



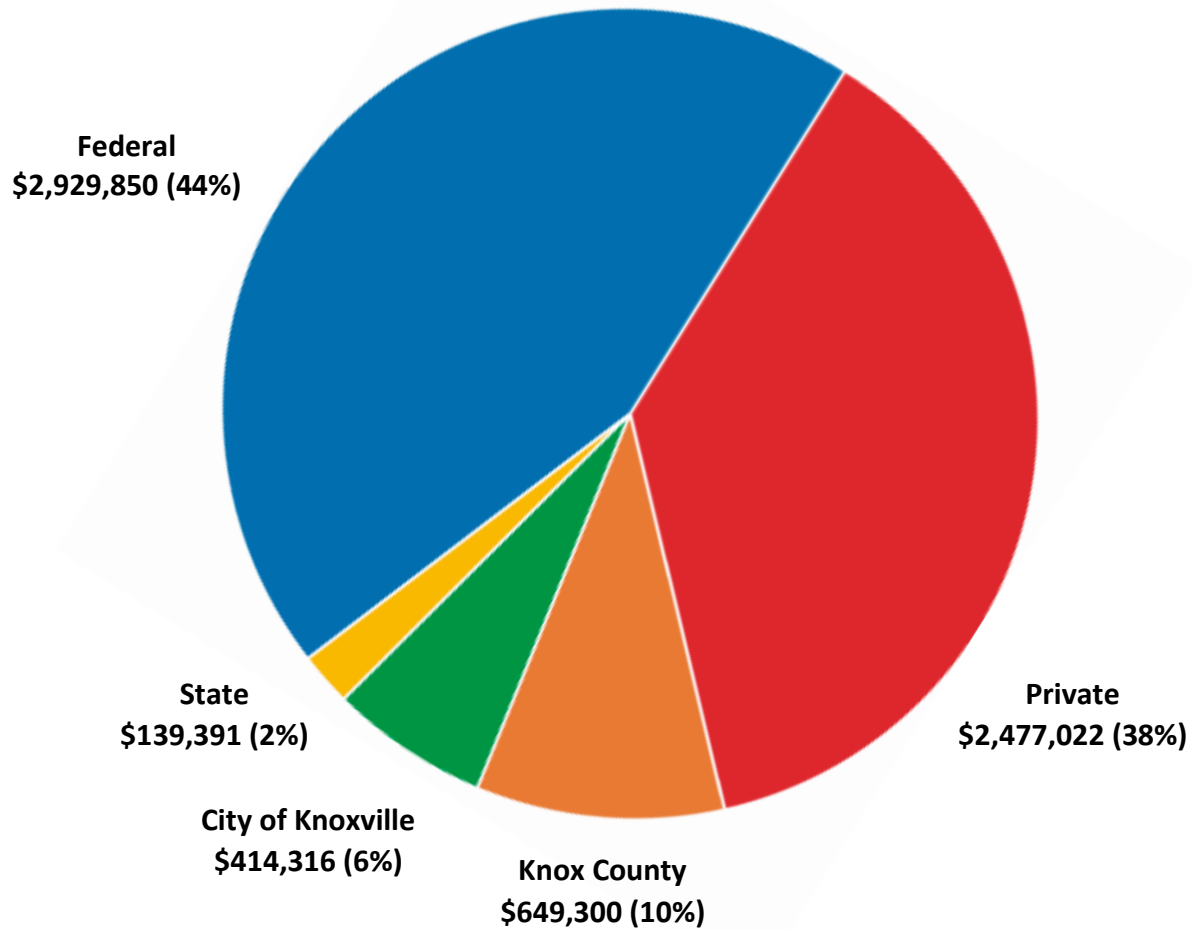
Knoxville-Knox County CAC  
**OFFICE ON AGING**  
**ANNUAL REPORT**


July 1, 2020—June 30, 2021

*Helping People. Changing Lives.*


## 2020-2021 OOA REVENUE SOURCES


**TOTAL = \$6,609,879**




 Federal—\$2,929,850 (44%)

 City of Knoxville—\$414,316 (6%)

 State—\$139,391 (2%)

 Private—\$2,477,022 (38%)

 Knox County—\$649,300 (10%)

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COVER PHOTO: During the pandemic, Ms. J participated in the Pen Pals Project to stay connected to the students she serves as a Foster Grandparent.

**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, 2020 through June 30, 2021.

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.  
It is also available online at [knoxseniors.org/report](http://knoxseniors.org/report).

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[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 31 citizens representing government, the community at large, and the people served by the organization and its programs.

Annual funding totaling more than 43 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 24 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 stepped in to become the third director. Upon her retirement in 2019, Dottie Lyvers became the fourth and current director of the Office on Aging.

## Programs of the Office on Aging

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

Affordable Medicine Options for Seniors (AMOS, 2002)	Retired & Senior Volunteer Program (RSVP, 1982)
Daily Living Center (2002)	Rise Above Crime (2018)
East Tennessee 2-1-1 (2008)	Savings Check Up (2019)
Feed-a-Pet (2000)	Senior Care Calls (2020)
Foster Grandparent Program (1976)	Senior Community Service Employment Program (2013)
Gift of Sight, Hearing & Dentures (1985)	Senior Companion Program (1988)
Grandparents As Parents (2000)	Senior Employment Service (1982)
Knox PAWS (2005)	Senior Information & Referral (2004)
Mobile Affordable Meal Service (1992)	Senior Nutrition Program/ Mobile Meals (1971)
John T. O'Connor Senior Center (1978)	Supplemental Nutrition Assistance Program (SNAP) Outreach (2015)
Personal Emergency Response System (2013)	
Preventing Abuse, Neglect, & Exploitation (PANE) (2020)	
Project LIVE (1984)	

## CAC Board as of June 30, 2021

Virginia S. Anagnost, Chair  
Desiree Beasley  
Ben Bentley  
Amy Brooks  
Rev. Sam Brown  
Dr. Martha Buchanan  
Doug Burton  
Commissioner Charles Busler  
Chris Caldwell  
Anna Compton  
Polly Doka  
Mayor Glenn Jacobs  
Buz Johnson  
Renee Kelly  
Charles Lomax  
Vice Mayor Gwen McKenzie  
Sam McKenzie  
Mayor Indya Kincannon  
Orris Nero  
Ashley Ogle  
Martha Olson  
Terrell Patrick  
Judy Poulson  
Judge John R. Rosson  
Thomas "Tank" Strickland  
Derek Tate  
Bob Thomas  
Dr. Sandra Twardosz  
Jennifer Valentine  
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 OOA).

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 but transitioned to virtual meetings due to the pandemic. More information about Council on Aging can be found at [knoxseniors.org](http://knoxseniors.org).

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 their 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, 2021

Mary Sophia Hawks, Chair  
Bill Tapp, Vice Chair  
Yvette DuPree, Secretary  
Laura Berry, Treasurer  
Dr. Joel Anderson  
A.D. Baxter  
Sandy Booher  
Megan DeBolt  
Gary Clark  
V. Lynn Greene  
Del Holley  
Mitch Olszewski  
Bob Paroski

### **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.

# Letter from the Director



What a year! COVID-19 continued to impact the world, and the Office on Aging was no exception. The year July 1, 2020 through June 30, 2021 was filled with challenges, but our goal of meeting the needs of older adults in the community remained.

The Office on Aging, with the help of countless volunteers and supporters, continued to step up to provide essential services to the most vulnerable individuals in our community. Service delivery looked a little bit different this year for many of our programs. We changed gears from in-person models to meeting needs through telephone wellness checks, telephone assessments, socially distanced meal delivery, porch visits, smaller class sizes, virtual trainings and webinars, curbside appointments, outdoor outreach events, telephone support groups, virtual exercise classes, and virtual recreation activities, such as Bingo. We also became well-versed in hosting drive thru events – including information expos, celebrations, volunteer recognition, and holiday meals.

