.



**Contact Adult Protective Services at 1-888-277-8366. If you know an older adult looking for resources in our community, contact Senior Information & Referral at 865-546-6262.**

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**Foster Grandparents Are:**

Persons age 55 and over who volunteer between 15 to 40 hours a week as loving and experienced tutors and mentors to children and youth who have special needs.



**113 Foster Grandparent Volunteers**



**96,160 hours of service provided**



**525 at-risk children served**

**98%**  
of children mentored by Foster Grandparents transitioned to the next grade level

**Children We Serve:**

Children we serve come from economically disadvantaged homes or have special or exceptional needs, including: developmental disabilities, physical disabilities, emotional disorders, learning disabilities, significant health impairments, or literacy needs.

- 6%** Children served were in foster care.
- 9%** Children served had an incarcerated parent.
- 51** Infants served in child safety, welfare, and health programs
- 143** Children served in Head Start and other Pre-K programs
- 331** Students served in K-12 schools and community programs

**How do Foster Grandparents help?**

- ◆ Review schoolwork
- ◆ Encourage reading
- ◆ Help with math skills
- ◆ Reinforce values
- ◆ Care for premature infants and children with disabilities
- ◆ Maintain ongoing, intensive relationships

**Budget \$480,767**  
**Major Sources of Revenue**  
 Corporation for National & Community Service  
 State of Tennessee  
 Knoxville  
 Knoxville  
 Foundations/Grants  
 Community contributions



# Foster Grandparents Stories

The following note came from a teacher at Inskip Elementary School:

"Grandma Wynn has been such an asset to our classroom this year. It has been a particularly difficult year as a teacher. I don't know what I would do without her kind words, understanding, and support with not only one special student, but all of my students. She helps with real world examples during instruction, works with students individually, and is a constant to students whose needs extend beyond academic needs. We absolutely love having her in our classroom!"



As an extension of the City of Knoxville Mayor

Rogero's anti-bullying campaign, the CAC Foster Grandparent Program helped recognize over 150 students at West Haven Elementary School, Vestal Boys & Girls Club, and Wesley House as the Anti-Bullying Ambassadors.

During the month of November, Foster Grandparents gave out positive affirmation cards to children printed with "caught doing something good." Children that received five affirmation cards were honored in a ceremony later in the month and served as the Anti-Bullying Ambassadors. Through this activity, Foster Grandparents increased awareness of the dangers of bullying and recognized students for participating in positive acts of kindness and respect. During the ceremony, two-thirds of the students indicated that they had some type of social media account and discussed the importance of "thinking before posting." Students discussed what bullying meant to them, what their role would be as ambassadors and who they could talk with if they witnessed bullying online or at school. The West Haven Elementary principle identified this as a first step in a series of conversations that would take place with students, teachers, and parents throughout the school year.

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# GRANDPARENTS AS PARENTS PROGRAM

Grandparents As Parents (GAP) is available to any grandparent or other relative who is the primary caregiver of a minor child whose parent is not in the home. A family crisis—often precipitated by parental drug problems, divorce, domestic violence, incarceration, illness, abandonment or the death of a parent – can thrust grandparents into the challenging new role of parenting the second time. Few community services are tailored to assist them. Grandparents As Parents provides educational opportunity through presentations at monthly support group meetings, informational resources, referrals and assistance with parenting plans.

The Grandparents as Parents office has assisted more than 175 families specifically offering guidance and information to petition for custody or guardianship or at-risk grandchildren. Education and preparation are provided to grandparents as they learn to partner with the school to provide an Individual Education Plan for their grandchildren to identify and fulfill the child’s individual needs. The GAP office can provide an advocate to accompany grandparents to their Knox County Juvenile Court custody hearings or to the school IEP meeting.

### Number of people served

- ◆ Total program enrollment of 675 grandparent and relative caregiver families raising more than 882 children
- ◆ 127 new grandparent and relative caregiver families raising more than 135 children were enrolled this year
- ◆ An average 20 caregivers attended each monthly GAP support meeting

### Accomplishments/Achievements for the year

- ◆ Compounded by mental health issues and escalating drug abuse, resulting in child abandonment or incarceration, the need in Knoxville and Knox County for assistance and community service referrals for grandparents and other caregivers has tremendously increased
- ◆ Monthly Grandparents as Parents educational support meetings provide opportunities for participants to discuss pertinent topics with local experts while their personal interactions with each other prove therapeutic

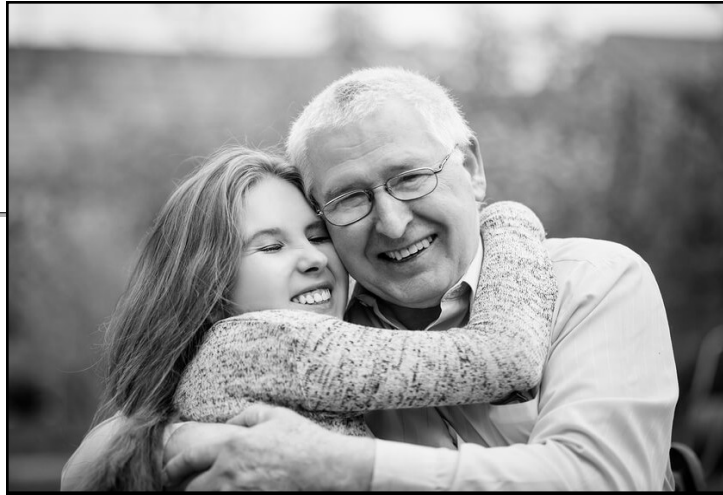


**Budget** \$33,704  
**Major Sources of Revenue**  
 Federal/State  
 Foundations/Grants  
 Community contributions

# A Grandparents As Parents Story

Grandfather W, 61 years old, and his wife, Grandmother W, age 60, came into the program when they were awarded custody of two grandchildren ages 15 and 3. Providing care for the two children presented many challenges. However, when Grandmother W became very ill and was hospitalized for an extended period of time, the family slipped into financial, as well as emotional crisis. Upon contacting GAP, Grandfather W was referred to resources that could provide temporary assistance to relieve this burden and ease the strain of raising his grandchildren.

Grandparents as Parents exists to assist grandparents making the transition back to the world of parenting through referrals, education, information, and support.



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# JOHN T. O'CONNOR SENIOR CENTER

The John T. O'Connor Senior Center, located just off Hall of Fame Drive in Caswell Park, is the focal point in Knox County where senior adults age 50 and older find programs and services that empower them to care for themselves and to enhance their quality of life. The Center promotes community engagement through volunteer opportunities and provides programs and activities that help seniors stay healthy and prolong independence.

There is no membership fee to attend the Center. However, contributions are encouraged, and some classes may have a fee. The Center is open Monday through Friday from 8:30 a.m. until 4:30 p.m., with evening and weekend hours for special events. Lunch is available Monday through Friday from 11:00 a.m. until 12:30 p.m., on a first come, first served basis.

