

Knoxville-Knox County
Community Action Committee

Helping People. Changing Lives.



July 1, 2016-June 30, 2017
Annual Report

2016-2017 OOA REVENUE SOURCES

Total = \$5,617,443

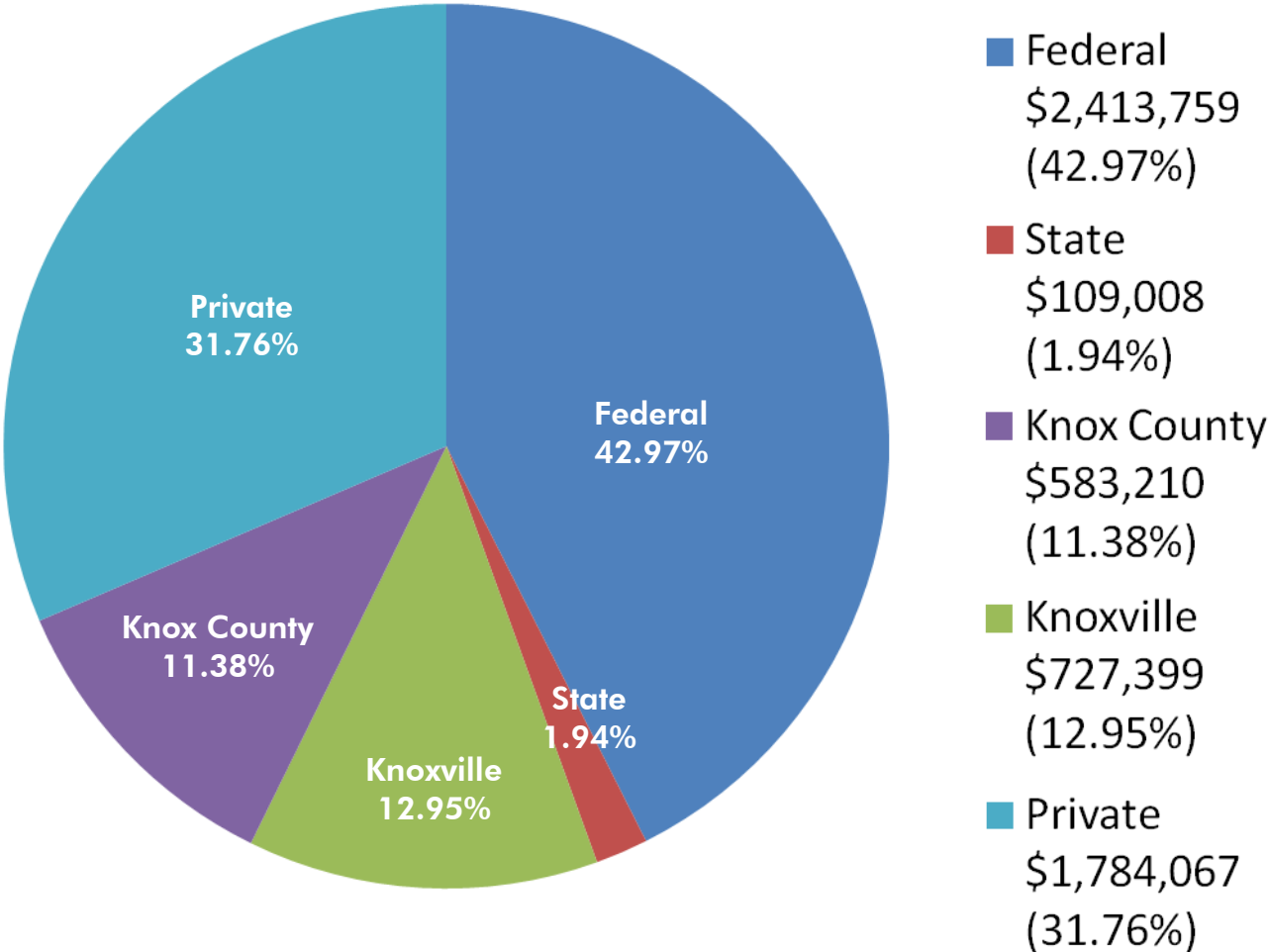


TABLE OF CONTENTS

Office on Aging Revenue Sources.....inside front cover	
Office on Aging Mission Statement.....	i
CAC & Office on Aging History.....	1
Council on Aging.....	2
Office on Aging programs.....	3-40
Affordable Medicine Options for Seniors.....	3
Daily Living Center.....	5
East Tennessee 2-1-1.....	7
Elder Abuse Community Outreach.....	9
Foster Grandparent Program.....	11
Grandparents As Parents Program.....	13
O'Connor Senior Center.....	15
One Call Club.....	17
Project LIVE.....	19
Retired & Senior Volunteer Program.....	21
Senior Information & Referral	23
Senior Community Service Employment Program	25
Senior Companion Program.....	27
Senior Employment Service.....	29
Supplemental Nutrition Assistance Program Outreach...	31
Senior Nutrition Program.....	33
The Caring Plate.....	35
Feed-A-Pet.....	36
Gift of Sight, Hearing & Dentures.....	37
Knox PAWS.....	38
Mobile Affordable Meal Service.....	39
Connecting Hearts.....	39
Philips Lifeline.....	40
OOA Administration, Communications & Events....	41
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, 2016, through June 30, 2017.

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

Website: knoxseniors.org



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 nearly \$6 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.

Programs of the Office on Aging include

Years in parenthesis indicates the year the program became a part of the Office in Aging.

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

CAC Board as of June 30, 2017

Virginia S. Anagnost, Chair
 Ben Bentley
 Councilman Daniel Brown
 Dr. Martha Buchanan
 Mayor Tim Burchett
 Doug Burton
 Commissioner Charles Busler
 Chris Caldwell
 Dr. Clifford Davis
 Polly Doka
 Rev. John Bluth Gill
 Gerald Green
 Rachel Honeycutt
 Buz Johnson
 Katharine Killen
 Senator Becky Massey
 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 "Tank" Strickland
 Derek Tate
 Bob Thomas
 Buzz Thomas
 Ronnie Thompson
 Dr. Sandra Twardosz
 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, 2017

Douglas Hubbard, Chair
Jan W. Brown, Vice Chair
Donna Ellstrom, Secretary
Laura Berry, Treasurer
Soni Bell
Betty Berry
Sandy Booher
Ludell Coffey
Mary Sophia Hawks
Mitch Olszewski
Gary Parisi
Vivian Underwood-Shipe
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.

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. Staff is Alliance of Information and Referral Service (AIRS) certified and State Health Insurance Program (SHIP) trained to help older adults.

