

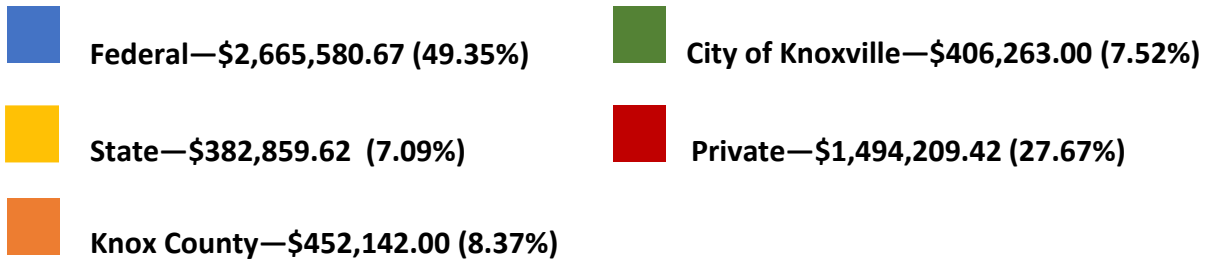
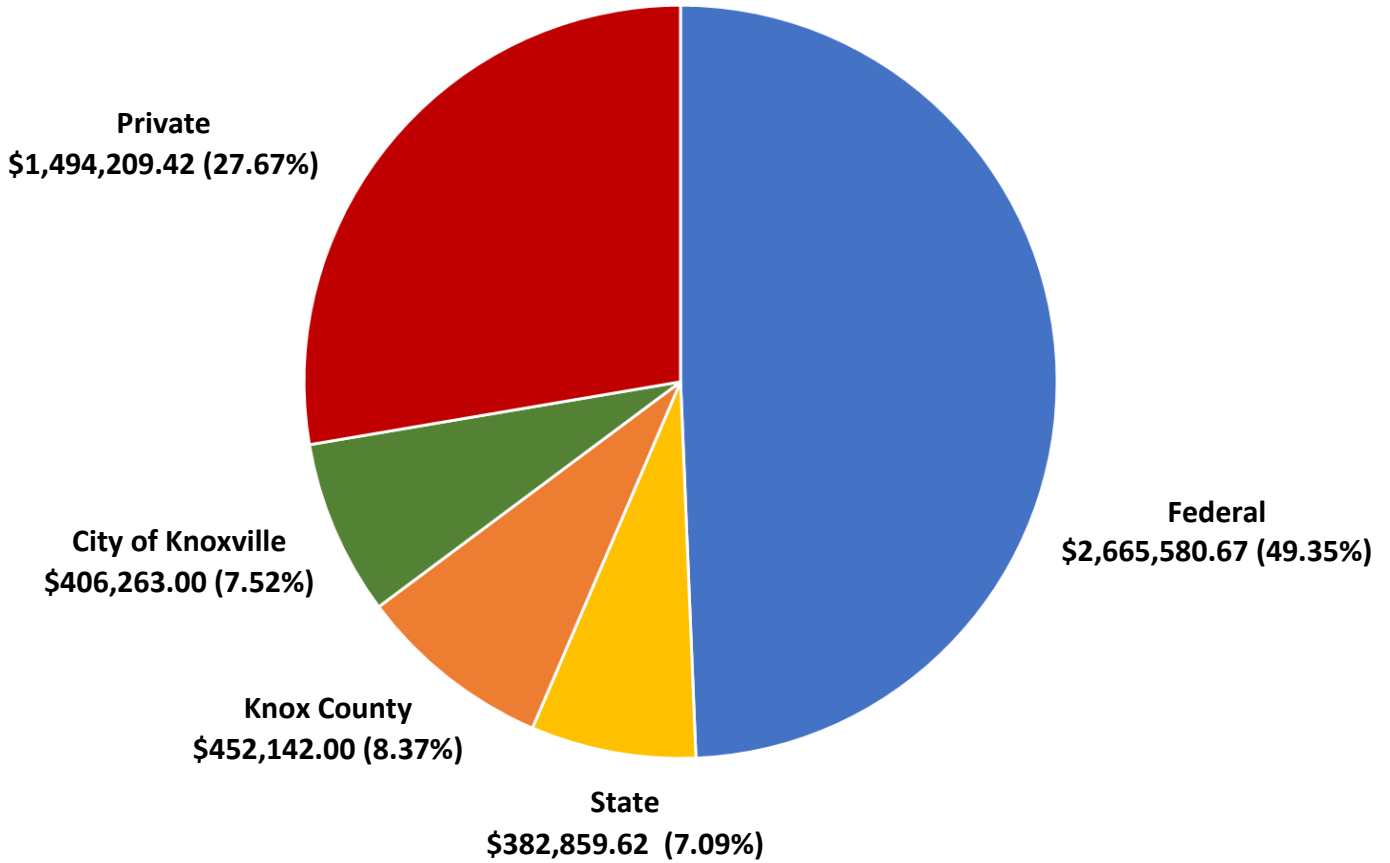