As more individuals found themselves isolated at home, we experienced an increased need for older adults to have access to digital equipment, such as tablets and laptops, and training to learn how to utilize the devices. We responded through our Digital Inclusion for Seniors Program by offering additional opportunities to gain access and training.

Access to information and community resources proved to be just as vital. In May 2021, we produced and began distributing the 22<sup>nd</sup> Edition of the Senior Service Directory. We were able to produce 50,000 copies of the Directory, which is available at no charge to anyone who needs it thanks to our more than 100 Directory Sponsors and Supporters.

As COVID-19 vaccines became available, our agency began connecting older adults with available vaccine opportunities. In the early days when vaccines were scarce, we mobilized staff to quickly schedule vaccine appointments for interested individuals and worked with many partners in the community to assist with vaccine clinics. We also had the opportunity to help schedule vaccines for homebound individuals.

There were many silver linings during this trying year. One bright spot was the positive impact that volunteers had on our clients, staff, and community. This year, even more so than any other year, we relied heavily on volunteers to help us meet needs such as delivering meals to homebound individuals, taking animals to veterinary appointments, transporting older adults to doctor appointments, conducting wellness check calls to help reduce social isolation, and much more! The value of volunteers to the Office on Aging is more than \$3.6 million annually, but it is difficult to put a price tag on all that volunteers do for older adults in our community.

The Office on Aging, with more than 50 staff and countless volunteers, is here and will continue to be here to serve those who need help or need to be connected to resources. It has been a challenging but rewarding year. Thank you to everyone who stepped up to help us meet the continued needs of our clients and community. Your support is appreciated!

A handwritten signature in blue ink that reads "Dottie Lyvers". The signature is written in a cursive, flowing style.

Dottie Lyvers

Director, Office on Aging

# Foster Grandparent Program

Foster Grandparents are role models, mentors, and friends to children with exceptional needs. Volunteers serve at over 30 locations helping children learn to read, providing one-on-one tutoring, mentoring young children, and helping children with unmet physical, emotional, social, or literacy needs.

For their service to the community, Foster Grandparents receive a small stipend, a sense of renewed purpose, access to community resources, empowerment through learning new skills, and friendship and support to manage challenges that come with growing older.

## Program Impact

- ◆ Number of volunteers engaged: 66
- ◆ Number of children served: 176
- ◆ Number of stations: 34
- ◆ Number of service hours provided: 80,644

## Program Highlights

**The Pen Pal Project** - 30 Foster Grandparents corresponded with students in 21 schools and after-school programs, sending over 800 letters weekly at the height of the program. They sent letters and activity sheets to students. Students wrote back and sent artwork which forged great social and emotional connections while improving writing and literacy skills.

**GrandPads** – 30 Foster Grandparents received simple tablets called GrandPads to bridge the digital divide and help them stay connected during the isolating times of the pandemic. They used them to connect to our Weekly Training Conference Calls as well as for personal things like virtual doctor’s appointments or Zoom calls with family. These devices are internet equipped and portable, so these volunteers broke through the isolation barrier. They also were able to use them for their volunteer service. Miss A. and Miss D. paired up and were able to engage students in reading

remotely using the GrandPads. Ms. R., the Director at SHADES–Brickey, remarked, “The kids were so excited to see Miss A. and select books to read to her over video. They have missed her and were glad to see her on the screen.”

**Vaccination** – Since March 2020, Foster Grandparents received COVID-19 education and learned the importance of prevention measures like social distancing, frequent hand washing, and the promise of a vaccine. When a vaccine was finally available, our team worked to schedule our volunteers all over the county to receive vaccinations.



Students participate in Story Time with Miss A. as she joined them remotely using her GrandPad.

*We would like to acknowledge the Foster Grandparent Advisory Council for their advocacy and support which allows this program to expand in response to growing community needs.*

## Major Sources of Revenue

AmeriCorps  
Knox County  
City of Knoxville  
Foundations / Grants



**Foster Grandparent Program**  
Volunteers Enriching Students



# Senior Companion Program

The Senior Companion Program is a national service program that has been a part of the Knoxville community since 1988. Senior Companions are age 55 and over who volunteer between 15 to 40 hours a week as loving and experienced companions to frail, homebound, isolated, and disabled seniors.

Seniors helping one another. That is what we do. Senior Companions have a primary goal to provide socialization, friendship, and respite care to low-income seniors who are substantially limited by memory loss, hearing or visual impairments, developmental disabilities, and physical challenges. As these relationships strengthen, companions work side by side with their clients to support them by preparing meals together, running errands, completing household chores, and maintaining a safe environment.

For their service to the community, Companions receive a small stipend, a sense of renewed purpose, access to community resources, empowerment through learning new skills, and friendship and support to manage challenges that come with growing older.

This program benefits both the Senior Companions and the individuals they serve to live independently and age with dignity. Last year, over 95% of the individuals served reported that they felt less lonely and felt closer ties to more people as a direct result of the Senior Companion Program.

## Program Impact

- ◆ Number of volunteers engaged: 75
- ◆ Number of individuals served: 255
- ◆ Number of service hours provided: 68,612



**Senior Companion Program**  
Volunteers Empowering Seniors

## Program Highlights

- ◆ Completed 109 new in-home placements between volunteers and clients
- ◆ Provided 68 hours of in-service training to Senior Companion volunteers
- ◆ Provided 3,244 wellness calls during the COVID-19 pandemic
- ◆ Provided 225 information and referral services during the COVID-19 pandemic
- ◆ Provided case management support to handle 83 crisis situations



A Senior Companion helps her client with a digital tablet during a home visit.

*We would like to acknowledge the Senior Companion Advisory Council for their advocacy and support which allows this program to expand in response to growing community needs.*

## **Major Sources of Revenue**

AmeriCorps  
Knox County  
City of Knoxville  
Community Contributions

# Retired & Senior Volunteer Program (RSVP) - Knox Co.

Knox RSVP is a national service program that has been a part of the Knoxville community since 1982. RSVP is one of the largest volunteer networks in the nation for people 55 and over that supports local nonprofit organizations and provides a variety of services throughout the community and support senior volunteers in service to their community.

## Program Impact

- ◆ Number of volunteers engaged: 139  
*7 are Veterans*
- ◆ Number of clients served: 246  
*10 are Veterans*
- ◆ Number of Nonprofit Programs Knox RSVPs support: 18

## Program Highlights

- ◆ **COVID-19 Response:**  
Provided numerous remote service activities for RSVP volunteers to continue supporting non-profits in our community all from the safety of their own home. These remote service activities provided opportunities for RSVP volunteers to feel safe while continuing to serve their community as the pandemic subsides.