Number of people served

- ◆ 1,414 people were provided information and/or advising

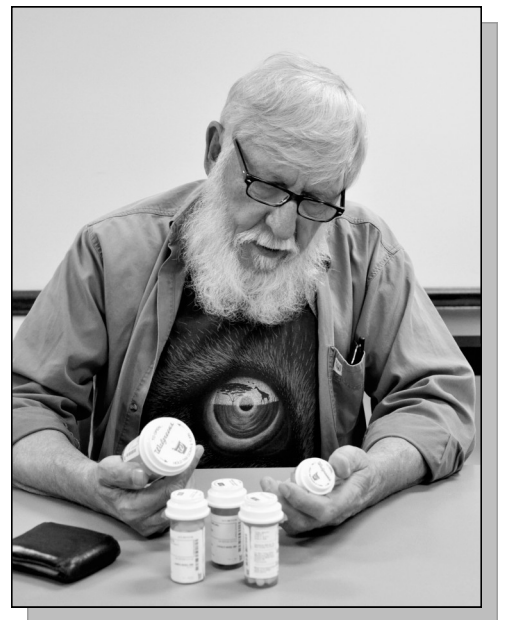
Services

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

- ◆ Explaining Medicare options and assists during Open Enrollment
- ◆ 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 93 Medicare beneficiaries in applying to Social Security for the Extra Help subsidy for prescription drug expenses
- ◆ Helped 184 Medicare beneficiaries apply for the Medicare Savings Program to help with Medicare co-pay expenses



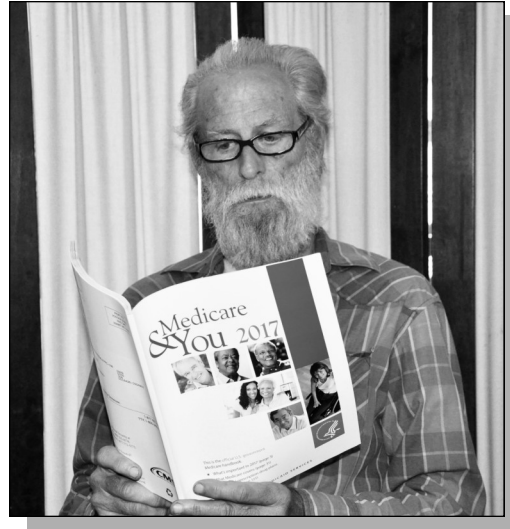
Budget \$82,986

**Major Sources of
Revenue**

Federal/State
Knox County
Foundations/Grants
Community Contributions

Affordable Medicine Options for Seniors Stories

Mr. M is 69 years old. He had enrolled in a Medigap plan G for which he pays a premium of \$118 per month, and a prescription drug plan that costs \$30 per month. His Medicare Part B premium is \$134 per month and is deducted from his Social Security check each month. His gross income is \$982 per month, and he has no savings or property. He called the AMOS program for help to bring down his health care costs. The AMOS advisor reviewed Mr. M's coverage and recommended he apply for the Qualified Medical Beneficiary (QMB) program which is a level of



assistance in the Medicare Savings Program. Any level of the Medicare Savings Program pays the Part B premium, and QMB also pays the 20% co-pays that are a part of Medicare A & B coverage. Then with comparison of the available Prescription Drug Plans (PDP), the AMOS advisor was able to find a Part D plan with a premium that is wholly covered by his assistance, and co-pays and deductibles are kept at a minimum. The AMOS advisor also explained his option to enroll in a Special Needs Plan (SNP) at no cost to him to help with additional expenses such as vision, hearing, dental, and transportation.



Karen L. will turn 65 years old in a couple of months, and she was referred to the AMOS program by a friend. The AMOS advisor gathered the information needed to explain all of her options for Medicare coverage. Karen discovered there are two main types of Medicare plans, Supplemental (Medigap) and Advantage plans. Karen had been on employer coverage, and decided to choose a Supplemental plan that

provided similar benefits. The premium for the Supplemental Plan G will be \$90 per month, and the premium for her drug plan (Part D) will be \$25 per month. Adding in the Part B Premium of \$134 per month, her total health insurance costs each month will be \$249. Karen feels confident that she will have minimal out-of-pocket costs, and she is pleased she learned her options and made an informed decision.

** 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 2.*

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 7:45 a.m. to 4:30 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

- ◆ 23 unduplicated individuals attended
- ◆ 248 days of operation

Accomplishments/Achievements for the year

- ◆ DLC started Pet Therapy twice a week with the UT HABIT program. It is especially helpful for those with Alzheimers, who tend to be socially withdrawn. Pet Therapy allows them to engage and talk.
- ◆ We have had several new partnerships with community members providing free educational, musical, and entertainment programs for the participants.
- ◆ DLC had several field trips this year, including going to the movies, the Tennessee Theater, Ijams Nature Center, The TN Valley Fair, the Mayor's Picnic, and Oakes Farm in Corryton.

Budget \$156,132

Major Sources of Revenue

Federal/State

Foundations/Grants

Community contributions

A Daily Living Center Story

When Jack started attending DLC, he did not want to be there and wanted to stay home. He was very isolated and lonely at home while his daughter worked, a fall risk and was slightly depressed. He still thought he was "just fine" by himself. Jack did agree to come "only one week" and that week turned into a year. He attends every day, and has found his "second home" at DLC. Jack loves being around other people, going on field trips, and working on the facility iPads. His family no longer has to worry about him being alone and falling while they are at work. He is eating healthy, nutritious meals and has flourished and improved since being at the center. The Daily Living Center has given him support, love, and a sense of purpose.



* 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 2.



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 Knoxville Emergency Management Agency (KEMA) 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) 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 since gone through many transitions. 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 Alliance of Information & Referral Systems (AIRS) certified with the Office on Aging, three additional employees from 3-1-1 tested and passed the Certified Information & Referral Specialist for Aging/Disability test (CIRS-A/D).

Number of people served in East Tennessee

- ◆ 11,473 calls received
- ◆ 14,047 referrals provided
- ◆ 22,214 web visits

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.

Budget \$83,411
Major Sources of Revenue
Federal/State
United Way
Community contributions

An East Tennessee 2-1-1 Story

Some fires were still burning when the City of Gatlinburg began the recovery from the November 2016 wildfires. Many had lost everything they owned. The silver lining was the outpour of love that would help to ensure these victims were able to build new lives for themselves and for their families. But how could the city best organize the innumerable calls offering help and donations? East Tennessee 2-1-1 was known as a community resource that connected people with social service organizations. It was a logical



partnership to send all the Gatlinburg related calls from people needing help, from volunteers, and from donors to the 2-1-1 call center.

During the immediate recovery period, East Tennessee 2-1-1 call specialists responded to more than 600 calls from all around the state and country. These calls were on everything from fire victims needing a new coat to people from Michigan wondering how many donated diapers the city could store. Obvious through all the calls was the love for Gatlinburg, its people, and the scenery that helped make them all “Mountain Tough.”

Recovery in Gatlinburg is an ongoing process as people acclimate to their new normal. Many strong men and women have taken part in the immediate and long term recovery process. One year later, 2-1-1 call specialists can still recall their small role in helping out. They will always remember how the community came together, hand in hand, to help a neighbor in need. No matter the situation, in gray skies or blue, 2-1-1 continues to be there for people whether they are suffering a natural disaster or a personal one.

* 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 2.

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.