Knoxville-Knox County CAC  
**OFFICE ON AGING**  
**ANNUAL REPORT**

July 1, 2021—June 30, 2022

*CAC: Helping People. Changing Lives.*

**FY 2021-2022**  
**CAC OFFICE ON AGING REVENUE SOURCES**  
**TOTAL = \$5,401,054.71**



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COVER PHOTO: Ms. J adopted her senior girl, Sadie, with the help of the Knox PAWS program so she wouldn't be lonely.

**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, 2021 through June 30, 2022.

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 23 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, 2022

Thomas "Tank" Strickland Jr., Chair  
Virginia Anagnost  
Desiree Beasley  
Ben Bentley  
Amy Brooks  
Doug Burton  
Commissioner Charles Busler  
Chris Caldwell  
Angela Cheek  
Anna Compton  
Polly Doka  
Mayor Glenn Jacobs  
Ann Jefferson  
Buz Johnson  
Renee Kelly  
Charles Lomax  
Councilwoman Gwen McKenzie  
Representative Sam McKenzie  
Mayor Indya Kincannon  
Dena Mashburn  
Orris Nero  
Ashley Ogle  
Martha Olson  
Kevin Parton  
Terrell Patrick  
Judy Poulson  
Judge John R. Rosson  
Dr. Jon Rysewyk  
Kenyadah Sullivan  
Derek Tate  
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 adults.

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 held at the O'Connor Center. 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, 2022

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

### **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.

# Longevity...Programs Helping People.



One definition of longevity is described as “long continuance.” For people, it is often defined as “length of life.” At the CAC Office on Aging, our focus on these two definitions of the same word is identical: to provide long-lasting services and supports to older individuals as they navigate through the duration of their life.

I am proud to share that the CAC Office on Aging has been serving the Knoxville and Knox County community since 1975...47 years! But, one of our longest running programs, Mobile Meals, began in 1971, 4 years earlier. In the Fall of 2021, Mobile Meals celebrated their 50<sup>th</sup> year of bringing food and hope to individuals 60 and over in Knox County. What started in 1971 with a small operation of serving twenty individuals has now grown to serving over 1,100 homebound individuals 5 days per week.

An additional 12 programs have also been a part of the Office on Aging for more than 20 years:

- 45 Years - Foster Grandparent Program
- 44 Years - John T. O'Connor Senior Center
- 40 Years - Retired & Senior Volunteer Program of Knox County
- 40 Years - Senior Employment Service
- 38 Years - Project LIVE
- 37 Years - Gift of Sight, Hearing, and Dentures
- 34 Years - Senior Companion Program
- 30 Years - Mobile Affordable Meal Service
- 22 Years - Feed-a-Pet
- 22 Years - Grandparents as Parents
- 21 Years - Affordable Medicine Options for Seniors
- 21 Years - Daily Living Center

For 22 consecutive years, we have produced the Senior Service Directory every two years. and distributed the Elder News & Views 6 times a year since 1978. Not to be forgotten, but our “newest” programs are reaching their own milestones, having been in existence between 2 and 18 years.

Whether in existence for 2 or 50 years, the main purpose of these programs has not changed... to be there to support older individuals as they navigate changes that come with longevity. The longevity of our programs speaks to the continued need in the community, as well as funding sources that see the importance of meeting these needs. We could not provide these supportive services without the more than \$5.4 million we receive from federal, state and local entities, private foundations, as well as private donations from the community.

We are proud to continue offering these programs and creating new programs to meet the needs in the community. None of our 23 programs would be where they are without dedicated staff, volunteers, and contributors who work together to serve the needs of older adults. Thank you giving these programs “longevity.”

A handwritten signature in blue ink that reads "Dottie Lyvers". The script is cursive and fluid.