### **Aiding vaccination efforts:**

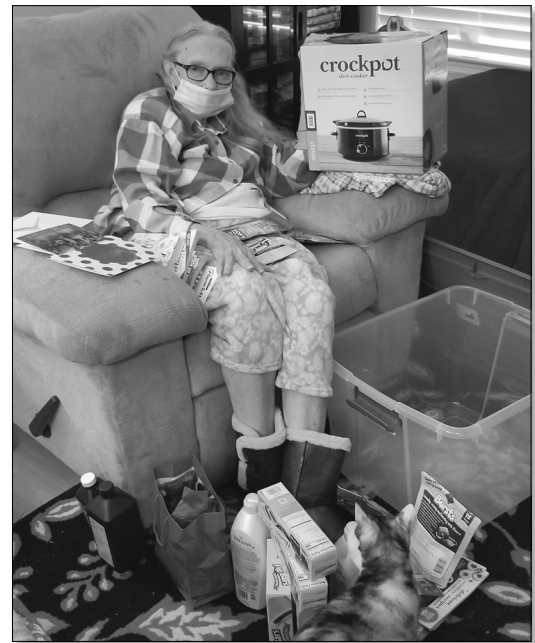
- ◆ 84 RSVP volunteers assisted in scheduling their COVID-19 vaccine

**Senior Angel Tree:** Every year during the holiday season, the Office on Aging hosts an Angel Tree for seniors in need. RSVP volunteers make this effort possible:

- ◆ 82 seniors in need were supported
- ◆ 479 gifts provided

**Senior Care Calls:** Volunteers call clients to check on them and have friendly conversations to alleviate loneliness and isolation.

- ◆ 75 clients served
- ◆ 24 RSVP volunteers served and made calls to clients biweekly



A Senior Angel Tree recipient is happy to have Christmas gifts thanks to RSVP volunteers.



**Retired & Senior Volunteer Program**  
Volunteers Building Community

*We would like to acknowledge the RSVP Advisory Council for their advocacy and support which allows this program to expand in response to growing community needs.*

### **Major Sources of Revenue**

AmeriCorps  
Knox County  
City of Knoxville  
Foundations/Grants

# Retired & Senior Volunteer Program (RSVP) - Blount Co.

Blount RSVP is a national service program that has been a part of the Blount County community since 2017. Blount RSVP operates through a volunteer station located at the Blount County Community Action Agency's Office on Aging SMiles Program. RSVP volunteers age 55 and over serve to aid local seniors with transportation support.

## Program Impact

- ◆ Number of volunteers engaged: 69  
*6 are Veterans*
- ◆ Number of clients served: 143  
*30 are Veterans*
- ◆ Number of rides provided: 2,218

## Program Highlights

- ◆ **COVID-19 Response:** Provided additional service activities for RSVP volunteers in order to creatively link underserved seniors and meet new needs in the community presented by the pandemic. These non-traditional activities provided opportunities for RSVP volunteers to feel safe while continuing to serve their community as the pandemic subsides.

### **Aiding vaccination efforts:**

- ◆ 30 RSVP volunteers supported and received an early COVID-19 vaccine
- ◆ 110 calls to clients contacted for vaccine support
- ◆ 38 additional local seniors were provided a free ride to receive their vaccine



## **Contactless Grocery Pickup Program**

The program instituted a temporary fresh grocery program providing low-income seniors with transportation challenges made worse by the risk of COVID-19 transmission.

- ◆ 62 seniors received fresh groceries monthly
- ◆ 4 RSVP volunteers served and made calls to clients monthly
- ◆ 39 RSVP volunteers assisted in grocery delivery efforts



A SMiles volunteer drives her client to run errands in Blount County.



**Retired & Senior Volunteer Program**  
Volunteers Building Community

### **Major Sources of Revenue**

AmeriCorps  
Knox County  
City of Knoxville  
Foundations/Grants

# Senior Community Service Employment Program (SCSEP)

The Senior Community Service Employment Program (SCSEP) is the largest federal-funded program specifically targeting older adults seeking employment and training assistance.

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 the participants 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% of the federal poverty level

## Special consideration is given to people who are among the following:

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

## Program Impact

- ◆ 56 participants were assigned to a wide range of training opportunities in Knox County
- ◆ 3 participants were placed in unsubsidized jobs
- ◆ 49 participants completed Digital Inclusion Training Classes
- ◆ 4,277 wellness calls were made during COVID-19 sheltering in place and training at home

## Program Highlights

- ◆ Assisted 50 Host Agencies with employment needs
- ◆ Co-sponsored a Job Fair that served over 100 job seekers and 25 Supportive Service Providers
- ◆ Met U.S. Department of Labor federal guidelines for SCSEP
- ◆ Co-sponsored the Digital Inclusion for Seniors initiative
- ◆ Partnered with 62 local non-profit Host Agencies and Community Organizations



Participants received their Certificate of Completion after completing the Digital Inclusion for Seniors training class.

## Major Sources of Revenue

U.S. Department of Labor  
Employment & Training  
Administration  
Knox County  
City of Knoxville

# Senior Employment Service

Senior Employment Service (SES) offers workshops for seniors age 50+ who are seeking employment for any reason: some are 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 job seekers, the Senior Employment Service offers valuable job-search workshops each month. 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.

## SES participants must be

- ◆ 50 or older
- ◆ Legally eligible to work in the United States

## Services

- ◆ Seniors Seeking Employment workshops offer information about first impressions, dressing for success, interviewing, skills assessment, resume writing, how to handle different personalities, and reasons why many employers prefer older workers
- ◆ Job search assistance
- ◆ Assistance with resumes, cover letters, and filing online applications
- ◆ Two yearly job fairs for seniors who are 50+
- ◆ Digital inclusion computer and technology assistance
- ◆ Maintained the Career Closet, which provides free workplace-appropriate shoes and clothes for those joining the workforce

## Program Impact

- ◆ 1,342 Wellness Calls due to COVID-19
- ◆ 43 people attended Seniors Seeking Employment workshops
- ◆ 189 additional people received job counseling and referrals
- ◆ 59 participants completed Digital Inclusion for Seniors Training Classes

## Program Highlights

- ◆ SES sponsored one senior job fair, with 35 employers and supportive service providers participating and more than 200 senior applicants in attendance
- ◆ SES staff helped job candidates prepare resumes, write cover letters, file online job applications, fax resumes to prospective employers, and select items from the Career Closet



Attendees at the Senior Job Fair spoke with employers who were interested in hiring older adults.

## Major Sources of Revenue

Knox County  
City of Knoxville

# 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.

AMOS 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 services professionals

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



**“Thanks to the staff at AMOS, now I can afford my medications. This has saved me a lot of money over the past year. I am truly grateful for the help. This is the first time in years that I don’t have to scrimp and save to buy Christmas presents for my grandchildren. I can’t tell you how good it feels to have the weight of worry off my shoulders.”**

**- Mrs. L**



**Major Sources of Revenue**  
Federal/State  
Knox County  
Foundations/Grants

## Program Impact

- ◆ 1,877 people were provided information and/or advising

## Program Highlights

- ◆ Assisted callers with plan comparisons and enrollments in Medicare
- ◆ Guided callers to assistance through the Medicare Savings Program and Low-Income Subsidy
- ◆ Navigated COVID-19 waivers and restrictions to provide optimal assistance for callers
- ◆ Partnered with community organizations, including: East Tennessee Human Resource Agency, State Health Insurance Assistance Program, Knox County Schools Human Resources, Knoxville Utility Board Human Resources

# Supplemental Nutrition Assistance Program Outreach

SNAP (Supplemental Nutrition Assistance Program) provides extra assistance for eligible low-income and disabled individuals and their families to purchase nutritious food needed for good health. SNAP benefits allow purchases of more nutritional food without increasing their food budget.

The SNAP Outreach program educates adults age 50 and above about how easy it is to apply. With an added mission of dispelling misconceptions about SNAP benefits. The program assists with the completion and submission of the SNAP application and follows the process until individuals receive a decision from the SNAP processing center.

SNAP can be used at grocery stores, Amazon, Walmart, and Whole Foods, as well as 250,000 more retailers that sell food. It can also be used at designated Farmer's Markets in Knoxville, Morristown, Chattanooga, and Johnson City to purchase fresh fruits and vegetables or fruit and vegetable-bearing plants to grow in their own gardens. SNAP can also be used to purchase unprepared meat, eggs, and dairy products. Several of the Farmer's Markets offer a Double Up program that allows you to receive a one dollar token for every SNAP dollar spent on fruit, vegetables, and fruit-bearing plants.