## Number of People Served

- ◆ 2,134 unduplicated individuals participated in activities that totaled 98,632 units of service at the O'Connor Center.
- ◆ 515 volunteers provided 15,360 hours of volunteer service at Center-related activities.

## Accomplishments/Achievements for the year

- ◆ Tech Savvy computer classes specifically designed for seniors were offered on a monthly basis, including programs for iPads and Tablets including Facebook, Pinterest, Instagram, and Twitter as well as beginner and advanced iPhone and Android classes.
- ◆ O'Connor Singing Seniors presented a July 4 holiday concert at the Tennessee Theatre's Mighty Musical Monday on July 6 with standing room only for this performance. Additional performances were held throughout the community, with more requests than the group was able to accommodate.
- ◆ The O'Connor Band presented spectacular holiday performances at the Center's annual July 4 celebration and the Veterans Day Celebration, as well as the Christmas Holiday Dinner and Celebration.
- ◆ Special Savvy Caregiver training was held in an effort to train caregivers on how to cope with the challenges of caring for those who suffer with memory loss or dementia; Choices in Senior Care partnered with the Center to make this class available.
- ◆ The annual O'Connor Center Golf Classic was held at Three Ridges in September 2015 and the annual Pancake Fest was held at the O'Connor Center in March 2016. Proceeds from these fundraisers are used to supplement the budgeted funds, allowing for things like group transportation as well as the purchase of band instruments, computers, and to meet other program needs.
- ◆ A radio drama, *Christmas 1945*, as well as the spring Dinner Theatre performance of *51 Shades of Gray*, both written and directed by Jeanette Stevens, were performed by the Silver Stage Players to a packed house.

**Budget** \$328,234  
**Major Sources of Revenue**  
Federal/State  
Knox County  
Knoxville  
Foundations/Grants  
Community contributions  
Program income

# An O'Connor Senior Center Story

Back in the 1970's, after the O'Connor Senior Center was expanded, my wife and I decided to check it out, and we quickly became active members. I have participated in just about every activity that has been offered—from lip reading/sign language to dance classes, grief support, Italian, exercise, woodcarving—I've tried them all and still enjoy coming here!

My wife read an article in the newspaper announcing line dance classes at O'Connor. We decided to go, since neither of us knew how to line dance. We enjoyed the fellowship and made good friends and lots of good memories. Then, my wife died unexpectedly, and my world turned upside-down. For a while, I didn't want to see or talk to anyone, even my friends at the O'Connor Center. Eventually, the "Friendly Nurse, Claudia" called to check on me and invited me to come back. She told me about a grief support group that meets weekly and I began attending that class. After a few weeks, I decided to give line dance classes another try. That led to opportunities to volunteer, make new friends and new relationships. Today, I'm back as an active participant! The Center has been a lifesaver for me. I have great memories of times there with my wife and I am making new memories of more good times at the O'Connor Center.



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# ONE CALL CLUB

The One Call Club began offering services in January 2008, providing one-phone-call access for club members to reliable, reasonably priced services that seniors need to remain in their homes. In the 2009-2010 year, the program dropped its age limit from 60 to 50 years of age and dropped “for seniors” from its name. In 2012, the club decided to open membership to adults of any age to appeal to busy young people, parents, and professionals who could benefit from the services. Examples of services include health-related services, home repair and home maintenance, home safety modifications, computer installation and tech support, pet-sitting, bill-paying, errand services, and junk removal. The program maintains a list of carefully screened service providers, many of whom offer discounts to members. The goal is to assist all persons to remain independent in their homes and avoid being taken advantage of by unscrupulous service providers.

Members pay an annual fee of \$50 to join the program (there is a sliding scale for lower-income seniors). The fee covers the cost of the staff who arrange the services. Members are still responsible for paying for services they receive.

### Number of People Served

- ◆ 308 households totaling 402 individual members
- ◆ 39 lower-income households were eligible for a subsidy

### Services

From July 2015 to June 2016, One Call Club responded to the following 573 requests:

- ◆ Transportation: 4 requests
- ◆ Personal Care: 2 requests
- ◆ Housekeeping: 6 requests
- ◆ Home Repair & Maintenance: 155 requests
- ◆ Lawn Care & Landscaping: 19 requests
- ◆ Appliance Repair: 12 requests
- ◆ Miscellaneous services: 56 requests



### Accomplishments/Achievements for the year

- ◆ Staff continued to attend events to increase public awareness of the program and to increase membership.
- ◆ Program staff continued to look for vendors based on clients’ requests for services. Approved vendors are added to the program’s preferred provider list.
- ◆ The program again received high ratings on vendors when conducting the final Service Satisfaction follow-ups with members.

**Budget \$24,693**

**Major Sources of Revenue**

Foundations/Grants  
Community contributions  
Membership Fees

# A One Call Club Story

Mr. L joined the One Call Club looking for a company to make affordable repairs to his home. Recent storms in the area were causing damage to his already deteriorating back deck and awning.

Mr. L received multiple estimates for and quickly realized that he did not have enough money to pay for the repairs.

The One Call Club was able to enroll him in the MAP Program, a special program offered to Lower Income Home Owners. It allows them to access a loan in order to complete the needed repairs.



After receiving a series of estimates from One Call Club Providers, Mr. L was able to select a vendor that completed the necessary repairs, tore down the compromised deck, and retained the integrity of his windows and siding. He was able to pay off the loan in affordable monthly installments.

Mr. L was very pleased with his decision to join the One Call Club and is anxiously awaiting his next project.

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# PROJECT LIVE

Project LIVE (Living Independently through Volunteer Efforts) coordinates services that allow frail older adults to remain in their own homes and as independent as possible. Project LIVE is responsible for oversight of all Office on Aging in-home assessments to determine seniors' need for home-delivered meals, homemaker service, caregiver respite, care management, and other supportive services.

Services provided include **case management**, which includes an assessment to determine an individual's needs and the assignment of a care manager for those who need help to access community resources, services, and support in their homes, and **supportive services**, performed largely by volunteers who perform minor home repairs, cleaning, and lawn care, as well as home safety assessments and installation of safety devices. Project LIVE also manages **Knox PAWS** (Placing Animals With Seniors), which helps low-income seniors find suitable pets. See page 40 for a more detailed description of Knox PAWS.

Project LIVE's **Homeless Prevention Case Management Project** continued to receive funding through the City of Knoxville. Four case managers are placed at four KCDC high rises that have experienced high eviction rates: Northgate Terrace, Isabella Towers, Cagle Terrace, and Guy B. Love Towers. The program's goal is to prevent and reduce evictions onto the streets.