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 to 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 renewed sense of purpose, access to community resources, empowerment through learning new skills, friendship, and support to manage new challenges that come with growing older.

## Program Impact

- ◆ Number of volunteers engaged: 64
- ◆ Number of children served: 211
- ◆ Number of stations: 34
- ◆ Number of service hours provided: 50,817



*FGP coordinator, Gina Whitfield, and Ms. Vernice Smith with her certificate of appreciation for more than 30 years of service to Knox County children.*

## Program Highlights

### Celebrating 45 Years in Knox County

The Knox County Foster Grandparent program was founded in 1976, and celebrated its 45<sup>th</sup> anniversary this year. According to an April 17, 1977 article from *The Knoxville News-Sentinel*, the program was first managed by Ellen Netting and had 55 volunteers in over 11 stations.

### Return to Service

Foster Grandparents returned to in-person service at their stations following Covid-19 protocols to promote safety. The program provided appropriate Personal Protective Equipment to assist volunteers. Stations and students were thrilled to be reunited with their volunteers.

### Vaccination, Boosters, and Home Testing

Foster Grandparents continued to receive education and information about the importance of continuing preventative measures in spread of virus like disinfecting surfaces, social distancing, and frequent hand washing. Staff continued to help schedule volunteers for vaccination and booster appointments as well as help register them online for Covid-19 home test kits.

---

## *Celebrating Ms. Vernice*

Ms. Vernice, our oldest and longest-serving Foster Grandparent at 94, and with over 30 years of service, retired this year. At a celebration of her service, City of Knoxville Mayor Indya Kincannon proclaimed March 3rd, 2022, as Vernice Smith Day in Knoxville. Ms. Vernice spent all her years at the same station mentoring at a Boys and Girls Club. Bart McFadden, the current CEO, shared beautiful stories about Ms. Vernice, and the Club later hosted a special luncheon in her honor.



**Foster Grandparent Program**  
Volunteers Enriching Students

*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.*



# 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 with 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 renewed sense of purpose, access to community resources, empowerment through learning new skills, and friendship and support to manage challenges that come with growing older.

## Welcome, New Senior Companions!

In April 2022, we onboarded 5 new Senior Companions! This group of fierce women are providing vital support and lifechanging companionship to isolated seniors. These women have an opportunity to earn a stipend, contribute to the welfare of our community, and most importantly continue to live independently. These five companions are serving clients at Northgate Terrace, hospice patients, and clients that live near the bus routes. This is the first of many more groups of volunteers that we will be enrolling into the program in our post-pandemic efforts to rebuild our volunteer core.



**Senior Companion Program**  
Volunteers Empowering Seniors

## Program Impact

- ◆ Number of volunteers engaged: 57
- ◆ Number of individuals served: 215
- ◆ Number of service hours provided: 37,128

## Program Highlights

- ◆ Completed 120 new in-home placements between volunteers and clients
- ◆ Provided 54 hours of in-service training to Senior Companion volunteers
- ◆ Provided 2,639 wellness calls during the COVID-19 pandemic
- ◆ Provided 226 information and referral services during the COVID-19 pandemic
- ◆ Provided case management support to handle 234 crisis situations

## Recognition for Ms. Madeline

AmeriCorps Seniors volunteer Ms. Madeline received the Governor's Volunteer Star Award for Knox County, TN. Ms. Madeline has served as a Senior Companion for 24 years. She has assisted 43 frail homebound seniors over the years, helping them maintain their independence with dignity and compassion. Ms. Madeline's volunteer work includes supporting seniors with in-home services such as light meal prep, shopping, medication reminders and the much-needed companionship for isolated older adults. Ms. Madeline has donated over 25,000 hours as a volunteer through the Senior Companion Program. We applaud her and all our AmeriCorps Seniors volunteers for the legacy of their commitment and the impact of their service in the lives of older Americans across the country.



*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.*

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

RSVP is a national service program that has served in Knox County since 1982. The program is one of the largest volunteer networks in the nation for people 55 and over. RSVP volunteers support local nonprofit organizations and provide a variety of services to local seniors. The program supports senior volunteers, empowering them to serve their community.

## Program Impact

- ◆ Number of volunteers engaged: 158  
*32 are Veterans*
- ◆ Number of clients served: 110  
*21 are Veterans*
- ◆ Number of non-profit programs Knox RSVPs support: 19
- ◆ Number of hours served: 8,116

## Program Highlights

### 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:

- ◆ 186 seniors in need were supported
- ◆ 1,305 gifts were provided

### Senior Care Calls

RSVP volunteers call clients to check on them and have friendly conversations to alleviate loneliness and isolation.