## Program Impact

- ◆ Number of people served: 3,874
- ◆ Number of SNAP Applications: 1,572
- ◆ Number of SNAP Screenings: 2,302



## Program Highlights

- ◆ Participated in 67 Outreach opportunities
- ◆ Successfully increased the number of seniors who are now receiving SNAP, despite a challenging pandemic year
- ◆ Safely met seniors' needs for food security using all safety precautions



***Nutrition is our mission!***



SNAP Outreach Coordinator, Alice Allen, attends a COVID-19 Vaccination event to provide information about SNAP.

## **Major Sources of Revenue**

National Council on Aging  
United Way of Greater Nashville  
Foundations/Grants  
Community Contributions

# Gift of Sight, Hearing, and Dentures (GOSH-D)

## Can you imagine what it is like to:

NOT be able to read or set an oven temperature because you can't see?

NOT be able to see your grandchild's face?

NOT take medications correctly because you can't see the label?

NOT be able to hear the news or your favorite programs on TV or radio?

NOT be able to hear a church sermon or be a part of a Sunday School class?

NOT be able to use the telephone, hear music, the doorbell or a smoke detector?

NOT be able to enjoy your favorite foods because you can't chew properly?

NOT be able to carry on a normal conversation because of missing teeth?

NOT smile at a friend or to be photographed with your grandchild because of how your mouth looks?

The Gift of Sight program began in 1985, the Hearing program in 1995, and the Denture Program in 2007 as a direct result of so many Knox County Seniors contacting the Office on Aging NOT being able to do these things, and seeking financial assistance to get the glasses, hearing aids and dentures that would help them thrive. Depending on what is needed, these services can cost thousands of dollars and are often not covered by insurance.

GOSH-D programs are administered by Senior Information & Referral to help low-income seniors pay for eyeglasses, hearing aids, and dental care. Age eligibility starts at 50 for glasses and hearing aids, and

at 60 for dental. GOSH-D works with local optometrists, audiologists, and dentists who are willing to offer services at discounted rates.

## Program Impact

- ◆ 114 people received eyeglasses
- ◆ 75 people received dental services
- ◆ 8 people received hearing aids

## Program Highlights

- ◆ Sought special grants, donations, and partnerships to help supplement and serve as many seniors as possible
- ◆ Partnered with community organizations, including: Smoky Mountains Lions Charities, Inc., Fountain City Lions Club, Knox East Lions Club, University Eye Surgeons, East Tennessee Eye Surgeons, Tennessee Eye Care, Family Hearing Center, and Smile On 60+



Photo by Mark Paton on Unsplash



**Major Sources of Revenue**  
State  
Foundations/Grants  
Community Contributions



# East Tennessee 2-1-1

Nationwide, 2-1-1 is an easy to remember telephone number and internet portal that provides free, confidential information and referral services that connects residents in need with a full range of appropriate community, social, health, and government services. 2-1-1 is supported across the nation by United Way organizations.

In East Tennessee, 2-1-1 is operated by the CAC Office on Aging with the phone calls answered by the City of Knoxville's 3-1-1 Call Center. It connects people in our community with services like shelter and housing, food, substance abuse prevention/treatment, health facilities, mental health services, senior services, financial assistance, legal assistance, child care, child and elder abuse services, disaster relief, crisis intervention, and volunteer opportunities. People can also look up resource information online at 211tn.org, and access the Chatbot feature which can provide assistance in several languages.

## Program Impact

- ◆ 13,541 call center contacts
- ◆ 18,453 units of information & referrals provided
- ◆ 22,000 website visits



**Get Connected. Get Help.™**

## Program Highlights

- ◆ Managed 4,862 programs listed at 1,357 different organizations in the 2-1-1 database
- ◆ Updated 925 community resource program listings from 462 different organizations in 15 East Tennessee counties, 556 of which had information changes directly related to COVID-19
- ◆ Partnered with community organizations, including: City of Knoxville 3-1-1 Call Center, United Way of Greater Knoxville, LINC/211 of Memphis Public Libraries, United Way of West TN, United Way of Greater Nashville, United Way of Greater Chattanooga, Clarksville Crisis Center, Contact Concern of Northeast TN

## **A 2-1-1 TESTIMONIAL**

“We just moved here from Michigan because we fell in love with East Tennessee. We both found jobs over the summer and we enrolled our kids in their new school, but we needed to find affordable child care for our youngest. I didn't know where to start looking. Our neighbor told me about 2-1-1. I thought ‘That's easy to remember. I'll call and see what I can find out.’ I am glad I did because they offered me several options. Thanks to those operators who seem to know a great deal about local resources for folks in need.”

- Margie C.

**Major Sources of Revenue**  
Federal/State  
United Way of Greater Knoxville  
Community Contributions

# Senior Information & Referral (SIR)

SIR has long been the go-to source for information and referral (called “I & R”) in Knoxville and Knox County. A call to Senior Information & Referral will help seniors get their questions answered. They will be listened to and linked to the services they need. Seniors, persons with disabilities, civic groups, social service agencies, church groups, family members and caregivers are welcome to call for assistance. Our Alliance of Information & Referral Systems (AIRS) certified Information & Referral Specialists for Aging/ Disability (CRS-A/D) are available to provide referrals to the vast network of services in Knox County including health, employment, housing, transportation, legal services, recreation, support groups, emergency assistance, in-home services, minor home repair and more.

SIR began in 1968 as an independent agency, and in 2004, became a program of the Office on Aging. SIR staff can be reached by calling (865) 546-6262, emailing SIR@knoxseniors.org, visiting the office located in the CAC Office on Aging on Western Avenue, or at monthly outreach days hosted at seven area senior centers. SIR is proud to offer so many avenues of access; allowing staff to offer personal assistance to seniors throughout Knox County.

SIR oversees East Tennessee 2-1-1 (see page 13), the Savings Check Up program (see page 15), the Gift of Sight, Hearing & Dentures program (see page 12), updates the Knox County Senior Service Directory (yellow book), and hosts the annual John J. Duncan Sr. Award for Senior Advocacy.



A note from a client

*Thank you for helping me find the help I needed. I wasn't sure what I was going to do, but you explained everything very well and the referral you gave me was a very good one. What a relief! Thank you again. And keep up the good work!*

## Program Impact

- ◆ 4,858 contacts
- ◆ 7,293 units of information & referrals provided

## Program Highlights

- ◆ Assisted with the distribution of 250 laptops donated by Comcast to the Office on Aging, and successfully concluded the Computers for Homebound and Isolation Persons program (CHIPS)
- ◆ Continued to provide a high level of customer service while adjusting to the limitations brought about by COVID-19
- ◆ Celebrated the 19<sup>th</sup> Annual Duncan Award for Senior Advocacy
- ◆ Staff maintained their Alliance of Information & Referral Systems (AIRS) certifications
- ◆ Partnered with community organizations, such as Knox County Senior Services, Knoxville-Knox County Council on Aging, and East Tennessee Area Agency on Aging & Disability



## Major Sources of Revenue

Federal/State  
Knox County  
City of Knoxville  
Foundations/Grants  
Community Contributions

# Savings Check Up

In January 2019, the Knoxville-Knox County CAC Office on Aging received a grant to become a National Council on Aging (NCOA) Benefits Enrollment Center (BEC). We were tasked "to develop and implement [a] coordinated, community-wide, person-centered and more seamless system for finding, enrolling, and retaining Medicare eligible seniors and/or adults with disabilities in all the public benefits for which they are eligible." (NCOA, 2019) In short, we were asked to help our seniors save money and the Savings Check Up program was born!