### Services

- ◆ Case Management: 16,688 hours
- ◆ Volunteer Services (home repairs, chores): 2,563 hours
- ◆ Visiting: 2,456 home visits

### Number of people served

- ◆ 3,857 households served

### Accomplishments/Achievements for the year

- ◆ Project LIVE staff and case management project provided case management services to more than 530 seniors and persons with disabilities in our community
- ◆ 504 volunteers provided more than 2,563 hours of free labor to Project LIVE clients



**Budget \$359,963**  
**Major Sources of Revenue**  
 Federal/State  
 Knox County  
 Knoxville  
 Foundations/Grants  
 Community contributions



# Project LIVE Stories

Ms. H is a 61 year old female who lived with her daughter who verbally and emotionally abused her. Project LIVE received a referral from Adult Protection Services and a case manager was assigned to her. With the help of law enforcement who was present while she vacated the house, she was assisted in getting into an emergency shelter. During the temporary stay in the shelter, her case manager helped Ms. H to get her birth certificate, new identification and a social security card. Then, her case manager assisted with housing applications. Within a few weeks, Ms. H was offered an apartment. Project LIVE was able to assist her with the deposit she needed to secure the apartment and helped with the purchase of a new bed. The case manager connected her to a local church that was able to donate other furniture Ms. H needed. The Project LIVE case manager also assisted Ms. H with establishing a new primary care physician. Ms. H is now stable in housing and thriving in her new home.



Ms. S is 85 years old, and lives in her own home on a modest income of \$790 per month. Ms. S is legally blind, and her family, who all live out of state, called Project LIVE to see what services she could be connected with in order for her remain independent in her home. A Project LIVE case manager met with Ms. S to assess what services she could benefit from to help her remain in her home. It was determined that Mobile Meals was a program that she desperately needed and Ms. S was enrolled immediately. In addition, a SNAP application was completed for her and she now receives food stamps; a senior companion was assigned to her; housekeeping services were recently started; and in May/June 2016, through the CAC Home Repair Program, she received safety hand rails by her steps going up and down the stairs; overhead lights in the den were installed; and her bathroom was updated with safety equipment. Ms. S and her family are very grateful for all Project LIVE has done to keep Ms. S living safely and independently in her own home.

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**The Retired & Senior Volunteer Program:**

RSVP coordinates a large corps of volunteers, age 55-plus, who serve nonprofit organizations that provide a variety of services throughout the community. Older adults who volunteer and give back to the community are more likely to stay healthy, find a sense of purpose, and avoid depression and loneliness than those who do not volunteer.



**296 RSVP Volunteers**



**37,734 hours of service provided**



**30+ nonprofit agencies supported**

**\$789,395\***

Is the estimated value of this year's RSVP volunteers' combined service.

\*Value estimate is from the research of Independent Sector.  
[www.independentsector.org](http://www.independentsector.org)

**RSVP Volunteers help meet community needs:**

RSVP volunteers have a wide array of volunteer opportunities to choose from, based on their personal interests and experience. RSVP volunteers deliver hot and nutritious noon-day meals to frail and homebound seniors, provide transportation and escort individuals with disabilities to doctor appointments and grocery shopping, lead health education workshops on managing chronic conditions, provide safety checks and routine visits to vulnerable seniors, distribute information on health care insurance and healthcare access, and participate in community-based activities that serve homeless veterans.

**217,657**

Mobile Meals delivered by RSVP Mobile Meals volunteers.

**5,990**

Rides provided by RSVP Volunteer Assisted Transportation volunteers.

**221**

Seniors received home safety checks by RSVP SCAN volunteers.

**Budget \$95,103**

**Major Sources of Revenue**  
 Corporation for National & Community Service  
 State of Tennessee  
 Knox County  
 Knoxville  
 Foundations/Grants  
 Community contributions

# An RSVP Story

This past December, RSVP volunteers gathered at Lexus of Knoxville to make Christmas brighter for individuals facing Alzheimer's and Dementia across East Tennessee.

Each year, Alzheimer's TN partners with Lexus of Knoxville through the Big Red Bow Project to bring gifts and Holiday cheer to over 100 individuals living with Alzheimer's and Dementia. Lexus gathers donated items from across the community for the Alzheimer's TN's Purple Santa to deliver to patients across Knox County.

The RSVP Young at Heart Club are veteran volunteers for the Big Red Bow Project, as well as many other projects hosted throughout the year by non-profit agencies. They pride themselves on being hard working, fast, and accurate. They know it is this star reputation that lead organizations across Knoxville to ask for their help in sorting, organizing, and setting up for events year after year. Among the RSVP Young at Heart volunteers is Justapearl, who, at 97, is RSVP's oldest volunteer. Justapearl and her daughter, Molly, are active RSVP members and join the Young at Heart group for volunteer projects at every opportunity.



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## SENIOR INFORMATION & REFERRAL

With one phone call to Senior Information & Referral (SIR), seniors in Knoxville and Knox County can get their questions about services answered and will be referred to the program they need. Formerly known as Senior Citizens Information & Referral (SCIRS), SIR began in 1968 as an independent agency, has long been a provider of information and referral (called "I & R"). In February 2004, SIR became a program of the Office on Aging. SIR is the entry point into the network of services for people age 60 years and older and persons who have disabilities. The program also provides information to social service agencies, church groups, and families or caregivers of older residents of Knoxville and Knox County. SIR links people to services and services to people with as little confusion and as much dignity as possible. Information & referrals are provided in several areas, including health, employment, housing, transportation, legal services, recreation, support groups, emergency assistance, in-home services, and minor home repair.

The program oversees East Tennessee 2-1-1 (see pages 8-9), the One Call Club (pages 18-19), and CHIPS (page 37), and also takes applications for and administers the Gift of Sight, Hearing & Dentures (page 39).

### Number of people served

- ◆ 6,996 contacts
- ◆ 2,146 unduplicated individuals
- ◆ 14,102 units of information and referrals provided, including follow-up calls.



### Accomplishments/Achievements for the year

- ◆ Held the 15th annual John J. Duncan Sr. Award for Senior Advocacy at Hunter Valley Farm. This was a reunion event honoring the last 15 years of Duncan Award recipients.
- ◆ All three staff members maintained their status as Certified Resource Specialists in Aging and Disability and are AIRS (Alliance of Information & Referral Systems) certified.
- ◆ SIR continues to seek out partnerships to support ongoing efforts to reduce program costs.

**Budget** \$61,405

### Major Sources of Revenue

Federal/State  
Knox County  
Knoxville  
United Way  
Foundations/Grants  
Community contributions

# A Senior Information & Referral Story

Ms. H contacted Senior Information and Referral via the Senior Service Directory. She had just recently moved to the area and was interested in learning what services were available to her. She indicated that she was living with her son and daughter in-law and that they had advised her to start looking for housing and activities in the area.

After speaking at length with Ms. H, the Information and Referral specialist learned that the caller was an 81 year old widow with no additional family members who had a contentious relationship with her daughter in-law. She said at times her daughter-in-law was verbally abusive and insisted that she find housing elsewhere.

The Information & Referral specialist suggested that Ms. H visit the O'Connor Senior Center, not only to see what types of activities she could become involved in, but also to sit down with a staff member in the information office to discuss her situation further.

Since meeting with staff, Ms. H has now found safe and affordable senior housing, she has obtained case management from the Office on Aging and attends the O'Connor Senior Center on a regular basis. She continues to stop into the information and referral office just to share an update on her health and well being or to introduce us to a new acquaintance. Ms. H now considers Information and Referral staff members as allies she can come to in her times of need.