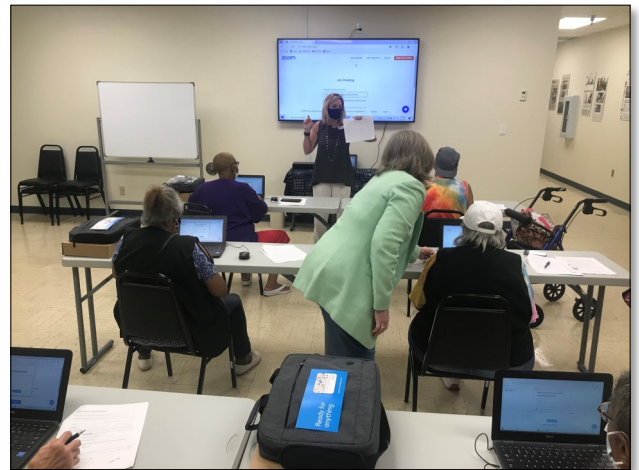
- ◆ 42 clients received weekly calls
- ◆ 21 RSVP volunteers served
- ◆ 1,065 calls were made



## Stations

RSVP partners are called “stations” and are local non-profits, government facilities, and good causes that engage senior volunteers in regular service activities. Stations this year included:

- ◆ 8 local senior and community centers
- ◆ 5 non-profits
- ◆ 10 Office on Aging programs



*RSVP volunteer Kate and instructor Jennifer helping local seniors in a digital literacy class.*

*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.*



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

# 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.



Neighbors driving Neighbors

## Program Impact

- ◆ Number of volunteers engaged: 84  
*9 are Veterans*
- ◆ Number of clients served: 151  
*28 are Veterans or military family*
- ◆ Number of rides provided: 3,559
- ◆ Number of miles driven: 32,868

## Program Highlights

### Volunteer Recognition

In June 2022, all volunteers were recognized for their service to the community. Three were singled-out for going above and beyond the call of duty. One drove Blount County seniors 4,945 miles this year and two other volunteers were recognized as nominees for the Governor's Volunteer Star Award.

### Recruitment

Despite the resurgence of Covid-19 variants this year, twelve new volunteers were recruited and trained as SMiles drivers through creative community engagement.

### SMiles2

This contactless grocery delivery program brought low-income seniors fresh groceries. The program ran nine months, helping with food security but also providing volunteers a safe service activity.



*SMiles program manager Linda Crawford (right) with volunteer driver Wendell (left), a Governor's Volunteer Star Award nominee for Blount County in 2020.*



*SMiles program manager Linda Crawford (right) with volunteer driver Ruth (left), the Governor's Volunteer Star Award winner for Blount County in 2021.*



Retired & Senior Volunteer Program  
Volunteers Building Community

# 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:

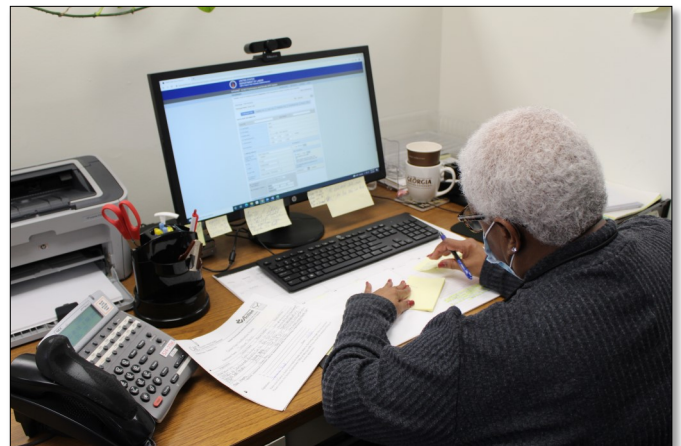
- ◆ 65 and older
- ◆ Disabled
- ◆ Limited in English proficiency or literacy skills
- ◆ Veteran
- ◆ Considered to have low employment prospects
- ◆ Homeless or at-risk of homelessness

## Program Impact

- ◆ 68 participants were assigned to a wide range of training opportunities in Knox County
- ◆ 4 participants were placed in unsubsidized jobs
- ◆ 33 participants completed Digital Inclusion Training Classes
- ◆ 3,815 wellness calls were made during COVID-19 sheltering in place and training at home