A "Savings Check Up" is an easy way for Medicare beneficiaries to find out if they may be eligible for money saving benefits that may aid their long-term financial future. With just a few simple questions, staff can assess if someone is potentially eligible for benefit programs and provide in-depth application assistance as needed. Clients are screened for:

- ◆ Medicare Savings Program (MSP): assistance with Medicare Part B premiums
- ◆ Low Income Subsidy (LIS)/ Extra Help: assistance with Medicare Prescription drug costs
- ◆ Supplemental Nutrition Assistance Program (SNAP): provides monthly money for groceries
- ◆ Low-Income Home Energy Assistance Program (LIHEAP): once-a-year assistance with utilities
- ◆ Knox County Property Tax Freeze: keeps property taxes from going up
- ◆ Knox County Property Tax Relief: portion of your property taxes may be paid or reimbursed

Savings Check Ups can be completed over the phone and in-person throughout Knox County at seven different senior centers, the CAC Ross Building, and other locations upon request.



## Program Impact

- ◆ 539 unduplicated clients served
- ◆ 1,042 benefits applications completed
- ◆ Average of 1.93 applications per client

## Program Highlights

- ◆ Logged more than 125 volunteer hours
- ◆ Renewed Benefits Enrollment Center funding from NCOA through September 2021
- ◆ 2021 NCOA Boost Your Budget Week grant recipient
- ◆ Partnered with community organizations, including: Knox County Senior Services, Knox County Trustee's Office, Smile On 60+, Legal Aid of East Tennessee, Retired & Senior Volunteer Program (RSVP)



Sara Mary Wallace, SIR Outreach Coordinator, conducts a Savings Check Up for a client to find out what benefits she may be eligible to receive.

## Major Sources of Revenue

National Council on Aging  
Foundations/Grants

# Senior Nutrition Program

## Mobile Meals

Since 1971, Mobile Meals has strived to bring food and hope to Knox County seniors in need. In addition to a hot, nutritious lunch, we provide homebound seniors with an important wellness check Monday through Friday. Each friendly volunteer visit helps in the fight against loneliness that many seniors face. Mobile Meals serves Knox County residents 60 years or older, regardless of income.

We continued our COVID-19 protocols and provided the same daily service while keeping our volunteers and our clients safe. Due to a remarkable volunteer base, community support, and a variety of financial resources there is currently **NO WAITING LIST for Mobile Meals**.

## Congregate Dining Program

Our Congregate Dining Program benefits clients in communal living spaces and provides a nutritious meal as well as valuable social interaction.



To mitigate the spread of COVID-19, volunteers packed and delivered boxes of meals with enough food for 5 days. Volunteers also checked on the seniors by phone to make sure they were alright.

**Major Sources of Revenue**  
Federal/State  
Knox County  
City of Knoxville  
Foundations/Grants  
Community Contributions



A group of volunteers representing Nu Zeta Chapter of Zeta Phi Beta delivered hot, nutritious meals on Thanksgiving Day.

## Program Impact

- ◆ Served 1,898 homebound seniors in Knox County
- ◆ Provided 302,351 meals to homebound seniors in Knox County
- ◆ Provided 30,423 nutritious meals in a pick-up model, with COVID-19 guidelines in place, for congregate meal clients
- ◆ Meal recipients report that while receiving Mobile Meals, 94% of clients felt that their health had improved, 97% felt as if they were eating better, and 99% felt happier overall

## Program Highlights

- ◆ 1,422 volunteers were trained to use the Mobile Meals app
- ◆ Volunteers reported 1,077 wellness alerts using the Mobile Meals app while delivering meals to clients, which resulted in 22 emergency calls
- ◆ Volunteers and staff delivered 615 meals on Thanksgiving to the homes of our local seniors who otherwise would have had no holiday meal
- ◆ Volunteers and staff delivered 586 meals and gifts to clients on Christmas Day, despite heavy snowfall



***Bringing Food and Hope  
Since 1971***

- ◆ In partnership with Knox County Health Department, in-home COVID-19 vaccinations were coordinated, allowing anyone receiving meals the opportunity to receive their vaccination
- ◆ Trained 798 new Mobile Meals volunteers
- ◆ Retained a strong volunteer base of 2,800 people
- ◆ More than 100 volunteers each day delivered meals and provided a wellness check to home-bound seniors
- ◆ Volunteers served as meal deliverers, office aides, helped with fundraising efforts, and packed emergency and holiday meals
- ◆ Volunteers distributed 1,200 holiday gifts, most of which were donated by volunteers and community partners
- ◆ Partnered with 10 local restaurants to provide 22,412 meals to clients
- ◆ Mobile Meals Kitchen utilized 938 pounds of produce from CAC Beardsley Farm to increase fresh produce access to home-delivered clients through the Farm to Table initiative
- ◆ Expanded March for Meals event to a month-long celebration. 12 community leaders showed support by delivering meals throughout Knox County during the month of March
- ◆ In September 2020, converted the annual Power of the Purse event to an online auction and raised funds that translated to 5,573 meals provided
- ◆ Through COVID-19 Community Development Block Grant funds, the City of Knoxville provided 40,983 meals to help serve the additional seniors needing nutrition support during the pandemic



Lt. Governor Randy McNally participates in March for Meals along with Mobile Meals volunteer, Elaine Frank.



A volunteer delivers a meal along with information about the 2020 Census.

# The 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 and/or caregivers take some time to rest and care for themselves or go 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 state dollars under a Social Services Block Grant (SSBG) and seeks to serve low-income Knox County residents age 60 and older, as well as Adult Protective Services clients. Transportation services are provided at no cost to the participant.

The Daily Living Center provides programs for adults in need of some level of supervision throughout the day as well as those adults who have physical, neurological, or emotional limitations requiring special intervention or care. Daily activities include opportunities for socialization and activities that support maintaining or improving their level of independence.

## Program Impact

- ◆ Number of participants served: 18
- ◆ Hours of service provided: 8,742



## Program Highlights

- ◆ Provided a safe environment to allow participants to continue to socialize, exercise, participate in recreation and in various therapeutic activities during the course of the pandemic
- ◆ Delivered Valentine's Day gift baskets and activity kits to participants' homes during a brief closure of DLC
- ◆ Made frequent phone calls to participants to set them up with Mobile Meals and care in their homes
- ◆ Partnered with community organizations, including: Franklin & Kyle Elder Law, The University of Tennessee H.A.B.I.T. Program, East Tennessee Music Therapy, and United Healthcare



A Daily Living Center participant received a home-delivered care package during a brief closure of the Center.

**Major Sources of Revenue**  
Federal/State  
Knox County  
Foundations/Grants  
Community Contributions

# John T. O'Connor Senior Center

The John T. O'Connor Senior Center is a place where adults age 50 and older can find programs and services that empower them to care for themselves and to enhance their quality of life. O'Connor offers Health Education, Health Screenings, Physical Fitness, Education, and Recreation services.