The program kicked off in August 2016 when 100 participants learned more about elder abuse and what the grant was working to accomplish. Before the end of the year, training for law enforcement and others; monthly coordinated community response meetings; and community education were all occurring. Next year, training for law enforcement and victim service providers will be offered; coordinated community response work will continue; and direct services for elder abuse victims will begin in the form of case management.

Number of People Served

- ◆ 311 Knoxville Police Officers trained
- ◆ 100 Community Partners trained
- ◆ 2 Prosecutors trained

Budget \$62,373

Major Sources of Revenue
Local Government Contract

Accomplishments

- ◆ Trained nearly all of Knoxville Police Department and will train the rest next year
- ◆ Held monthly Coordinated Community Response meetings and working towards lasting changes in how Knoxville-Knox County serves elder abuse victims
- ◆ Developed community education available to professional groups and the general public, supported by the East Tennessee Foundation

An Elder Abuse Community Outreach Story

Mrs. M is an officer with the local police department. She was chosen to serve as a trainer for the elder abuse curriculum. During the elder abuse trainings, she reminded fellow officers that she was the primary investigator of elder abuse cases. She told them what victim, suspect, and environmental signs to look for when trying to identify elder abuse cases. Should officers see these signs, they should contact her to investigate. Several officers began to pick up on potential signs of elder abuse on routine welfare visits. They contacted Mrs. M and she was able to investigate cases that may have gone unnoticed without this training.



Law enforcement is tasked with identifying a number of social ills including elder abuse. This training provided more in-depth information on this issue. Each officer received a resource tool with criminal codes, definitions, and community resources tailored to Knoxville and Knox County. The Elder Abuse Community Outreach program helps ensure officers have the tools they need to identify and provide safety for elder abuse victims now and in the future.

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.

* 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 2.



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 \$501,743
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 local child care center:

"Our children, families, and staff **LOVE** our Foster Grandparent volunteer, Ms. Ruby. From the moment that Ruby walks through the door, she has a smile on her face and a happy, "Good morning!" to everyone. Ruby is always willing to lend a helping hand and go the extra mile to ensure our children are safe and happy. Often, you will find Ruby rocking a crying baby or giving them a bottle, reading a book to a young toddler who is in need of extra hugs, or playing games and singing songs with a preschooler who needs positive role models in their life.

Our children have several different developmental delays and have experienced extreme trauma in their young lives. Our child care center serves a very unique population; these children come from low-income families who are recovering from drug addiction, and many of our children began their life withdrawing from drugs. These special children need extra love and attention, and require a caring adult in their lives to hold them and show them affection. Ruby is a consistent adult in their lives and equally spreads her love and care to all of our children. The children smile and run to her when she walks into their classroom, often shouting, "Ms. Wooby!" We could not ask for a better, kind, loving, and caring volunteer than Ms. Ruby. We are grateful for her volunteer service and the CAC Office of Aging for allowing our children to know the kind heart of Ms. Ruby."



The following e-mail came to us from a Station Supervisor at Fair Garden Elementary School:

"Granny Margaret, Granny Mary, Granny Juanita, Granny Esther, Granny Nancy, and last, but not least, Granny Barbara are such amazing Grannies. They bring a lot of life and joy to our school every day. Our students love them, our teachers love them, our parents love them and so does the principal.

Throughout the day, our Grannies are reading with the students, working with the students, playing with the students, and loving on the students. We wouldn't be Fair Garden without them. It takes a village to raise our students. It takes a village to support our students and it takes a village to pave a clear way for the next generation to come. Our Grannies are a part of our village. We honor and salute our Foster Grandparents and with all our hearts we thank them!"

* 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 2.



GRANDPARENTS AS PARENTS PROGRAM

Grandparents As Parents (GAP) addresses the unique needs of grandparents and other relative caregivers, raising children whose parents are unable to care for them. Facilitating day and evening educational support group meetings, serving in an advocacy role with the Knox County School system and other agencies, assisting in the formation of short and long term GrandFamily goals, and providing referral services are some of the tools utilized by GAP to support this increasing population. Divorce, domestic violence, incarceration, illness, abandonment or the death of a parent thrusts grandparents into a new role of parenting the next generation at a time when they were looking toward retirement. In addition, the opioid epidemic currently ravaging our communities and destroying families, is creating a tremendous increase in the number of children being raised by grandparents and other relatives. Grandparents as Parents is a free program with no income requirement, and exists as a resource to collect, assess, disseminate and refer information and services of support and encouragement to GrandFamilies.

Number Served

- ◆ Current enrollment: 210 families (525 children).
- ◆ Community awareness of the GAP program increased by participation in community events, elementary, middle and high school open house events.
- ◆ Additional grandparents impacted by partnership with school and agency counselors encountering increasing numbers of grandparents and other relative caregivers.

Accomplishments/Achievements for the year

- ◆ Established active partnerships with Knox County Schools, Knox County Great Schools Partnership, Boys and Girls Club of the Tennessee Valley, University of Tennessee Extension Office, Omni Health
- ◆ Continuing to foster ongoing relationships with local and state agencies
- ◆ Day educational support group experiences growth and strong relationships within core group
- ◆ Established evening support group in partnership with First Baptist Church
- ◆ Received Knoxville Bar Association Grant
- ◆ Purged and updated GAP files
- ◆ Collaborated with Office on Aging Administration to establish and implement GAP database tracking system through SMS
- ◆ Collaborated with a 21 member taskforce to create a Grandparents as Parents Guide funded through a grant from Trinity Foundation. Evaluated all submitted material and taskforce feedback for inclusion in the guidebook. Worked with OOA Public Information Manager in the organization and design of the GAP Guidebook. 10,000 copies of the Grandparents as Parents Guide were produced and to date, 2,874 have been distributed to individuals, agencies, and churches.

Budget \$41,886
Major Sources of Revenue
Federal/State
Foundations/Grants
Community contributions

A Grandparents As Parents Story

A Grandparent's Story

A 64 year old grandmother came into the GAP program in February 2017. She is parenting an 8 year old boy that is acting out in school. She is experiencing difficulty with grandson's medical insurance, finding him an appropriate afterschool program that can address his needs, and shared frustration with her grandson's school regarding his Individual Education Plan (IEP).



During initial face-to-face meeting, the GAP manager made a call to the Knox County Health Department and immediately connected the grandmother with a specialist that could clarify and assist her with the insurance issues.

Secondly, the GAP manager contacted the Boys and Girls Club and arranged for afterschool care with specialized homework assistance. In addition, as the grandmother was experiencing anxiety over the possibility that her job might be coming to an end. Therefore, the Boys and Girls Club generously offered the grandson's afterschool program for free for three months and then at a reduced rate going forward.

The GAP Manager then contacted a local social and emotional counselor through a partner agency and arranged for the grandmother to meet with her the following day to discuss a behavioral counseling plan. The GAP Manager assisted the grandmother in writing a coherent and strategic IEP plan for the remaining months of the school year. The grandmother took the plan to the school, and with little change, was implemented.