## Program Highlights

- ◆ Assisted 56 Host Agencies with employment needs
- ◆ Co-sponsored 2 Job Fairs that served over 270 job seekers and 77 Supportive Service Providers
- ◆ Met U.S. Department of Labor federal guidelines for SCSEP
- ◆ Co-sponsored the Digital Inclusion for Seniors Initiative
- ◆ Partnered with 75 local non-profit Host Agencies and Community Organizations



*SCSEP participants working at the CAC Ross Building.*

# Senior Employment Service

Senior Employment Service (SES) offers workshops for adults 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 older adults who are 50+
- ◆ Digital inclusion computer and technology assistance

## Program Impact

- ◆ 935 Wellness Calls due to COVID-19
- ◆ 68 people attended Seniors Seeking Employment workshops
- ◆ 210 additional people received job counseling and referrals
- ◆ 81 participants completed Digital Inclusion for Seniors Training Classes

## Program Highlights

- ◆ SES co-sponsored two senior job fairs, with 77 employers and supportive service providers participating and more than 270 senior applicants in attendance
- ◆ SES staff helped job candidates prepare resumes, write cover letters, file online job applications, provide job leads, and fax resumes to prospective employers



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

**“I’ve found a couple of our best employees at the Senior Job Fair. I especially like to hire older people who have been in the workforce most of their lives. Even if they are returning to work after retirement, they have a work ethic and they show up!”**

**-A survey entry from an employer at the Senior Job Fair**

# Affordable Medicine Options for Seniors

Affordable Medicine Options for Seniors (AMOS) is a program that provides information, advising, and education to older adults and people with disabilities to assist with obtaining prescription medicines at the lowest possible cost.

AMOS offers individual assistance, group presentations, and training sessions to Knox County residents and organizations. Topics the program covers include:

- ◆ Explaining Medicare options
- ◆ Assisting with plan comparisons
- ◆ Finding Patient Assistance Programs for specific medicines
- ◆ Guiding beneficiaries through financial assistance options such as Medicare Savings Programs and Low-Income Subsidy
- ◆ Helping individuals and organizations recognize and prevent fraud

Staff is State Health Insurance Assistance Program (SHIP) trained to help older adults through unbiased consultations.

## Program Impact

- ◆ 1,556 people were provided information and/or advising
- ◆ \$10,696 saved collectively by beneficiaries during Medicare Open Enrollment
- ◆ 53 people received assistance navigating Medicare Savings Program and Low-Income Subsidy

**Affordable Medicine  
Options for Seniors  
AMOS**

## Program Highlights

- ◆ Provided individualized consultations to help Medicare beneficiaries find cost effective plans
- ◆ Answered callers' questions to help maximize their health and prescription benefits

## *A letter from Mrs. D*



“My husband and I have been nearing retirement for a while now and when we decided it was the right time to do it, we realized we had some unanswered questions about Medicare and our benefits. We met with an AMOS advisor and it quickly became apparent they were experienced and highly motivated in solving problems. Not only were they able to guide us through decisions we needed to make, they did it in a way that was easy to understand and that helped reduce our stress level. They took the mystery out of the process for us. We would recommend anyone who needs help making decisions like this to call AMOS and have an expert explain everything to you. It made all the difference for us! Thank you for providing this excellent service.”

~Mrs. D

# 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 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: 4,500
- ◆ Number of SNAP Applications: 1,696
- ◆ Benefits paid: \$2,136,960

## Program Highlights

- ◆ Participated in 62 outreach opportunities
- ◆ Successfully increased the number of individuals who are now receiving SNAP, despite a challenging pandemic year
- ◆ Safely met needs for food security using all safety precautions



***Nutrition is our mission!***

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

The Gift of Sight, Hearing and Dentures (GOSH-D) program supports low-income adults, 50 years of age or older, pay for eyeglasses, hearing aids, and dentures. For older adults in Knox County who have diminished eye sight, impaired hearing, or loss of teeth, their quality of life and physical and emotional health can be negatively impacted. The high costs for these items and the professional examinations that are necessary to ensure these devices are right for them are often prohibitive for low-income older adults.