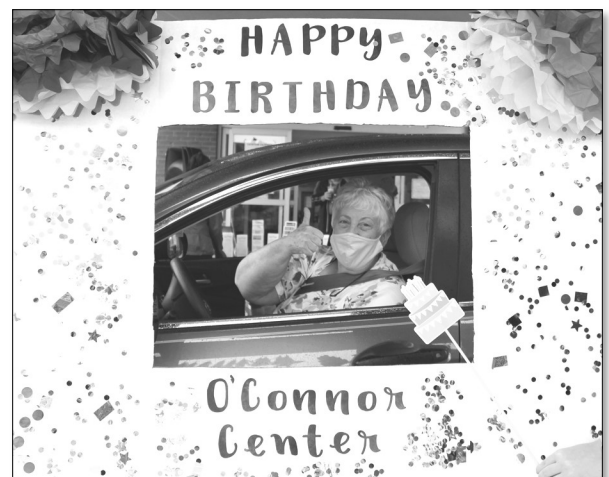
## Program Impact

- ◆ Number of people served: 700 unduplicated
- ◆ Units of service provided: 7,200

## Program Highlights

- ◆ Implemented a 60 Year Anniversary Celebration Drive-Thru to commemorate 60 years of providing programs and services to the community
- ◆ Provided 200 hot meals during the Thanksgiving Meal Drive-Thru and Reverse Thanksgiving Day Parade
- ◆ Served 200 seniors during the Valentine's Day Drive-Thru
- ◆ Hosted the Annual Pancake Fest Fundraiser as a Drive-Thru event in April. 35 vendors attended and more than 60 volunteers were on hand to serve nearly 750 to-go and drive-thru orders. Celebrity Flippers and elected officials were also on hand to assist
- ◆ Developed virtual programming to reach seniors sheltering in place, which included instructional line dancing videos to follow at home, Facebook Live Bingo, and Zoom exercise classes
- ◆ Beginner Line Dancing tutorials posted on the O'Connor Senior Center Facebook page. First post reached 2,300 people with 177 reactions and 1,400 views
- ◆ Continued social media outreach on Facebook with 39,864 collective page reaches for the year.
- ◆ Offered the opportunity for more seniors to access our wi-fi network during and after Center hours, thanks to the support of Comcast through the installation of a Lift Zone
- ◆ Implemented Car Park Bingo outside once a week
- ◆ Hiking and Walking programs met weekly

- ◆ Softball team played twice a week during the warm months
- ◆ Implemented essential services with safety precautions in place, such as AARP Tax Prep Assistance and Toenail Clipping Clinics
- ◆ Hosted 3 drive-up flu shot clinics and when COVID-19 vaccines were made available to the public, the Center hosted 4 COVID-19 vaccination clinics
- ◆ Hosted partnering agencies' drive-thru events that allowed physically distanced services to reach a wider range of seniors in the community
- ◆ O'Connor's 16<sup>th</sup> Golf tournament was held at Three Ridges Golf Course in June. The tournament attracted 18 teams of 4 players and garnered almost \$15,000. News coverage was provided by WVLT and WATE



Many participants attended the O'Connor 60th Anniversary Celebration Drive-Thru.

### **Major Sources of Revenue**

Federal/State  
Knox County  
City of Knoxville  
Foundations/Grants  
Community Contributions / Program Income

# Knox PAWS (Placing Animals With Seniors)

Knox PAWS (Placing Animals with Seniors) assists eligible seniors to gain the companionship of a furry friend. Studies have proven pet companionship for the elderly decreases anxiety and depression and increases physical and social activity. For many elderly persons, the financial burden of a pet prohibits them from the joy of a furry friend. Knox PAWS, with the help of community donations and support, relieves this burden. Knox PAWS helps to provide pet supplies, veterinary care, medications, grooming, and even transportation for these needs to the senior and their pet.

Knox PAWS is community aware and partners with the local animal shelters to find just the right furry companion for each participant. This also relieves some of the stress associated with animal overpopulation in our crowded animal shelters.

## Program Impact

- ◆ Numbers of people served: 57 seniors and their pets
- ◆ New clients added to program: 15
- ◆ Volunteers: 7 volunteers provided 82 hours of service

## Program Highlights

- ◆ Received a Meals on Wheels of America Loves Pets grant of \$5,000 from Meals on Wheels of America and PetSmart Charities
- ◆ Sponsored two pet nail trim clinics at Northgate Towers for residents that are not eligible for the Knox PAWS program
- ◆ Secured \$21,000 in donations through an appeal letter campaign

**Major Sources of Revenue**  
State of Tennessee  
Knox County  
Foundations/Grants  
Community Contributions



## *A Note from A Knox PAWS Client*

*After my husband passed away, I fell into a deep depression. I found myself alone and had no motivation to do anything. My son talked me into getting a pet. I called the Office on Aging to see if they had any programs that could help me. That's when I learned about Knox PAWS. They helped me find my Lindsey at the shelter and we've been together ever since. It's the best thing I've done for myself in a while and Lindsey seems pretty happy about it, too.*

*-Mrs. W*

Mrs. W and Lindsey





# Feed-a-Pet

Feed-a-Pet helps to provide food to eligible seniors and pets they already have in their home. These participants receive enough food for a month of feeding. The ultimate goal is to provide healthy feeding options for their pets, so the senior owners can focus on their own health and nutrition. The program works closely with Mobile Meals and Social Services case managers to provide pet food for those in need. Food can be provided on an emergency basis.

In addition to the food provided, often these participants need help with veterinary care for their pets. Feed-a-Pet, with the help of community support and donations, is sometimes able to help with veterinary services.

## Program Impact

- ◆ Number of people served: 70 clients with a total of 136 pets
- ◆ New clients added: 19 new clients (and 33 pets)
- ◆ Pet Food Received: 2,600 pounds of pet food provided to clients / pets per month
- ◆ Veterinary / Grooming Services: 72 pets received assistance with veterinary or grooming services
- ◆ Volunteers: students at The University of Tennessee College of Veterinary Medicine, along with 5 other dedicated volunteers, delivered pet food monthly and provided 1,680 hours of service to the program

## Program Highlights

- ◆ Partnered with The University of Tennessee College of Veterinary Medicine (UTCVM) to provide monthly prescription pet food donated by the Hills/Science Diet company
- ◆ Added two new pet food drop-off locations: Dogwood Animal Hospital and Forest Park Animal Clinic. Asheville Highway Animal Hospital continued to serve as a drop-off location

- ◆ Created an Amazon wish list to make donating pet food and supplies easier for contributors
- ◆ K-9 Center of East TN sponsored a pet food drive that provided nearly 1,000 pounds of pet food for the Feed-a-Pet program
- ◆ The annual Kibble Bowl sponsored by Knoxville Pays it Forward provided nearly 3,000 pounds of pet food for the Feed-a-Pet program
- ◆ In February, Feed-a-Pet promoted their own pet food drive (Love Hearts and Full Bellies) and received nearly 2,000 pounds of pet food in one week



Volunteers with UT's IGNITE program helped to organize Feed-a-Pet's supply of pet food.

**Major Sources of Revenue**  
Knox County  
Foundations/Grants  
Community Contributions

# Grandparents as Parents

Grandparents as Parents (GAP) program was created in 2000 to address the unique needs of grandparents and relative caregivers raising children whose parents were unable to care for them.