Grandmother has become a very active member of the GAP group and attends both day and evening support groups. She also serves as a volunteer with GAP at community events.

* 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 2.

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.

Services

The O'Connor Center provided 3,759 classes/activities including recreation, education, physical fitness, health screening, and health education programs. In addition, the O'Connor Center hosted 194 community events during the past fiscal year.

Number of People Served

2,208 individuals participated in classes/activities that totaled 90,342 units of service at the O'Connor Center. 230 volunteers provided 11,857 hours of volunteer service at Center-related activities.

Accomplishments/Achievements for the year

A partnership was established with a local agency to provide for monthly free hearing exams and hearing aid checks and cleanings.

The **Annual Fall Program Preview** afforded opportunities to more than 100 participants to discover new programs and to interact with group leaders and classmates while enjoying the **Annual Ice Cream Social** hosted by the Happy Hikers. **Happy Hikers** number almost 200, many of whom hike a couple of times each week during the year!

More than 80 participants attended the **O'Connor Center Annual Health Fair** where a variety of health screenings, flu shots, and information was available. Also, the Knox County Health Department and the Knoxville-Knox County Senior Safety Task Force partnered with the O'Connor Center to celebrate National Falls Prevention Awareness Day.

(continued on next page)

Budget \$328,650

Major Sources of Revenue

Federal/State

Knox County

Knoxville

Foundations/Grants

Community contributions

Program income

Three Ridges Golf Course was the site for the **12th Annual O'Connor Golf Classic**, the annual fall fundraiser spearheaded by the O'Connor Advisory Board and supported by the local community. The largest crowd ever, more than 1,300 persons, participated in the annual spring fundraiser, the **O'Connor Pancake Fest**.

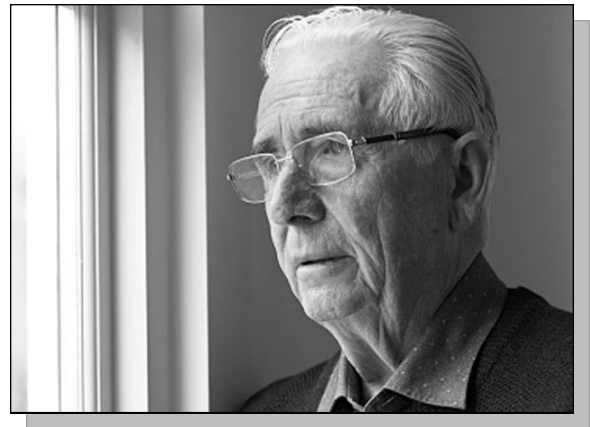
The performance schedule for the 80+ O'Connor **Singing Seniors** and the **Forever Young Ensemble**, led by Ms. Jean Osborne, included 28 unique venues, one of which was the Tennessee Theatre! The **O'Connor Band**, with more than 30 musicians, led by Ms. Linda Edwards, performed throughout the community and their Veterans Appreciation Brunch **USO SHOW** ended with a standing ovation!

The two outstanding performances by the Silver Stage Players, *Up a Hollow on Christmas Eve* and *Relative-ly Speaking* were big hits with Center participants and the community. Additionally, *That's What Friends Are For, . . . the Movie*, debuted at the Center in March with the cast arriving via limousine with much fanfare. The movie production was a joint effort of the Silver Stage Players and the Tennessee Stage Company and dealt with the sensitive issue of abuse among seniors.

An O'Connor Senior Center Story

My deceased wife and I were active in the Knoxville area dance community and the O'Connor Center was one of our favorite places to dance because we had friends there. When we started out, we used to dance in the old Quonset hut that used to be where the YMCA is now located. Everybody dressed up in a coat and tie, and there was always a live band and great music.

But now I come to the O'Connor Center for different reasons. Living alone is not fun--it gets lonely sometimes when you don't have anyone to talk to. But coming to the O'Connor Center is always fun and exciting. I can come here and not have to eat alone; I can get my blood pressure checked every day; I can get my toenails cut; I can read the paper; I can visit with friends. There are lots of things I can do here. I enjoy the educational programs which really keep my mind sharp. This place means the world to me. The Center gives me something to look forward to, and I truly don't know what I'd do without it!



-Mr. M

* 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 2.



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

- ◆ 234 households totaling 297 individual members
- ◆ 29 lower-income households were eligible for a subsidy

Services

From July 2016 to June 2017, One Call Club responded to the following 442 requests:

- ◆ Transportation: 6 requests
- ◆ Personal Care: 4 requests
- ◆ Housekeeping: 7 requests
- ◆ Home Repair & Maintenance: 331 requests
- ◆ Lawn Care & Landscaping: 31 requests
- ◆ Appliance Repair: 12 requests
- ◆ Car Maintenance: 2 requests
- ◆ Miscellaneous services: 49 requests

Budget \$25,845
Major Sources of Revenue
Foundations/Grants
Community contributions
Membership Fees

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.
- ◆ The program accepts phone calls at 865-595-3006 and walk-ins at their O’Connor Center office.

A One Call Club Story

Having joined the One Call Club several years ago, Mr. and Mrs. R rarely contacted the program for service, they instead retained their membership in the event of an emergency or a need that Mr. R, a handyman by trade, could not do himself.

Unfortunately last year Mr. R's health took a turn for the worse. He suffered a stroke and was completely dependent on Mrs. R for his care. Mrs. R was not only going to be his primary caregiver but she alone was now responsible for the upkeep and renovations needed on their 30-year-old home.



The first call for assistance was for a handyman who could install safety grab bars in the bathroom and who could also build a ramp to get Mr. R to and from the many expected appointments to come. The second call was for a Personal Care agency that could assist with bathing and dressing but also with the mobility issues they were facing.

The One Call Club was able to coordinate service with the providers and provide periodical follow-up assessments to make sure service continues to be delivered in a satisfactory manner. Mrs. R says the program has given her peace of mind in knowing that service is just a phone call away and that people still care about quality.

* 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 2.



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: 18,620 hours
- ◆ Volunteer Services (home repairs, chores): 3,311 hours
- ◆ Visiting: 2,887 home visits

Number of people served

- ◆ 3,715 households served

Accomplishments/Achievements for the year

- ◆ Project LIVE staff and case management project provided case management services to more than 562 seniors and persons with disabilities in our community
- ◆ 451 volunteers provided more than 3,311 hours of free labor to Project LIVE clients



Project LIVE volunteers repair homes.

Budget \$375,693

Major Sources of Revenue

Federal/State

Knox County

Knoxville

Foundations/Grants

Community contributions

A Project LIVE Story

Mr. C is an 84 year old retired preacher from a small church outside of Knoxville, TN. He has liver cancer and receives hospice care. He and his wife, who is disabled and 69 years old, live on an income of \$1,226 a month. This past year, their apartment complex decided they would no longer accept Section 8 vouchers after an ownership change and they were forced to move out of their apartment complex because they could not afford fair market rent. Without their vouchers, their rent went from \$271 a month to \$679 and the couple was forced to relocate to another complex that accepted the vouchers.