Beginning in 1985, The Gift of Sight program partners with local eye doctors who offer basic eye exams at no -charge to program participants. In addition, the Gift of Sight Program works with local Lions Club chapters to secure eyeglasses for older adults in need. On average, we are able to serve 8 clients each month. The Gift of Hearing program, started in 1995, works with local audiologists to assess and fit individuals for either one or two hearing aids. This process typically requires more than one visit to the audiologist partner office. The Gift of Dentures Program, which was added in 2007, works with local dentists to fit individuals for either partial or full dentures.

We were able to serve a wide age range of individuals in the GOSH-D program, including: 7% between 50-59, 43% between 60-69, 40% between 70 and 79; and 20% over the age of 80. In addition, a majority of the individuals served through GOSH-D self-identified as having a disability (79%). 76% were female, while 23% were male.

## Program Impact

- ◆ 147 individuals served
- ◆ 98 people received eyeglasses
- ◆ 33 people received hearing aids
- ◆ 16 people received dentures

## Program Highlights

- ◆ Received funding through the Community Services Block Grant program to support the costs associated with dentures and hearing aids.
- ◆ Received community contributions to support eyeglasses and eye exams.
- ◆ Partnered with community organizations including: Smoky Mountain Lions Charities, Inc., Fountain City Lions Club, Knox East Lions Club, University Eye Surgeons, East Tennessee Eye Surgeons, Tennessee Eye Care, Family Hearing Center, The University of Tennessee Health Science Center, and Interfaith Dental Clinic.
- ◆ Reduced Waiting List for GOSH-D Programs:
  - Gift of Sight – 20% reduced
  - Gift of Hearing – 47% reduced
  - Gift of Dentures – 66% reduced



*"Never take your hearing for granted."*  
- Mrs. P

Ms. P has experienced hearing loss for more than 7 years. Until now, she was not able to afford a set of hearing aids and didn't know where to turn for help. She kept to herself and reduced her interactions with others. Thanks to a friend at her local church, Ms. P called the GOSH-D program for assistance. She now has 2 brand new hearing aids.

Ms. P shared that you should never take your hearing for granted. "These hearing aids have changed my life... thank you, thank you, thank you!"



# East Tennessee 2-1-1

Every day, thousands of people across the country turn to 2-1-1 for information and support. In East Tennessee, individuals can call this free, confidential, multilingual referral and information helpline or visit the website ([www.211tn.org](http://www.211tn.org)) to connect with essential health and human services.

Through assistance from the United Way of Greater Knoxville, and in partnership with the City of Knoxville's 3-1-1 Call Center, East Tennessee 2-1-1 is able to connect people in our community with services like shelter and housing, food, substance abuse prevention/treatment, health facilities, mental health services, services for older adults, financial assistance, legal assistance, child care, child and elder abuse services, disaster relief, crisis intervention, and volunteer opportunities.

## Program Impact

- ◆ 12,597 call center contacts
- ◆ 11,610 referrals provided
- ◆ 19,905 website visits
- ◆ 1,132 chatbot conversations

## Program Highlights

- ◆ Managed 2,863 programs listed at 918 different organizations in the East Tennessee 2-1-1 database.
- ◆ Updated 953 community resource program listings from 571 different organizations in 15 East Tennessee counties



## 2-1-1 TESTIMONIALS

“A friend of mine told me about 2-1-1. She knew I was struggling to find a place to live and needed help with paying for food. I was nervous to ask for help, but the 2-1-1 staff member was nice, and connected me with several places in the community.”

- Mr. N

“When I first moved here, I got a “welcome wagon goodie bag” from my new neighborhood association. It had all kinds of information about city and county services and other stuff, including a card about 2-1-1. That’s how I learned about it. I’ve called them several times when I wasn’t sure to call about something. They’ve always had the answer I needed. I appreciate their help.”

- RWM

“I have been using 2-1-1 for years now. It’s an easy number to remember and the operators are always ready to help. I think sometimes they listen to more than just what your question is because they start connecting dots for you. Sometimes they say, if you need this, you’re also going to need that, and this other service also helps with that. It’s amazing that they know so much.”

- Ms. Z

# Senior Information & Referral (SIR)

Senior Information & Referral continues to be the go-to source for older adults to get their questions answered. Individuals are listened to and linked to the services they need. Our Alliance of Information & Referrals Systems (AIRS) certified Information & Referral Specialists for Aging/Disability (CRS-A/D) work to provide referrals over the phone or in person 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. Older adults, persons with disabilities, church groups, social services agencies, civic groups, and families or caregivers of older individuals living in Knox County have been assisted by our trained staff.