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# SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)

The Senior Community Service Employment Program (SCSEP) is the largest federally-funded program specifically targeting older adults seeking employment and training assistance. Formerly known as Knoxville Senior Aide Program, SCSEP joined the Knoxville-Knox County CAC Office on Aging in October 2013 and continues to provide training, jobs, promote well-being, and meet the needs of the senior community.

Providing jobs to unemployed, low-income older adults has been a core mission of SCSEP throughout its history. In 2006, the Congressional Research Service described SCSEP as the primary job creation program for adults.

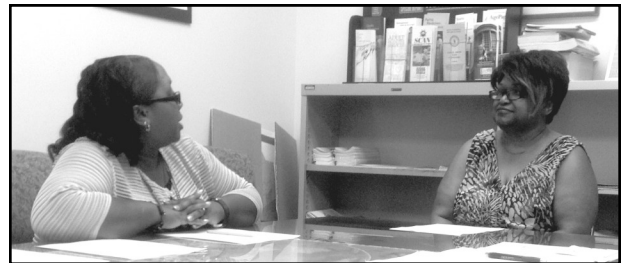
Most SCSEP participants work part-time at minimum wage in a local nonprofit or public agency serving their communities. Placing older individuals in community service positions strengthens the ability of the individuals to become self-sufficient, provides much-needed support to organizations that benefit from increased civic engagement, and strengthens the communities that are served by such organizations. This paid work experience prepares many of them to find unsubsidized employment.

SCSEP participants must be

- ◆ 55 or older
- ◆ Legally eligible to work in the U.S.
- ◆ Have a household income of no more than 125 percent of the federal poverty level.

Special consideration is given to people who are any of the following:

- ◆ 65 and older
- ◆ Disabled
- ◆ Limited in English proficiency or in literacy skills
- ◆ A Veteran
- ◆ Considered to have low employment prospects
- ◆ Homeless or at risk of homelessness



**Number of people served**

- ◆ 73 participants—older women and men—were assigned to a wide range of training programs in Knox County
- ◆ 13 participants were placed in unsubsidized jobs

**Accomplishments/Achievements for the year**

- ◆ Trained one new staff member for program management
- ◆ Assisted 64 host agencies with employment needs
- ◆ Cosponsored two job fairs that served more than 400 individuals
- ◆ Met federal guidelines for SCSEP under the Department of Labor

**Budget** \$461,387  
**Major Sources of Revenue**  
U.S. Dept of Labor Employment  
& Training Administration  
Knoxville-Knox County  
Community Action Committee

# A Senior Community Service Employment Story

Ms. A was homeless and living at the women's shelter. She had nowhere to live and no family to help her. She stopped in the senior employment office for assistance and applied for the SCSEP program. She received a community assignment at the O'Connor Senior Center because she had a background in culinary interests. Ms. A was worried how she would get back and forth to work with no money and no transportation. She received a monthly bus pass from the employment office to get her off to a good start, and fortunately, the O'Connor was conveniently located right off the bus line. After several months of work-based training through the SCSEP program, Ms. A was able to pay off debt from KCDC housing. With help and resources from CAC, she was able to get housing. Ms. A proved herself to be an exemplary employee, dedicated to serving others and bettering herself. She heard that a position in the kitchen would open up at the O'Connor Center. She contacted the SCSEP office with concerns about her interview skills, and appropriate attire. After 2 mock interviews with SCSEP staff, and a visit to the career closet to pick out appropriate clothing, she was almost ready. One thing was missing, her confidence. Ms. A did not have the additional funds to invest in hair and beauty services. A local beauty salon was kind enough to offer salon service to her to help build her confidence and prepare for her interview. Ms. A got an offer for the position and is still happily employed today.



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**Senior Companions Are:**

Persons age 55 and over who volunteer between 15 to 40 hours a week as loving and experienced caregivers to frail, homebound, isolated, and disabled seniors.



100 Senior Companion Volunteers



75,610 hours of service provided



360 frail seniors served

**96%**  
of individuals served by Senior Companions remained independent in their homes and avoided unnecessary and/or premature institutionalization

**Senior We Serve:**

The low-income seniors we serve are often homebound or their “major life activities” are substantially limited by disabilities including, but not limited to Alzheimer's/dementia, hearing or visual impairments, developmental disabilities, and heart or respiratory conditions.

- 47%** Seniors served had an Alzheimer's/dementia diagnosis.
- 57%** Seniors served reported a visual impairment.
- 46%** Seniors served reported a hearing impairment.
- 30%** Seniors served were veterans or military family.
- 42%** Seniors served were over the age of 85.
- 30%** Family caregivers served received respite care.

**How do Senior Companions help?**

- ◆ Provide companionship
- ◆ Assist with light housecleaning
- ◆ Supply respite care to family caregivers
- ◆ Help run errands
- ◆ Encourage healthy living (through meal preparation and medication reminders)
- ◆ Maintain a safe environment

**Budget \$423,084**  
**Major Sources of Revenue**  
 Corporation for National & Community Service  
 State of Tennessee  
 Knox County  
 Knoxville  
 Foundations/Grants  
 Community contributions



# Senior Companion Program Stories

## Letter from Social Worker

"Senior Companion Sharon has been serving my client Mrs. A for a few months. During this time, Mrs. A was diagnosed with terminal cancer and her doctor gave her three to six months to live. Mrs. A has no family or support, aside from the Senior Companion Program and Project Live Case Management. Sharon has become a vital part of Mrs. A's hospice and end of life care by her cheery disposition, compassion, and empathy. Sharon has become Mrs. A's rock. It is hard for me to think about how difficult Mrs. A's last few months would be without the support of the Senior Companion Program. Senior Companions provide a vital service to our community."



## Letter from the daughter of a Senior Companion client

"I am writing to thank you for sending Senior Companion Carol to my mother's home. I was thrilled when you found a volunteer to play Scrabble with my 100-year old mother, Lenore.

My mother was not sure - she was wary of a 'stranger' in her home. Well, Carol was a stranger for only a few minutes. She is now my mother's trusted friend. My mother's world has become quite limited in recent times. She remembers the past and very little of the present. She recently lost her ability to read due her memory loss, and she has very little to occupy her time. So, her Tuesday and Thursday afternoons spent with her friend and Senior Companion are her best days. I cannot put into words how important Carol's visits are or how much my mother and my family appreciate her.  
Sincerely, Grateful Daughter"

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# SENIOR EMPLOYMENT SERVICE

Senior Employment Service offers workshops for seniors who are seeking employment for any reason: some were laid off or forced to retire, some are re-entering the job market after a period of retirement, while others need to enhance their retirement income because of the rising cost of living or other economic factors. Others are seeking jobs that are more equal to their level of skills and experience than their current jobs. For all of these senior job seekers, Senior Employment Service offers valuable job-search workshops each month. Employers speak to the participants about the qualities they are looking for in job candidates. The program also offers individualized help in job counseling and job-seeking.