Mr. and Mrs. C do not have children or other family support able to assist them in making a housing change. Project LIVE stepped in and provided a case manager who assisted them to quickly find another apartment, arrange the move, and the payment for deposit and movers.

“We’ve lived here 17 years,” said Mr. C as he wiped tears from his eyes. “We didn’t hurt nothing, didn’t tear up nothing, didn’t do nothing for us and then come up and tell me to get out and it made me mad. I was going to die right here on this couch, but they didn’t give me a choice. Hopefully I’ll get out of here and the Lord will let me live a little while longer.”

They are now living in their new apartment and have settled in and happy to have the move behind them.



* 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 2.



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.



316 RSVP Volunteers



41,948 hours of service provided



30+ nonprofit agencies supported

\$929,567*

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

*Value estimate is from the research of Independent Sector.
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.

8,077

Rides provided by RSVP Volunteer Assisted Transportation volunteers.

225

Seniors received home safety checks by RSVP SCAN volunteers.

Budget \$98,092

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

An RSVP Story

Jim Jordan Receives Governor's Star Award

RSVP Volunteer, Jim Jordan, serving with the Senior Citizens Awareness Network (SCAN) was chosen as the Knox County Adult Winner for the Governor's Star Award in February, 2017.

The Governor's Star Awards is an initiative to recognize outstanding volunteers from each of Tennessee's 95 counties. Mr. Jordan has been serving as a Volunteer Assisted Transportation (VAT) driver and SCAN volunteer since 2003. Since 2004, Mr. Jordan has been donating over 1,200 hours a year to improving the quality of life for Knox County seniors. As a SCAN volunteer, he drives a retired police car, wears a police uniform, looks for signs of elder abuse, and provides safety education. In February, Mr. Jordan, his daughter, two officers from the SCAN office and the RSVP coordinator traveled to Nashville to honor Mr. Jordan's dedication at the Governor's Star Awards.



* 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 2.



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. In January of 2017, the name of the program was changed from Senior Citizens Information & Referral Service (SCIRS) to the more simplified Senior Information and Referral. SIR began in 1968 as an independent agency and 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. SIR 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.

SIR oversees East Tennessee 2-1-1 (see pages 7 & 8) and the One Call Club (pages 17 & 18). SIR also takes applications for and administers the Gift of Sight, Hearing & Dentures (page 37).

Number of People Served

- ◆ 4,176 contacts
- ◆ 2,529 unduplicated individuals
- ◆ 6,590 units of information and referrals provided, including follow-up calls.

Accomplishments/Achievements for the year

- ◆ Held the 16th annual John J. Duncan Sr. Award for Senior Advocacy at Hunter Valley Farm. This is Senior Information and Referral's annual fundraiser honoring both a Professional and Community Member who have been instrumental in advocating and protecting the Seniors of our community.
- ◆ All staff members maintained their status as Certified Resource Specialists in Aging & Disability and are AIRS (Alliance of Information & Referral Systems) certified.
- ◆ In January 2017, Senior Information and Referral began an outreach program designed to provide individual assistance throughout the community. SIR Staff will be visiting Knox County Senior Centers providing answers and assistance for a variety of services.
- ◆ SIR continues to seek out partnerships to support ongoing efforts to reduce program costs.

Budget \$45,418
Major Sources of Revenue
Federal/State
Knox County
Knoxville
United Way
Foundations/Grants
Community contributions

A Senior Information & Referral Story

Ms. W. came into a senior center looking to sign herself and her mother up for some activities. While she was there, she mentioned to the receptionist that she and her mother were moving in together and she was overwhelmed. A Senior Information & Referral (SIR) Specialist was doing outreach at that center, and the receptionist suggested Ms. W. speak with her.



Ms. W. explained to the SIR specialist that she needed renovations done in the new home to help her mother and was not sure who to call. SIR referred her to Knoxville-based, National Association of Home Builders' Certified Aging-in-Place Specialists (CAPS). These are trained contractors who understand the needs of older adults and make modifications to facilitate independent living.

Ms. W. also explained that she was overwhelmed with trying to pack and downsize her mother's home while working full-time. SIR was able to provide information on Senior Move Managers and Relocation Specialists: professionals who can provide experienced, compassionate and objective help while seniors are transitioning to new living environments.

Ms. W. was also curious about Veteran's benefits available to her mother, as her father had served in the military during wartime. SIR referred Ms. W. to Knox County Veteran's Services, the local experts in Veteran benefits and resources.

Ms. W. stated, "I was so overwhelmed and didn't know who to call or where to start! Now I know that Senior Information & Referral is the place I can call when I don't know where to go and you all will help me out!"

* 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 2.



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

- ◆ 83 participants—older women and men—were assigned to a wide range of training programs in Knox County
- ◆ 14 participants were placed in unsubsidized jobs
- ◆ 54 participants completed Digital Tablet Training Classes

Accomplishments/Achievements for the year

- ◆ Assisted 68 host agencies with employment needs
- ◆ Cosponsored two job fairs that served more than 400 individuals
- ◆ Met federal guidelines for SCSEP under the U.S. Department of Labor
- ◆ Co-sponsored Digital Inclusion Initiative

Budget \$463,503

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. J's story

After working 36 years with the same company, I decided that it was time for me to retire. After spending 2 years at home, I found myself wanting to have a purpose again, one where I felt I could still give something to the work force. That led me to look at the senior centers in Knoxville. I pulled up the O'Connor Senior Center website and read about an upcoming Senior Job Fair. I printed out the information and posted it on my fridge; every so often I would look at it and say to myself, "I am going to that Job Fair!"



On May 11, I went to the Senior Job fair and that is where I met the director of United Cancer Support Foundation. She and I hit it off instantly. I gave her my resume and told her I was looking for something fairly low key. It just so happened, a front desk position was open. She called me and I interviewed with her. The rest is history. I have been working for UCSF since May and I absolutely love it! My co-workers are absolutely great, I enjoy helping people who have been touched by cancer. This job is exactly what I needed and it was an answer to my prayers.

* 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 2.



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.



98 Senior Companion Volunteers



71,450 hours of service provided



315 frail seniors served

94%
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.

- 44%** Seniors served reported an Alzheimer’s/dementia diagnosis.
- 50%** Seniors served reported a visual impairment.
- 39%** Seniors served reported a hearing impairment.
- 25%** Seniors served were veterans or military family.
- 35%** Seniors served were over the age of 85.
- 37%** Family caregivers served received respite care.

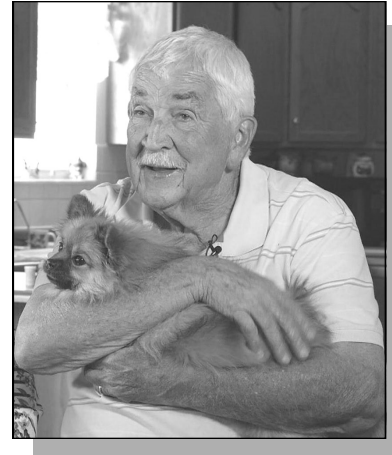
How do Senior Companions help?