Every month, our SIR staff conducts monthly outreach visits to 7 senior centers in Knox County. This opportunity allows us to meet with older adults in convenient locations throughout the county to connect them with resources and providing answers and assistance for a variety of needs.

## Program Impact

- ◆ 3,656 contacts
- ◆ 4,992 referrals provided to individuals
- ◆ 4,200 individuals reached through 55 Outreach Events / Opportunities

## Program Highlights

- ◆ Hosted the 20<sup>th</sup> annual John J. Duncan Sr. Award for Senior Advocacy at Hunter Valley Farm. This is Senior Information & Referral's annual event to honor both a Professional and Community Member who have been instrumental in advocating for and protecting older adults in our community.
- ◆ Partnered with community organizations, such as Knox County Senior Services, Knoxville-Knox County Council on Aging, and East Tennessee Area Agency on Aging and Disability.

*"You are a blessing. I didn't know what services were available or where to turn. Thank you for helping me get help for my parents."*  
-Mr. D



# 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 clients 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. 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

- ◆ 450 Medicare Beneficiaries served
- ◆ 747 benefits applications completed
- ◆ Connected with 13,247 individuals through outreach efforts, including social media and events in the community

## Program Highlights

- ◆ Screened clients for programs, including:
  - 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): provides 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
- ◆ 542 volunteer hours provided
- ◆ Partnered with community organizations, including: Knox County Senior Services, Knox County Trustee's Office, Smile On 60+, Legal Aid of East Tennessee, and Retired & Senior Volunteer Program (RSVP)

**Seniors, living on a fixed income?**

**BOOST YOUR BUDGET**



**Call 865-546-6262**

The Office on Aging received a grant to promote Savings Check Up on two billboards.

# Senior Nutrition Program



## *Celebrating 50 Years of Service!*

Mobile Meals continues 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.

Adapting to the changes brought on by the COVID-19 pandemic, we continued providing the same daily service while keeping both clients and volunteers 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. Throughout the year, we provided both group and pick-up dining at key locations in our community.

### **Program Impact**

- ◆ Served 1,758 homebound seniors in Knox County
- ◆ Provided 273,277 meals to homebound seniors in Knox County
- ◆ Provided 34,939 nutritious meals for congregate meal clients, resuming group dining at many key locations across our community
- ◆ Meal recipients report that while receiving Mobile Meals, 97% of clients felt that their health improved, 95% felt as if they were eating a better variety of foods, and 99% felt safer and more cared for when a volunteer delivers meals

### **Program Highlights**

#### *Engaging Our Community*

- ◆ More than 100 volunteers each day delivered meals and provided wellness checks to homebound seniors
- ◆ Volunteers delivered meals, assisted in the office, helped with fundraising, and packed emergency and holiday meals.
- ◆ 554 new volunteers were trained to deliver meals, all using the Mobile Meals app

- ◆ A strong volunteer base of over 2,600 people were retained
- ◆ Volunteers and staff delivered 584 meals on Thanksgiving Day to the homes of local seniors who otherwise would have no holiday meal
- ◆ Volunteers and staff delivered 642 meals and gifts to clients on Christmas Day
- ◆ 1,200 holiday gifts were distributed, all of which were donated and organized by volunteers and community partners
- ◆ The Mobile Meals 50<sup>th</sup> Anniversary Celebration raised \$30,000 which provided over 8,300 meals for homebound seniors
- ◆ 8 community leaders were welcomed during our March for Meals campaign who showed their support for homebound seniors by completing a meal delivery route during the month of March

#### *Providing More Than a Meal*

- ◆ In partnership with the Knox County Health Department, 40 in-home COVID-19 vaccinations were coordinated, allowing anyone receiving meals the opportunity to receive their vaccination or booster
- ◆ 100 bags of groceries were delivered to our most vulnerable clients who have limited resources and family support
- ◆ Volunteers reported 761 wellness alerts using the Mobile Meals app while delivering meals to clients, including 391 health concerns, 86 personal safety issues, and 19 emergency situations that resulted in 911 calls
- ◆ The Mobile Meals Kitchen utilized 1,107 pounds of produce donated from CAC Beardsley Community Farm to increase fresh produce access to home-delivered clients through the Farm to Senior initiative
- ◆ In partnership with the Provision CARES Foundation, meals were provided to the families of 43 individuals who were undergoing cancer treatment or recovery

# The Daily Living Center

The Daily Living Center (DLC), a state-licensed adult day care, plays an important role in helping meet community needs. Many vulnerable adults 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 is able to help many seniors remain in their homes or caretaker's homes and prevent or delay institutionalization.