## Program Impact

- ◆ Number of people served: 429
- ◆ 498 families are enrolled in the GAP program
- ◆ Number of service units provided: 1,943
- ◆ 43 people participated in Grandfamilies Together Conference Calls
- ◆ 65 families were served by Meal Connect
- ◆ 61 adults and 75 children attended the Halloween Bash Drive-Thru
- ◆ 173 vouchers for Coats for the Cold were provided to 42 grandfamilies
- ◆ 83 children received shoes through the Shoes for School event
- ◆ 35 grandfamilies were provided with Thanksgiving baskets
- ◆ Sponsored 16 grandfamilies for the holidays
- ◆ 540 people received the GAP newsletter

## Program Highlights

The past year amplified hardships for grandfamilies. In response to these challenges, Grandparents as Parents (GAP) shifted the way services were provided to families:

- ◆ In-person support meetings transitioned to weekly phone conferences where relative caregivers called in to hear a guest speaker discuss a topic of interest, such as trauma, teen dating, buying a used car, public library services, and more
- ◆ Provided a food box containing staple foods (canned and dry goods) along with a bag of fresh fruits and vegetables through a monthly drive-thru pantry called Grandfamilies Meal Connect, a partnership with Beardsley Farm, Second Harvest Food Bank of East Tennessee, and the East Tennessee Area Agency on Aging and Disability. Food was loaded into cars by volunteers and delivered to those with transportation or health issues

- ◆ Hosted a Halloween Drive-thru Bash where Relative Caregiver families were able to safely take their children trick-or-treating through 20 vendors who handed out information, treats, educational toys, and more
- ◆ With support from the O'Connor Senior Center and RSVP, GAP quickly arranged a drive-thru event for grandfamilies (including 88 children) to pick up their shoes, school supplies, a food box, and more after the Knoxville Area Urban League Shoes for School event was cancelled due to COVID-19



GAP staff and volunteers provide boxes of groceries and fresh vegetables to Grandfamilies through Meal Connect, a partnership with Beardsley Farm, Second Harvest Food Bank of East Tennessee, and the East Tennessee Area Agency on Aging & Disability.

**GRANDPARENTS  
AS PARENTS**

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

# Project LIVE

## (Living Independently through Volunteer Efforts)

Project LIVE coordinates services that allow frail older adults to remain in their own homes and as independent as possible. Project LIVE is responsible for in-home assessments to determine seniors' need for home-delivered meals, homemaker services, case management, and other supportive services.

Services provided include supportive services, performed largely by volunteers who performed minor home repairs, cleaning, and lawn care, as well as home safety assessments and installation of safety devices.

### Program Impact

- ◆ Number of Households Served: 337
- ◆ Number of people served: 406

### Program Highlights

- ◆ 65 seniors who were experiencing homelessness were re-housed
- ◆ 632 home visits made
- ◆ 31 Homemaker clients served
- ◆ 2,082 units of service provided to Homemaker clients
- ◆ 1,597 intakes completed
- ◆ 1,379 assessments completed



***Living Independently  
through Volunteer Efforts***



### A NOTE FROM MRS. S

“I couldn’t take care of the hole on my front porch. The wood has rotted out and the whole side of the porch feels spongy. I wouldn’t trust it to hold me or anybody else for that matter. I called Senior Information & Referral because I knew about them from the O’Connor Senior Center when I used to go there for the flower club. My health was better then. They told me about a program that might be able to help me. About a week later, I got a phone call from a man with the program who told me he would be out to look at the porch. I was so thrilled when he showed up. He was able to fix it in two days. I couldn’t be happier! There is a special place in heaven for people who help us older people who can’t do for themselves like they used to. We don’t always like to ask for help, but thank God there are people out there willing to give their time to help others, especially older ones like me.”

Gratefully,

Mrs. S

### Major Sources of Revenue

Federal/State  
Knox County  
City of Knoxville  
Foundations/Grants  
Community Contributions

# Rise Above Crime

Rise Above Crime (RAC) provides outreach, education, and services surrounding the issue of elder abuse in Knoxville and Knox County. RAC provides case management to adults age 50 years of age and older who have been victims of elder abuse and crime. RAC works with local law enforcement, Adult Protective Services (APS), the Knox County District Attorney's Office, and other victim service providers and social service agencies to assist older adults who need support and resources related to their victimization.

Nearly 11% of elderly Americans face abuse over the period of a year. Often, the elderly are totally dependent on someone who abuses them, and they feel unable to complain because they are afraid of the repercussions. There are many types of elder abuse that an older adult may experience including physical, emotional, psychological, and sexual abuse as well as neglect and financial exploitation.

## Program Impact

- ◆ Number of people served: 101 new individuals
- ◆ Number of people who received case management services: 100

## Program Highlights

- ◆ Provided clients with services such as information and referral to community resources, housing assistance, emotional support and safety planning, assistance with the criminal and civil justice systems, welfare checks, and beyond
- ◆ Provided free public awareness presentations on how to recognize, report, and respond to elder abuse to over 500 individuals
- ◆ Distributed more than 2,075 pieces of literature to promote education on elder abuse in our community
- ◆ Partnered with community organizations, including: Adult Protective Services, Family Justice Center, Knox County District Attorney's Office, and local law enforcement

# PANE Program

The Preventing Abuse, Neglect, and Exploitation (PANE) Program is a new program at the Office on Aging focused on the development and implementation of an elder abuse and neglect training program for nursing facility staff in Knox County. The training program is designed to enhance staff member's ability to address and prevent elder abuse, neglect, and exploitation. The focus areas for the training include: what elder abuse and neglect looks like, how to screen for it, how to report suspected abuse, mandatory reporting requirements, and caregiver stress reduction strategies.

The overall goal of the program is focused on implementing strategies through the training to improve the quality of care and/or quality of life of nursing home residents, while increasing resident rights awareness and practices specifically related to the reduction of elder abuse and neglect. In addition to the training component, the PANE program offers case management services to individuals who have been victimized or are at risk for elder abuse prior to discharge from the nursing facility to reduce avoidable hospital and/or nursing facility readmissions related to elder abuse.

## Program Impact

- ◆ Number of nursing facility staff trained: 45

## Program Highlights

- ◆ Developed a comprehensive training program for staff working within nursing facilities
- ◆ Provided training to 45 staff members at 3 skilled nursing facilities
- ◆ Partnered with skilled nursing facilities, including West Hills Health & Rehab, Beverly Park Place, and Island Home Health & Rehab

## Major Sources of Revenue

Federal/State

# Personal Emergency Response System

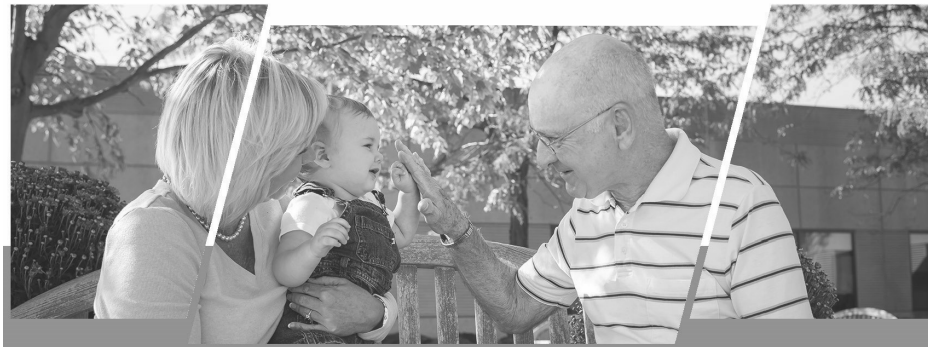
The Centers for Disease Control and Prevention reports that more than one out of four older adults fall each year, but less than half tell their doctors or family members. Falling once doubles the chances of falling again, often leading to serious injuries such as hip fractures and traumatic brain injuries.

To address this growing concern in Knox County, the Office on Aging received a grant from the East Tennessee Foundation in 2013 to offer Personal Emergency Response System (PERS) service to low-income seniors. In partnership with VRI, a company with over 30 years of experience, the Office on Aging delivers a multi-faceted program to allow qualifying seniors who are at high risk for falls participate in a sliding scale payment plan and receive an affordable medical alert system.

Personal Emergency Response System (PERS) helps preserve independence so that older adults can live more confidently knowing that help is available with just the push of a button. The PERS service offers both landline and cellular unit options, so that clients can get help if a fall occurs, regardless of where they are located.