- ◆ 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 \$436,148
Major Sources of Revenue
Corporation for National & Community Service
State of Tennessee
Knox County
Knoxville
Foundations/Grants
Community contributions

A Senior Companion Program Story

Fred is an 80-yr-old Army veteran who lives with his nine-year-old Pomeranian, Ru. Fred suffered the untimely death of his only child, to suicide, in late 2008. His wife, tragically, died in a car accident a few months later. Instead of drowning in his grief, Fred turned his emotional upheaval into good intention, and began working as a Senior Companion Volunteer. He was recognized as a strong addition to the group, and as an asset to the people with whom he worked.



Recently, Fred's health and mental state started declining and staff realized something was amiss. The Office on Aging's Project LIVE assigned Fred a Case Manager, who discovered that Fred was in financial distress, and could no longer manage his finances. His house was on the edge of foreclosure, and Fred did not know what to do. His home needed extensive repair. He had months of medications in his home that he did not know how to take. After the Case Manager found resources to help Fred with his medical needs and to keep, repair, and maintain his home, the staff in the Senior Corps and in Project LIVE realized that Fred might benefit from having a Senior Companion of his own.

Fred has enjoyed the assistance of several Senior Companions. His Companions have helped him with grocery shopping, and with getting to the barber shop. They have helped him schedule doctor's appointments, and arranged to have his dog taken to the vet and the groomer. They have reminded him to bathe and to eat. They talk with him, read to him, play checkers, or sit silently with him, if that is what they need to do.

As Fred's dementia progresses, the requests asked of the Senior Companions have increased. They now help to prepare his breakfasts and remind him to take his medications. They encourage him to eat, so he does not forget his food or wander from his meal. They remind Fred to feed his dog, and to be sure that the dog gets his medications, too.

Without the compassionate assistance of the Senior Companion Program, as well as continued aid from Project LIVE, Fred would not still be able to remain in his home. Because of the Senior Companion Program, Fred has constant contact with people who care about his well-being, and who truly have his best interests at heart. His favorite pastime is sitting in his front yard, enjoying the sunshine.

* Client confidentiality is important to the Office on Aging. For information about how we protect our clients'

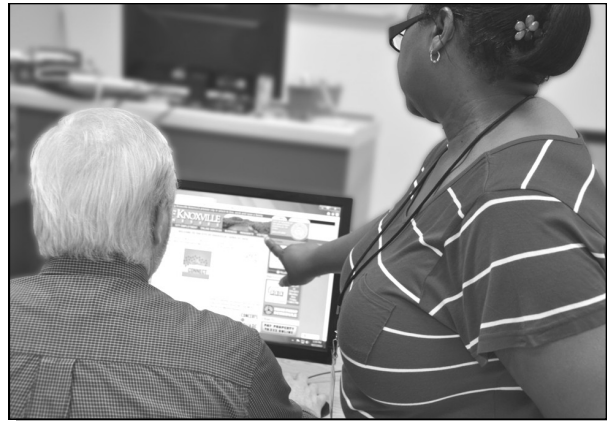
SENIOR EMPLOYMENT SERVICE

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

- ◆ 996 job-seekers were served
- ◆ 85 people attended Seniors Seeking Employment workshops
- ◆ 185 additional people received job counseling and referrals
- ◆ 67 participants completed Digital Tablet Classes



Services

- ◆ Seniors Seeking Employment workshops 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 78 employers participating and more than 350 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 Ms. R

I want to thank you for your part in making the recent Senior Job Fair a success. It was really beneficial to meet so many agencies at one time and I received several promising leads. Also, I appreciate the time you spent talking with me. Your friendliness and offer to help is valuable to me. Thanks again!

~ Ms. R

Letter from Mr. J

I just want to say thank you to the kind staff at the Senior Employment Service. I decided to go back to work after my wife passed away, because I felt lonely and needed to get out of the house. When I realized I would probably need to write a resume, I got nervous, because I had never written one. They showed me that it wasn't as hard as I thought. They encouraged me when I really needed it. The classes were great and I enjoyed learning things I didn't know. I feel more confident now. I have a part-time job that keeps me busy. Thank you for this program that made a big difference to me.

~Mr. J



* 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 2.

Supplemental Nutrition Assistance Program (SNAP) Outreach



The Supplemental Nutrition Assistance Program 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.

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 in East Tennessee

- ◆ 878 seniors enrolled in SNAP

Budget \$19,399
Major Sources of Revenue
Foundations /Grants
Community Contributions

A Supplemental Nutrition Assistance Program (SNAP) Story

Ms. S is a widow who was having problems with food insecurity. She did not want to tell her children because she was afraid that they would think she was not managing her money well. Ms. S called the Office on Aging after reading an advertisement for SNAP in the Sunday newspaper.



The SNAP advertisement explained that the program assists seniors who are on a fixed income with additional food buying power. Ms. S wanted to understand the program thoroughly before she applied. After the SNAP Outreach Coordinator explained details of the program, Ms. S was prescreened and the benefits check up was completed, which provided a list of other programs that she was eligible to apply for.

Ms. S was approved for SNAP and now receives a monthly SNAP EBT card for \$97. She has increased her food budget without increasing her financial obligations. Ms. S was very proud to demonstrate to her adult children that she continues to be a viable and self-sufficient person. She is more than willing to share her SNAP success and experience with others who may need the extra help each month.

* 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 2.



SENIOR NUTRITION PROGRAM

Mobile Meals and Congregate Meals Program

OUR MISSION: We strive to bring food and hope to homebound Knox County seniors by providing nutritious meals and critical daily interaction.

WHO WE SERVE: Homebound seniors over the age of 60 in Knox County regardless of income who live alone, are unable to cook for themselves, and have no one to cook for them.