Senior Employment Service also sponsors Senior Job Fairs where senior job seekers can be assured that the employers who participate truly appreciate the value of the work ethic that is exemplified by the attendees who are seeking employment.

## Number of people served

- ◆ 951 job-seekers were served
- ◆ 75 people attended Seniors Seeking Employment workshops
- ◆ 139 additional people received job counseling and referrals

## Services

- ◆ Seniors Seeking Employment workshops  
Sessions offer information about first impressions, dressing for success, interviewing, skills assessment and resume writing, how to handle different personalities, and reasons why many employers prefer older workers
- ◆ Job-search assistance
- ◆ Help with writing resumes, cover letters, and filing online applications
- ◆ Two yearly job fairs for seniors
- ◆ Digital inclusion computer and technology assistance

## Accomplishments/Achievements for the year

- ◆ SES sponsored two senior job fairs, with 49 employers participating and more than 275 seniors attending
- ◆ SES staff helped job candidates prepare resumes, write cover letters, file online job applications, and fax resumes to prospective employers



**Major Sources  
of Revenue**  
Knox County  
Knoxville

# Senior Employment Service Stories

## Letter from an SES client

"Thank You, Staff!! It's with mixed emotions that I write to you today. I am grateful that my host agency has hired me as a permanent employee. My training through your program is the reason for this new adventure in my life. I am thankful for having had the opportunity to be a participant in such a great program! Your help will always be remembered and very much appreciated."

~ Ms. T



## Letter from an SES client

"This was my first job fair and it was great fun. I retired in January from a very fast-paced, major pressure job in the mortgage industry in Dallas, TX. I was looking for something fun with little pressure and limited responsibility. I spoke to 2-3 employers, including All Occasions Catering. I had a good visit with their representative. I submitted an application and received a call for an interview within two weeks. I was offered and accepted a part-time position. I have now worked 11 events and I love it. It is the perfect position for me, keeps me on my feet and in motion, and the work is very physical. I have the opportunity to learn about my new city by working at various venues. The events have exposed me to Tennessee culture, good speakers, and great entertainment."

~ Ms. E



## Letter from an SES client

"I'd like to thank you, most sincerely, for all of the help you've given me with my resume and search for employment. As a senior, looking for a job is nerve-wracking, but from the very beginning you made me feel comfortable. I especially appreciate all of the time you've taken to tweak my resume and match my skills to open positions. This community is extremely fortunate to have your services available to seniors. Keep up the great work!"

~Mr. R

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# Supplemental Nutrition Assistance Program (SNAP) Outreach

The Supplemental Nutrition Assistance Program (SNAP) provides extra money for low-income individuals and households to buy nutritious food needed for good health. With SNAP benefits, food can be purchased from most grocery stores and other retailers that sell food. The SNAP card can also be used at designated Farmer's Markets in Knoxville, Morristown, Chattanooga and Johnson City to purchase fresh fruits and vegetables, and fruit or vegetable-bearing plants to grow in your own garden. SNAP nutrition assistance program is under the USDA current debit card system.



The SNAP Outreach program educates adults over age 60 about how easy it is to apply for SNAP, dispels misconceptions they have about the program, and helps them through the application process. The only way to find out if you are eligible for SNAP is to apply.

Tennessee ranks 4th in the nation in senior hunger, with about 150,000 older Tennesseans living in a state of insecurity regarding food. Many seniors who are eligible for SNAP benefits today are not receiving them. This includes 67% of struggling aging adults age 60 and above. This means that millions of seniors today are suffering from the debilitating effects of hunger and poor nutrition, despite the fact that most have paid taxes to support the program for years.



## Number of People Served East Tennessee

- ◆ 731 seniors enrolled in SNAP
- ◆ Dollar value of SNAP benefits for seniors: \$25,696

Major Sources  
of Revenue  
Foundations /Grants  
Community  
Contributions

# SNAP Stories

Ms. P called the SNAP program because she saw an article in the newspaper and wanted to know more. Ms. P said that she usually can buy enough food, but sometimes wishes she could afford more vegetables and fruit, especially in summertime. The SNAP Coordinator took Ms. P's information and determined that she was eligible for the program. Ms. P was approved to receive \$68 per month in SNAP benefits. She learned that she is able to use the Fresh Start double-up savings at her local farmers markets. She has even been able to freeze some of the vegetables to enjoy in the winter months. Ms. P said that it is wonderful to have the fresh produce that she has gone without for so long, especially when it doesn't hurt her pocketbook.

Ms. P expressed her gratitude for the SNAP program, saying, "This is a heartfelt thanks for SNAP. It helps people like me. It's a wonderful program and I am so thankful to have it."



Ms. A, a retired 70 year old widow, lives alone in her apartment and is on a fixed income. Each week, she gets a ride from her neighbor to the grocery store. Her neighbor noticed that Ms. A doesn't buy a lot of groceries and asked her if what she bought was enough to get her through the week. Ms. A said that she buys all she can with the little money she has left after paying monthly bills. Her neighbor told her about SNAP, a program that provides extra money for food to keep seniors healthy. Ms. A found the phone number for SNAP in her Senior Directory, and called the SNAP Coordinator, who took Ms. A's information over the phone. Ms. A was eligible for the program, and was immediately enrolled. "Now I can get a few extra vegetables and snacks so I don't get as hungry all the time," said Ms. A, "I feel better these days. We even went to the farmer's market and I really enjoyed the fresh produce I got there." Now, like her neighbor, Ms. A tells her friends about SNAP and how a little extra help can make all the difference.



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## SENIOR NUTRITION PROGRAM MOBILE MEALS & CONGREGATE MEAL PROGRAM

Through **Mobile Meals**, the Senior Nutrition Program delivers and serves hot, well-balanced, noontime meals to seniors age 60-plus in Knoxville and Knox County who live alone and cannot cook for themselves and have no one to cook for them. Meals are delivered daily, Monday through Friday, including holidays. The Mobile Meals program has approximately 2,414 volunteers (and some paid staff) who deliver meals. For many, the Mobile Meals volunteer is the only person they will see all day. The meal-delivery program also provides a daily safety check.

Seniors who are physically able are served at **congregate meal** sites, most located in senior apartment complexes throughout Knoxville and Knox County. These meal sites provide an opportunity to enjoy good company while they eat the same nutritious meals served in the Mobile Meals program.

Mobile Meals volunteers are the core of the Senior Nutrition Program. Volunteers deliver meals five days a week, answer phones, sort and pack holiday gifts, help with Power of the Purse, and pack emergency and holiday meals. Some volunteers have participated regularly for many years, others help as their schedules permit. Volunteers delivering meals report any problems or concerns, health issues, as well as home repair needs, that they encounter in the course of delivering their routes. This enables the office to follow up with additional services or emergency responses when necessary.

The Senior Nutrition Program also contracted with the East Tennessee Area Agency on Aging & Disability to deliver meals to those who qualify for the TennCare Choices program or the Options for Community Living program. These meal deliveries allow many individuals to remain in their homes and receive other needed services. An average of 38 individuals received meals every weekday through these two programs in the last year.