## Program Impact

- ◆ 52 high fall risk seniors received a PERS unit
- ◆ 34 seniors received partial assistance with their monthly PERS costs
- ◆ 18 seniors were provided the PERS unit at no cost



*"I am so thankful for your service. My mother pushed the button last night because she needed help to get up and use the restroom. The EMS took perfect care of my mother. They arrived, helped my mom, and left by the time I arrived at the house."*

- PERS client

**Major Sources of Revenue**  
Fees for Service  
Foundations/Grants

## COVID-19 Special Assistance

Throughout the past year, the Office on Aging received special COVID-19 assistance that enabled us to meet new and urgent needs of older adults in Knox County. These unique opportunities allowed us to assist older adults by providing:

- ◆ 500 Pandemic Relief Bags
- ◆ 269 Food Gift Cards
- ◆ 40 Grocery Delivery Trips to 15 households, in partnership with Senior Citizens Home Assistance Service (SCHAS)
- ◆ 250 laptops, compliments of Comcast
- ◆ 57 digital tablets and digital training
- ◆ Personal Protective Equipment (masks, gloves, hand sanitizer) for Volunteers and Clients
- ◆ 860 wellness calls through the Senior Care Calls program
- ◆ 2,759 Assisted Transportation Rides provided to 206 older adults, in partnership with Volunteer Assisted Transportation (VAT) and SCHAS
- ◆ 4 Drive-Thru Grandfamilies Meal Connect Food Box Distributions
- ◆ 52 Drive-Thru Meal Distributions for Older Adults



# OFFICE ON AGING STAFF

AS OF JUNE 30, 2021

## **Office on Aging**

Dottie Lyvers, Director  
Sharon Brown  
Angela Grant Bartlett  
Melinda Bryant  
Shandie Howell  
Rachel Kraft  
Nikki Lynn  
Carolyn Mitchell  
Colby Reynaud

## **Affordable Medicine Options for Seniors**

Peggy Ransom, Manager

## **AmeriCorps Seniors**

Deisha Finley, Manager  
Lisa Bush  
Sam Reddick, Lead RSVP Coordinator  
Jared Peer, RSVP Blount Co. Coordinator  
Florence Sweat, Senior Companion Coordinator  
Gina Whitfield, Foster Grandparent Coordinator

## **Daily Living Center**

Laura Nolen, Coordinator  
Renee Adams

## **Elder Abuse Programs**

Sasha Hammett, Manager  
Cindy Davis-Gillers, Rise Above Crime  
Pete Garza, Rise Above Crime  
Kristie Valentino, PANE

## **Grandparents as Parents Program**

Tracy Van de Vate, Manager  
Anne Umbach-Stokes

## **Knox PAWS/Feed-A-Pet**

Monica Brown, Manager

## **O'Connor Senior Center**

Calie Terry, Manager  
Denise Bradley  
Claudia Jewell  
Angie Jones  
Gary Westberg

## **Project LIVE**

Misty Goodwin, Social Services Director  
Carol Lamb, Program Manager  
Gwendolyn Dupree  
Susan Scully  
Sherrie Webb  
Jenna Yarber

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

Brenda Tate, Manager  
Frankie Slay

## **Senior Information & Referral / Savings Check Up / 2-1-1 / GOSH-D**

LaWanna Broderick  
Pat Roney  
Sara Mary Wallace

## **Senior Nutrition Program**

Judith Pelot, Nutrition Services Director  
Jean Adams  
Karen Bible  
Norma Jean Brown  
Pamela Chambers  
Tomere Clark  
Debbie Clay  
Teresa Coning  
Marleta Holton  
Mary Martin  
Lewis Pitts  
Marsha Reep  
Jessica Vandagriff  
Shelly Woodrick

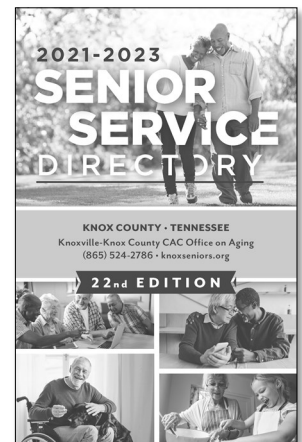
## **SNAP Outreach Initiative**

Alice Allen, Coordinator

# OOA ADMINISTRATION, COMMUNICATION, 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](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 2020, the Office on Aging hosted the 36th Annual *Aging: A Family Affair*. To maintain the safety of attendees, presenters, and staff, the conference was shifted to three virtual presentations on timely topics like "Planning for the Future During a Pandemic," "Medicare Updates for 2020," and "The Spectrum of Normal Aging and Alzheimer's Disease." Each presentation had over 100 attendees. A separate drive-thru Senior Expo was held in place of the traditional vendor fair in the O'Connor Senior Center Parking Lot. This unique experience brought out over 200 older adults and caregivers to receive information on senior services available in the community.
- ◆ 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 continued distributing the 22nd edition of the directory published in May 2021. A directory kick-off drive-thru event was held at O'Connor Senior Center to celebrate Older Americans Month in May. The directory is distributed free of charge. The 22nd edition is online at [www.knoxseniors.org/directory](http://www.knoxseniors.org/directory).





- ◆ **Elder News & Views** is the Office on Aging's newsletter. It includes 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 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 email to [knoxooa@knoxseniors.org](mailto:knoxooa@knoxseniors.org) to get an email notification for the online version of the newsletter.



- ◆ **Senior Update** provides news about the Office on Aging and the O'Connor Senior Center schedule of activities in the Sunday edition of *Knox News* on the first and third Sunday of the month.
- ◆ **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 [www.knoxseniors.org](http://www.knoxseniors.org).



**Stay connected with us on social media!**

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

 CAC Office on Aging

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# Office on Aging Contact Information

## **Office on Aging . . . . . (865) 524-2786**

Ross Building  
2247 Western Avenue  
Knoxville, TN 37921  
knoxseniors.org

Hours: Monday—Friday  
8:00 am—4:45 pm

## **O'Connor Senior Center . . . . . (865) 523-1135**

611 Winona Street  
Knoxville, TN 37917

Hours: Monday—Friday  
8:30 am—4:30 pm

## **The Daily Living Center . . . . . (865) 689-8412**

North Ridge Crossing  
3900 Probus Road  
Knoxville, TN 37918

Hours: Monday—Friday  
7:45 am—4:15 pm

## **Senior Information & Referral . . . . . (865) 546-6262**

Ross Building  
2247 Western Avenue  
Knoxville, TN 37921

Hours: Monday—Friday  
8:00 am—4:45 pm



Knox County Mayor Glenn Jacobs participates in Mobile Meals' March for Meals in 2021.



The Senior Employment Service held a Senior Job Fair in the Ross Building parking lot in May.



GAP's Grandfamilies attended the Halloween Bash Drive-Thru at O'Connor Center.



A Senior Companion receives a flu shot at the 9/11 Senior Safety Summit event.



Vivian Underwood Shipe and Aaron Bradley received the 2021 Duncan Award for Senior Advocacy.



City of Knoxville Mayor Indya Kincannon serves pancakes to-go at O'Connor Center's Pancake Fest Drive-Thru.



Rise Above Crime case managers observe World Elder Abuse Awareness Day on June 15.



An O'Connor Center participant enjoys cotton candy at the O'Connor Center Carnival.



Senior Information & Referral held a Benefits Enrollment Drive-Thru in August.



A participant at the Daily Living Center shows off her talent for painting.



AmeriCorps Seniors Volunteers were warmly welcomed at their Volunteer Appreciation Drive-Thru event.