We serve our community through our two meal service programs

MOBILE MEALS

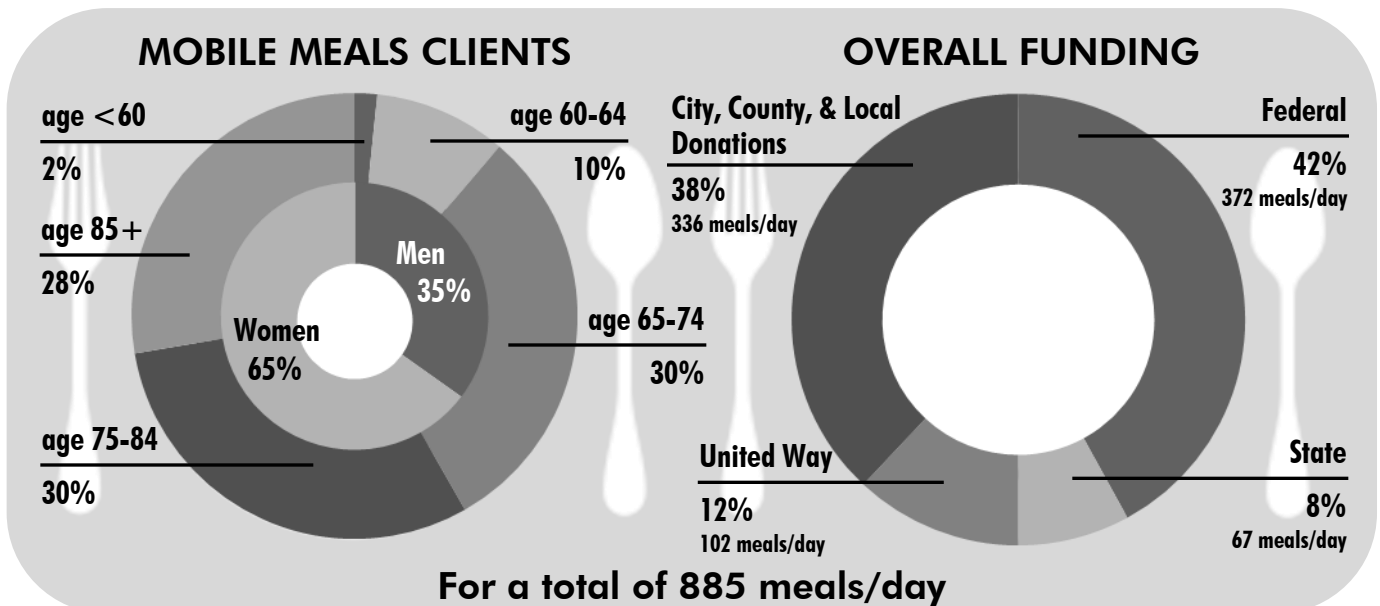
Through this program, volunteers deliver a hot, well-balanced noontime meal every weekday to Knox County. For many clients, volunteers are the only people they will see all day. This not only provides an opportunity for social interaction, but also allows for a daily safety check.

CONGREGATE MEALS

Through this program, seniors that are physically able are served at congregate sites, most located in senior apartment complexes throughout Knoxville and Knox County. This gives many clients the opportunity to enjoy good company while they eat the same nutritious meals served in the Mobile Meals program.

MOBILE MEALS VOLUNTEERS ARE ESSENTIAL

Volunteers are the core of the Senior Nutrition Program. Beyond simply delivering meals every weekday, volunteers also aid in the office, help fundraising efforts, and help pack emergency and holiday meals. Most importantly, volunteers report any problems or concerns, health issues, and home repair needs that they encounter on their routes. This extra safety check can make the difference in an unsafe situation.



VOLUNTEER TESTIMONIAL

"I just love delivering Mobile Meals because seeing the client's face is just the best thing in the world. Before, I didn't know about Mobile Meals, but now I can't imagine my life without volunteering for this program. It has completely changed my life."

-Joyce, volunteer for 2 years



MORE THAN JUST A MEAL:

100% of our clients say that the Mobile Meals program has helped them stay in their home and live independently | **95%** say that their health has improved by receiving five balanced meals per week | **98%** state that they are eating a better variety of food because of Mobile Meals | **100%** feel happier or better when a Mobile Meals volunteer brings them a meal | **98%** feel increased social support having a nutritious meal delivered by a volunteer to their home.

2016-2017 ACCOMPLISHMENTS

- ◆ Celebrated 45 years of Mobile Meals in Knox County.
- ◆ Hosted 24 elected government officials during the March for Meals awareness campaign.
- ◆ Participated in "Let's Do Lunch" as a part of the Meals on Wheels national campaign.
- ◆ Volunteer Sterling King received WATE Six on Your Side Volunteer Hero Award.
- ◆ Delivered 72 microwaves to Mobile Meals clients with broken or outdated microwaves.

This year we

Were aided with

45,114

hours of volunteer help.

Packed

12,565

emergency and holiday shelf stable meals.

Provided

8,320

meals to seniors with money raised from The Power of the Purse.

Distributed over

1,200

holiday gifts.

Served

493

meals on Thanksgiving and

452

meals on Christmas Day.

Trained

812

new volunteers.

Served

885

Mobile Meals clients and

275

congregate clients on average per month.



The Caring Plate

OUR MISSION: To simplify the lives of cancer patients and their loved ones by delivering daily or weekly nutritious meals, so they can focus on successful treatment and recovery.

WHO WE ARE

A partnership between the Knoxville-Knox County Community Action Committee and the Provision CARES Foundation, The Caring Plate was created in 2014 to serve cancer patients and their families by eliminating the stress of putting food on the table. After being referred by any of our partner providers and approved by our office, The Caring Plate will deliver meals to patients and their families at no cost to them as long as they, their healthcare provider, and our staff feel it is needed.

OUR MEALS

Delivered by either a hardworking group of volunteers or CAC's transportation team, our meals can be sent out as soon as three working days after a referral. Caring Plate daily meals are often delivered warm and ready-to-eat, and weekly bulk deliveries arrive frozen and able to be heated up at the client's convenience. Each meal includes a meat, three servings of vegetables or fruit, bread, and their choice between 1% milk and buttermilk. This is not only nutritious, but also acceptable for a bland or moderately low-salt diet.

OUR PARTNERS INCLUDE

East Tennessee Children's Hospital

Provision Center for Proton Therapy

Brig Center for Cancer Care

Tennessee Cancer Specialists

UT Medical Center

Knoxville Comprehensive Breast Center

A CARING PLATE STORY

"I was very blessed to receive a daily nutritious meal from The Caring Plate. I am very grateful and appreciative for the help I received, in not having to prepare a meal for myself, or stop to get food on my way home after daily radiation treatment. I was very fatigued after my treatments and was so grateful to have these meals already prepared. This program is such a blessing to cancer patients and is very much needed."

-Anne

This year we...

Delivered **15,542** meals.

Were aided by **3** volunteers, as well as countless Mobile Meals volunteers.

Served **118** cancer patients and **126** family members.

The Caring Plate is grateful for the gracious support of the L5 Foundation.

FEED-A-PET

In April 2000, a needs assessment determined that many of our 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. We partnered with Pantry for Feeding Pets this year to provide pet food for our clients who were on the waiting list.

Number served

- ◆ Pet food distributed to 72 households caring for more than 137 pets
- ◆ The University of Tennessee School of Veterinarian Services received a grant through Hill's Science Diet to provide pet food to 115 of our pets. The rest comes from community donations and volunteers.

Major Sources of Revenue

Foundations/Grants
Community contributions



A FEED-A-PET STORY

Ruby who lives on a fixed income owns a precious cat named Baby. Ruby had trouble affording Baby's food each month and contacted the Feed-A-Pet program for assistance. Ruby expressed that she is very thankful for the Feed-A-Pet program and the monthly delivery of cat food makes such a big difference for her and Baby.

* 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 2.