### Number of people served

- ◆ 1,041 persons were served in dining rooms in the congregate meal program
- ◆ 1,755 persons received Mobile Meals (home-delivered meals)
- ◆ 10 people were served through the Options for Community Living program
- ◆ 70 people were served through the TennCare Choices program

### Services

- ◆ 208,958 Mobile Meals were served, an average of 841 meals per day
- ◆ 46,487 meals were served at congregate dining sites, an average of 187 meals per day

### Accomplishments/Achievements for the year

- ◆ 100-plus volunteers delivered meals each day, with a total of 2,414 people volunteering 48,675 hours to the Senior Nutrition Program throughout the year

**Budget** \$1,728,794

### Major Sources of Revenue

Federal/State  
Knox County  
Knoxville  
United Way  
Empty Stocking Fund  
Foundations/Grants  
Community contributions  
Power of the Purse



# Senior Nutrition Program Stories

## Much More than a Meal

Ms. Joyce is in her mid 80's and relies on the Mobile Meals program for the daily check as much as the meal. She lives alone and uses the back door to her home for visits and short walks into the yard.

This summer, Ms. Joyce decided to venture outside. She slipped off her porch and fell into the shrubbery surrounding the house. Being in the back yard, Ms. Joyce knew that her neighbors could not see her from the front of the house, but that her Mobile Meals volunteer would be there soon and would find her. The Mobile Meals volunteer arrived and was able to help Ms. Joyce out of the shrubbery and get her back inside her home.

Happy to be back inside her home, Ms. Joyce and her volunteer, Paul, realized that through Mobile Meals they were connected at just the right time, which saved her life.



Judy and Tom decided to deliver meals during the snowy winter weather after hearing the calls for volunteers on their local TV stations. Judy was diagnosed with cancer and decided to get out and help others to get her mind off of her diagnosis.

After a short orientation, Judy and Tom hit the road to deliver meals to Mobile Meals client, Martha. Martha, 84, did not answer her door. Judy and Tom alerted the Mobile Meals office which, in turn, contacted the Knoxville Police Department for assistance. Ms. Martha was found in her home, unresponsive but alive, and rushed to the hospital.

After several days in ICU, Ms. Martha passed away peacefully at the hospital surrounded by family members. Without the help of Judy and Tom, Ms. Martha would have remained on the floor. Judy and Tom are still delivering meals each week, faithfully checking on the Mobile Meals clients and making sure that they remain safe in their homes.

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# THE CARING PLATE

The Caring Plate is a partnership between the Knoxville-Knox County Community Action Committee and the Provision CARES Foundation created in July 2014 to help patients who were undergoing cancer treatments. Any patient undergoing treatment with any of our participating facilities is eligible. During the 2015-2016 fiscal year, we partnered with East Tennessee Children’s Hospital, Provision Center for Proton Therapy, Provision Radiation Therapy, Tennessee Cancer Specialists, UT Medical Center, and Knoxville Comprehensive Breast Center. Patients from these partner agencies are provided daily meals for everyone in the household during the time of treatment.

Caring Plate personnel talk with patients after they are referred to the program and determine what their needs are; meal delivery typically starts within three working days. Each meal includes a meat or meat substitute, three servings of vegetables or fruit, bread and milk. The participant can choose either 1% milk or buttermilk. The meals are acceptable for a bland or moderately low-salt diet. For those patients who need it, we provide Ensure. Meals continue as long as the patient, the healthcare provider, and The Caring Plate staff believe they are appropriate while the patient is receiving treatment or in recovery.

We deliver meals on a daily and weekly basis to families in the local and surrounding areas. Meals are delivered either by volunteers or CAC’s transportation team. Daily meals are generally served warm, although those patients who receive bulk deliveries weekly receive frozen meals that they can defrost and eat when ready.



There is no cost for cancer patients and approved additional family members. Funding for The Caring Plate has been graciously provided by the Provision CARES Foundation.

**Budget \$16,037**  
**Major Sources of Revenue**  
Provision Cares Foundation

### Number of people served

- ◆ 69 cancer patients and 74 family members were served
- ◆ The program served 5,492 meals to people enrolled in the program

## A CARING PLATE STORY

Sara and her mom live outside of Knoxville, in a rural community. Sara has been going through chemotherapy while taking care of her blind mother. Caring Plate provided meals and Ensure for both Sara and her mom for the six months while she was having cancer treatment. Sara said, “I was very blessed to have this service. I am taking care of my mom and this really helped me get through the tough days of chemotherapy. Everyone who brought food was a blessing. Thank you so much for this service.”

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# CHIPS: COMPUTERS FOR HOMEBOUND & ISOLATED PERSONS

CHIPS provides donated computers to seniors who are isolated by illness, disability, or by their role as a full-time caregiver of a homebound senior. The CHIPS program equips homebound and isolated persons who are age 55 and older to use e-mail and the Internet to overcome social isolation, connect with people and resources, assert more control over their own lives, and contribute to their community. Volunteers are recruited and trained to refurbish donated computers, to install the equipment, and to serve as mentors to help the participants learn to use and maintain the equipment. Participants learn how to use e-mail, search engines, and safely use the Internet (Internet service is not included; each user must establish his or her own Internet service). The use of e-mail is a great way to overcome loneliness by providing a point of contact with friends, family members, and neighbors.

Senior Information & Referral takes all requests for CHIPS and gathers basic application information. Office on Aging assessors make a home visit to assess each applicant to determine eligibility and identify any special needs for using a computer.

## Number of people served

- ◆ 104 seniors received computers

## Accomplishments/Achievements for the year

- ◆ Continued to partner with Tellico Village Computer Users Club and East Tennessee Technology Access Center (ETTAC) to serve participants faster and reduce our waiting list

## A CHIPS STORY

Major Sources  
of Revenue  
Knox County

Mr. A, a 78 year old long-time resident of Knoxville, contacted CHIPS inquiring about the program and what kinds of assistance we could provide. Recently, his son and grandchildren moved out of state and he was concerned about losing contact.

Mr. A chose to remain behind for many reasons, but mainly because he has spent the majority of his life in the area. Changing residence and doctors at this time did not seem like a good choice. He currently resides in a building where he receives his meals and transportation to medical appointments, but does not receive any kind of personal care services in his home.

Mr. A's financial situation is such that he would be unable to pay for a new computer or installation. He has a niece in the next county over that has agreed to mentor him once or twice a month on how to use E-mail, Facebook and Skype so that he can keep in touch with his grandchildren.

Staff completed Mr. A's assessment and determined his eligibility in the program. Arrangements were made for a volunteer to contact him and he now has regular contact with his family. Mr. A has also started communicating with his doctor's office via e-mail to schedule appointments and to reorder his medications.