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 received a \$25,000 grant and with the assistance of our local partners, Volunteer Ministry Center and Remote Area Medical, we were able to provide dentures to 111 participants who had been on a waiting list. We are continuing 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

- ◆ 132 people received eyeglasses
- ◆ 111 people received dentures

Budget \$20,615

Major Sources of Revenue

- ◆ Foundations/Grants
- ◆ Community contributions

A GIFT OF DENTURES STORY

The Gift of Denture staff contacted 76 year old Ms. C to arrange a denture appointment. She had originally contacted the program to receive a full upper denture and a partial on her bottom. Unfortunately, her dental condition had worsened and her most immediate concern was the pain she was suffering as a result of having several broken teeth beneath her gums. Staff was able to arrange an initial consultation and course of treatment for her. After one of these visits, Ms. C left a voicemail message expressing her gratitude. "I just wanted to tell you that I went to the dentist yesterday. I wanted you to know how much I appreciated you helping me get this done. I will never ever forget you for doing this."

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 untold health rewards
- ◆ Five older animals found loving homes instead of being euthanized as "unadoptable"
- ◆ The program held its seventh annual PAWS Among the Blooms fundraiser at Stanley's Greenhouse

Budget \$5,332
Major Sources of Revenue
Foundations/Grants
Community contributions



A KNOX PAWS STORY

Ms. B is a Knoxville senior who was lonely and struggling with depression. She read an ad in the Senior Service Directory about Knox PAWS and decided to make the call. Ms. B was approved for a PAWS dog. With the help of Knox PAWS, Ms. B went to the local animal shelter and found a senior dog, Bella, who was in need of a loving home. Ms. B and Bella have become fast friends. Bella loves to lay in her cozy dog bed, take daily naps, and watch TV with her new best friend, Ms. B. Together, they enjoy

going on walks and visiting with neighbors. Ms. B said, "Bella gives me a reason to get out of bed every morning. She is the companion I needed all along. She does more good for me than she realizes."

* 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 2.



CONNECTING HEARTS

Connecting Hearts provides extra help and companionship to Mobile Meals and Office on Aging clients who have been identified as extremely socially isolated and having limited access to food.

This year we

Collected
2,114
pounds of food delivered to
70
Connecting Hearts and
Mobile Meals clients.
Matched
66
volunteers to Mobile Meals
clients.

WHO WE ARE

A partnership between WBIR-TV, CAC Office on Aging Mobile Meals, and Second Harvest, Connecting Hearts connects volunteers to at-risk seniors in Knox County. Volunteers, whether individuals or groups, both provide these seniors with a weekly delivery of supplemental food as well as check in regularly on their well-being.

OUR VOLUNTEERS

This opportunity is ideal for volunteers who wish to form deeper relationships with members of our community, as the one-on-one time allows volunteers to connect with these seniors individually. Every volunteer undergoes a background check as well as training, ensuring that every senior is paired with a volunteer who is prepared and capable.

MOBILE AFFORDABLE MEAL SERVICE

The Mobile Affordable Meal Service (MAMS) provides meals using the same menu as Mobile Meals, but with no eligibility requirements and the inclusion of a fee for its service.

WHO WE ARE

Administered by the CAC Office on Aging's Senior Nutrition Program, MAMS is able to serve food to individuals who are able to pay for a more flexible meal service with no in-home assessment requirements. Every effort is made to keep the cost affordable, and due to that fee MAMS is run without the use of public funds.

OUR MEALS

Delivered by either Mobile Meals volunteers or CAC staff, MAMS meals cost \$6.00 per day with an initial minimum order of \$30. Often a family member will order MAMS to be delivered to an older relative while they are working, and sometimes MAMS can be covered by churches, relatives, neighbors, or agencies such as the Medicaid Waiver and Options for Community Living.

This year we

Served
63
unduplicated clients.
Provided
3,474
Meals.



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.

Older adult falls result in more than \$31 billion in annual Medicare costs.

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, 71% used their Lifeline pendant in response to an emergency. Of these, 56% used their Lifeline pendant in response to a fall incident.

A PHILIPS LIFELINE STORY

Budget \$11,296
Major Sources of Revenue
Fees for service



Ms. Joy is a 65 year old resident living in a senior independent apartment complex. She has with a history of vertigo and falls. Many in the community were concerned with her well-being and safety, including the apartment manager.

Over the course of several months Ms. Joy received bumps and bruises with the last fall resulting in a broken hip. Now Ms. Joy is on a walker full time and Office on Aging was able to provide her with a discount for a Philips Lifeline product called HomeSafe with a pendant that allows individuals to receive help, with a push of a button, in case of an emergency.

Even with her ongoing health concerns, Lifeline allows Ms. Joy to remain independent in her apartment, participate in community events, and enjoy a safer home environment.

OOA ADMINISTRATION, COMMUNICATIONS AND 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, which is home to the online versions of the *Senior Service Directory* and *Elder News & Views* (see next page).
 - ◆ 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.

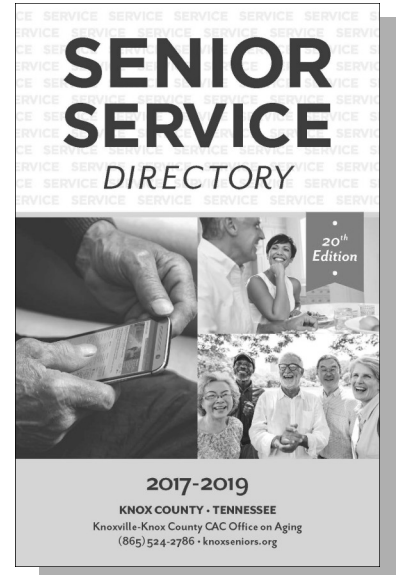
- ◆ In November 2016, the Office on Aging hosted the 32nd *Aging: A Family Affair*. The workshop offered practical advice on issues of interest to senior citizens, those with disabilities, caregivers, family members, and professionals. In 2016, the keynote speaker, Executive Director of Senior Service America, Inc. in Washington, D.C., Tony Sarmiento, presented *How We View Older Adults and Our Own Aging: New Research*. Eight workshops were offered in three

sessions throughout the day. Participants chose to attend one workshop per session. The 2016 event, held at Rothchild Conference Center, was a great success!



Printing and distribution 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 published the 20th edition of the directory in February 2017. The directory is distributed free of charge. The 20th 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. Call 865-524-2786 to get on the mailing list. Send an e-mail to 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 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
- ◆ **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.
- ◆ **The OOA Blog** offers bi-monthly insights into topics of interest to seniors and their caregivers. Read the blog at <http://knoxseniors.org/news/>



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 Badgley, 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

LaWanna Broderick, Manager
Sara Mary Wallace

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 just love coming to the O'Connor Senior Center. The activities are wide and varied and there is something for everyone. The Center motivates me to do more with my time. It's true what they say—it adds life to your years!"

—An O'Connor Center participant

"I was ready to go back to work and the Senior Community Service Employment Program made sure that I had the skills and tools to do it. I attended their Job Fair and realized that there are plenty of options for folks like me who want to re-join the workforce."

—a SCSEP participant



"I love going to the Daily Living Center because I have friends there. We get to go places, have parties, and we always have a good time. We even have dogs that visit us! It's a great place to be."

—a DLC participant