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# FEED-A-PET

In April 2000, a needs assessment determined that one percent of seniors receiving home-delivered meals could not afford nor had the means to get appropriate food for their companion pets. A Feed-A-Pet application was provided to 850 Mobile Meals recipients and 105 requested the pet food service. The Knoxville–Knox County Office on Aging partnered with the University of Tennessee Veterinary School to help meet the need to provide appropriate pet food for the homebound elderly.

The program coordinates the monthly delivery of food and evaluates recipients and their pets before they are put on the program. Clients are re-evaluated twice a year to assess the well-being of the pets served by Feed-A-Pet. The program received a grant through Banfield Animal Hospital, which helps fund veterinary care for any of the animals we serve. There are plans to partner with Pantry for Feeding Pets to provide pet food for our clients who are on the waiting list.

## Number served

- ◆ Pet food distributed to 62 households caring for more than 130 pets
- ◆ Paula Deen paid us a visit this year when she heard our pet food distributor was going to stop their distribution of pet food to our program. She donated more than 540 bags of dog food to Feed-A-Pet.



Paula Deen made a visit and delivered her donated pet food to one of our participants, Billy and his Schnauzer, Billy.

## FEED-A-PET STORIES



Betty was very lonely after her elderly kitty passed. She contacted Knox PAWS and we made a trip to the shelter where she spent some time playing with the cats. She fell in love with Minnie. They are already inseparable and our Feed-A-Pet program is assisting with monthly pet food delivery.

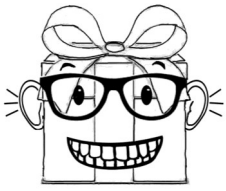


Sugar and Debra receive food monthly through our Feed-A-Pet program. Debra lives on a limited income and needed the support of our program.

### Major Sources of Revenue

Foundations/Grants  
Revolving loan fund payments  
Community contributions

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# GIFT OF SIGHT, HEARING & DENTURES

The diminishment of vision and hearing or the loss of teeth affects seniors’ physical and emotional health and safety when they cannot see who is at the door, cannot hear a smoke alarm going off, or cannot chew well enough to eat a balanced diet. In addition, these losses cause many seniors to become withdrawn and isolated, leading to depression and other emotional health problems. Yet many seniors cannot afford the cost of new eyeglasses, hearing aids, or dentures, and the professional examinations that accompany them. Medicare does not pay for any of these appliances, except when eyeglasses are needed because of certain eye diseases.

The program started as the Gift of Sight in 1985. Hearing aids were added to the program in 1995, and dentures were added in 2007. The program—a joint project of the Council on Aging and the Office on Aging, and administered by Senior Information & Referral — helps low-income seniors pay for eyeglasses, hearing aids, and dentures. (Age eligibility starts at 50 for glasses and hearing aids, and at 60 for dentures.) The Gift of Sight is now partnering with Smoky Mountain Lion’s Charities, Inc., to provide glasses at very low cost to our participants.

An interest-free loan fund pays for the initial cost of eyeglasses, hearing aids, or dentures and allows the seniors to pay back the cost over time as they are able.

The denture program is in negotiations with other local funding partners to find a solution for overall dental health care and provision of dentures to those in need.

## Number of people served

- ◆ 191 people received eyeglasses

**Budget \$1,505**

## Major Sources of Revenue

- Foundations/Grants
- Revolving loan fund payments
- Community contributions

## A Gift of Sight Story

Ms. Peggy, a 60 year old widow, was in need of employment after the loss of her husband. After many years of letting her own health needs suffer, she now found herself with no insurance and unable to pay the cost of an eye exam. She also knew she was in desperate need of new glasses, not only to obtain a job, but also because what she was currently wearing was an old pair of reading lenses taped to a cheap pair of sunglass frames.

Peggy needed glasses not only to assist her in filling out paperwork and reading job applications, but she was also very self-conscience about her homemade spectacles. Through the Gift of Sight, we were able to arrange a free eye exam and get her prescription filled using the Lion’s Club and our scholarship program.

Peggy was able to secure a position that she is very proud of and she now contributes to a program that gave her hope and made a difference in her time of need.

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# KNOX PAWS (PLACING ANIMALS WITH SENIORS)



Knox PAWS matches eligible seniors with adoptable pets. Research indicates that pets improve seniors' physical, emotional, and mental health. The Knox PAWS program started in late 2004 when the Office on Aging partnered with the Young-Williams Animal Center to match senior pets with senior citizens. The program depends on contributions from the community. PAWS also expanded its partnerships to other local shelters and rescue groups in Knoxville and formed relationships with additional veterinarians in the community.

To be eligible, an individual must be 60 years of age or older, a resident of Knox County, income-eligible, and live independently in a pet-friendly environment. If participants cannot afford pet food, it is provided through the Feed-A-Pet Project (a partnership of the UT College of Veterinary Medicine and Project LIVE). Pets adopted by Knox PAWS participants receive an initial medical exam, vaccination, a microchip, and are spayed or neutered.

### Number of people served

- ◆ 5 seniors received pets
- ◆ 31 seniors and their 31 pets are currently receiving support through Knox PAWS

### Accomplishments/Achievements for the year

- ◆ Seniors receiving pets reaped an untold health reward
- ◆ Five older animals found loving homes instead of being euthanized as "unadoptable"
- ◆ The program held its sixth annual PAWS Among the Blooms fundraiser at Stanley's Greenhouse

**Major Sources of Revenue**  
Foundations/Grants  
Community contributions



## A KNOX PAWS STORY

Elizabeth adopted Cookie from Young Williams in Nov. 2015. Cookie was ungroomed, scraggly looking, cataracts covering both eyes, and appeared to be begging for love. Her cage card said she was 5 but it turns out she is closer to 10 years old. She immediately caught Elizabeth's eye. She got the small dog out of her cage and played with her and that was the beginning of a love affair between the two. Cookie is totally blind but this doesn't bother either of them. Cookie sleeps on the couch and bed and only barks to signal she needs to get down to go to the bathroom. Elizabeth has no family locally and was very lonely and depressed. She wanted a dog for companionship. Cookie was adopted through the PAWS program

and, due to her age, was examined by our vet and found to have an abscess that had ruptured, having come from the shelter with this condition. Thanks to a grant we have through the Grey Muzzle Organization, we were able to connect Cookie with our partner veterinarian and she was put on an antibiotic. She was later treated for an ear infection and, to maintain her condition, needs monthly grooming. She was placed on heart worm and flea meds and is monitored by staff to make sure she has no further issues.

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# MOBILE AFFORDABLE MEAL SERVICE

The Mobile Affordable Meal Service (MAMS) provides meals (the same menu as Mobile Meals) five days a week for individuals who pay a fee for the service. There are no public funds involved and no eligibility requirements. The cost is \$3.50 per day for lunch, plus \$2.50 for delivery, with an initial minimum order of \$30.00. A cold supper and breakfast are also available for an additional cost. Every effort is made to keep the cost affordable. In some cases, the cost of MAMS is covered by churches, relatives, or neighbors. MAMS has helped meet the needs of individuals who are not eligible for Mobile Meals because they are too young or because they or other family members may be able to cook but choose not to. Family members will sometimes order MAMS to be delivered to their older relative while the family is at work or for people who are temporarily unable to cook for themselves while they recover from an illness or an injury.

## Number of people served

- ◆ 54 unduplicated clients

## Services provided

- ◆ Served 3,338 meals to people enrolled in the program

**Budget** \$7,222

**Major Sources of Revenue**

Fees for service

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## CONNECTING HEARTS

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Connecting Hearts provides extra help and companionship to Mobile Meals and Office on Aging clients who have been identified by program staff as extremely socially isolated and having limited access to food. This is a partnership between WBIR-TV, CAC Office on Aging Mobile Meals, and Second Harvest.

A Connecting Hearts volunteer can be one person or a small group that commits to provide a weekly delivery of supplemental food to at-risk seniors in our community while also performing a check on their well-being.

Connecting Hearts volunteers will typically visit seniors during the early evening or on weekends. This one-on-one time allows for volunteers to connect individually with the senior or seniors whom they are working with. The time commitment is one to two hours a week over a six-month period. This is an ideal volunteer opportunity for people who want to form deeper relationships with seniors in our community or who have wanted to deliver Mobile Meals but have not been able to fit it into their schedules. Detailed volunteer training and delivery instructions will be provided for Connecting Hearts volunteers. All volunteers will undergo a background check.

- ◆ Collected 3,841 pounds of food distributed to over 100 Connecting Hearts and Mobile Meals clients
- ◆ Matched 32 Connecting Heart volunteers with Mobile Meals clients.

**Budget** \$2,500

**Major Sources of Revenue**

Local donations



# PHILIPS LIFELINE

The Centers for Disease Control and Prevention reports that one out of four older adults fall each year, but less than half tell their doctors or family members. Falling once doubles the chances of falling again, often leading to serious injuries such as hip fractures and traumatic brain injuries. To address this growing concern in Knox County, in June of 2013, the Office on Aging received a grant from the East TN Foundation to provide Philips Lifeline Medical Alert Service for low-income seniors.

Through this grant, a multi-faceted program was developed to allow qualifying seniors who were at high risk for falls to participate in a sliding scale payment plan and receive an affordable medical alert system.

### Number of people served:

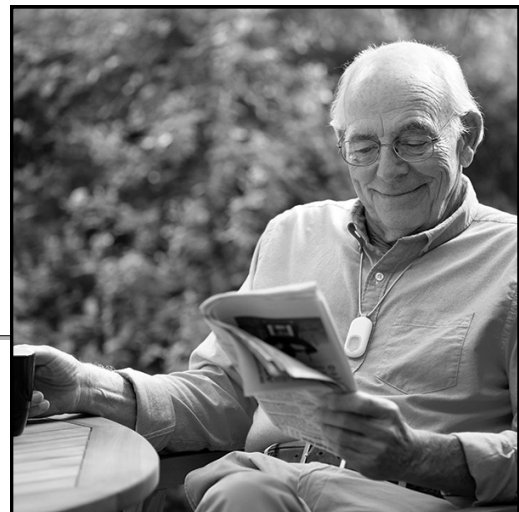
- ◆ 51 high fall risk seniors received Philips Lifeline Medical Alert unit through the assistance of the Office on Aging.
- ◆ 38 seniors received partial assistance with their monthly Lifeline costs, while 13 seniors were provided the Lifeline unit at no cost.
- ◆ Of these clients, 80% used their Lifeline pendant in response to an emergency. Of these, 45% used their Lifeline pendant in response to a fall incident.

**Budget \$8,730**  
**Major Sources of Revenue**  
 Fees for service

## A PHILIPS LIFELINE STORY

Bill, age 70, began feeling weak. After having considerable muscle loss, he would often lose his balance and fall down in his apartment. On one such occasion, he was hospitalized for a fractured arm. When he returned home, Bill developed a fear of falling, and as a result started isolating himself. He stopped coming out of his apartment, stopped joining others at his congregate meal site, and over time became very depressed. His case manager, Laura, requested a Philips Lifeline product called HomeSafe with a pendant that allows individuals to receive help, with a push a button, in case of an emergency.

Having this 'help around his neck' gave Bill the peace of mind he needed to venture out of his apartment. "Thanks to Lifeline, Bill's health is improving! He is more physically active and he is able to come eat lunch with his friends without the fear of falling," said Laura.



# OFFICE ON AGING STAFF

## **Office on Aging**

Susan Long, Director  
Fred Massingill, Assistant Director  
Sharon Brown  
Ann Connelly  
Rosie Cross  
Angela Grant  
Rachel Kraft  
Elizabeth Prater

## **Affordable Medicine Options for Seniors**

Peggy Ransom, Manager

## **Daily Living Center**

Wendy Neloms, Coordinator  
Rachel Martin

## **Elder Abuse Community Outreach**

Joseph Winberry, Manager

## **Foster Grandparents Program**

Toija Sandifer, Coordinator

## **Grandparents as Parents Program**

Donna Lewis, Manager

## **Project LIVE**

Misty Goodwin, Senior Manager  
Bill Banks  
Susan Bradford  
Melinda Bryant  
Yolanda Grant  
Kathy Harralson  
Eric Johnson  
Carol Lamb  
Angelia Langston  
Lutherine Logan  
Ann Payne  
Jennifer Tackett

## **O'Connor Senior Center**

Sue Massingill, Manager  
Calie Terry, Assistant Manager  
Brenda Beal  
Claudia Jewell  
Elbert Kern  
John Klimek

## **Retired & Senior Volunteer Program**

Eden Slater, Coordinator

## **Senior Community Service Employment Program & Senior Employment Service**

Brenda Tate, Manager  
Frankie Slay

## **Senior Companion Program**

Florence Dills, Coordinator

## **Senior Corps Management**

Deisha Finley, Manager  
Lisa Bush

## **Senior Information & Referral /2-1-1**

Sara Mary Wallace, Manager  
LaWanna Broderick

## **Senior Nutrition Program**

Judith Pelot, Manager  
Jean Adams  
Linda Allmon  
Pamela Chambers  
Debbie Clay  
Teresa Coning  
Zenobia Dobson  
Melissa Hitchcock  
Marleta Holton  
Calvin Johnson  
Mary Martin  
Lewis Pitts  
Marsha Reep  
Jill Townsend  
Shelly Woodrick

## **SNAP Outreach Initiative**

Alice Allen, Coordinator



# We Touch Lives Every Day

Comments from those we've served.



"I was lonely and I felt really down most of the time until I came to Daily Living Center. Now I have fun and get to go places and do things with nice people who are always making me laugh. I love this place."

—a Daily Living Center participant

"I love being a Foster Grandparent. Getting to be with these children is a pure joy for me. They keep me on my toes and I just love helping them with school work or playing games with them. They give as much to me as I give to them. "

—a Foster Grandparent



"Before I heard about SNAP, I had to use my food money to buy my medicine. Now, I have a little extra money for food, which is great because it means I worry less. I feel better every day because of SNAP. "

—a SNAP participant