DLC is partially funded with state dollars under the 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, and income eligibility and fee structure are established by the Tennessee Department of Human Services Social Services Block Grant guidelines.

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 as well as activities that support maintaining or improving level of independence.

## Program Impact

Number of people served: 18

## Program Highlights

- ◆ Staff became certified in Person-Centered Dementia Care through the Alzheimer's Association essentiALZ program. This program provided tools to assist center staff in providing a person-centered care approach.
- ◆ The Program Coordinator was certified in the Music and Memory program, with plans for our Program Aide to be certified in 2022, to broaden our implementation of that program at the center.
- ◆ Incorporated many new activities for participants including aromatherapy sessions, Seated Tai Chi, music and movement using scarves, and cooking activities.

- ◆ Hosted special themed days such as a Beach, Disco, State Fair and Western themed days.
- ◆ We partnered with community organizations such as Franklin and Kyle Elder Law, The University of Tennessee H.A.B.I.T. Program, and East Tennessee Music Therapy

## Ms. Pat's Story

Ms. Pat began attending DLC in early 2021. At first, it was a bit challenging for her. She faced some mobility challenges as well as some communication struggles due to hearing loss.

Before she began attending, her daughter told us that she was often sleeping all day because she was at home by herself. Pat was frequently bored and struggling with depression. Her daughter stated that one of her biggest needs was stimulation and socialization – knowing there are other seniors like her that she could interact with.

In her year at the Daily Living Center, Pat has flourished! She has grown physically stronger and been able to maintain better mobility and is very interactive with other participants. She also participates energetically in all activities. Pat is still able to live at home and is maintaining her independence, in part, through the daily support of the Daily Living Center.



*Participants received a visit from miniature horses through the STAR program*

# John T. O'Connor Senior Center

The John T. O'Connor Senior Center provides holistic programming through activity-based interventions to improve the psychological and physical health of older adults in Knoxville-Knox County and, in turn, enhancing their overall quality of life. Programming at the O'Connor Center falls into five categories: Education, Recreation, Physical Fitness, Health Education, and Health Screening. The O'Connor Center strives to promote community engagement through volunteer opportunities and provide programs and activities that help older adults stay healthy, prolong independence and delay institutionalization. In addition to serving older adults in the general public who attend the O'Connor Senior Center for activities, the Center serves as a meeting space for other programs such as AmeriCorps Seniors, the Senior Community Service Employment Program, and the Council on Aging. These programs increase the number of older adults that access the O'Connor Center on a monthly basis. Along with these services and partnerships, the Center offers space for community meetings, free tax preparation through AARP, serves as an official voting site, and a quarterly commodities distribution site.

## Program Impact

- ◆ 1,236 individuals participated in events hosted by the O'Connor Senior Center
- ◆ 36,158 units of service were provided

## Program Highlights

- ◆ Started a class titled Emotional Health and Wellbeing, focusing on positive psychology techniques teaching skills that help form healthy habits, relax the body, calm the mind, and increase our sense of happiness and well-being.
- ◆ Hosted a socially-distanced Health Fair providing health screenings and vital information regarding health-related services. During the fair, we also offered flu shots and COVID-19 vaccinations.
- ◆ Developed our urban agriculture programs by developing partnerships and putting some tender love and care into our greenhouse. We are now hosting weekly open hours for our greenhouse and semi-monthly horticulture classes.
- ◆ Installed four raised garden beds that we plan to utilize to grow vegetables and herbs that can be used by our senior participants.

- ◆ Began "What's Cooking at O'Connor." This program is a hybrid of in-person and online live video streaming. Each month our culinary school trained chef prepares healthy and affordable meals for seniors and provides them with a shopping list and meal preparation instructions. This is also a partnership with CAC's Commodities Distribution, as we make meals from commodities supplies.
- ◆ Partnered with pharmacies and other organizations to offer several COVID-19 vaccination clinics.
- ◆ Tai Chi and Qigong, a program that began in March of 2021, is an evidence-based form of Tai Chi and grew into a popular class.
- ◆ Partnered with community organizations such as Beardsley Farm, Museum of Infinite Outcomes, Connect Ministries, ETHRA, Knox County Health Department, Knoxville Comprehensive Breast Center, Mac's Pharmacy, NHC Farragut, Ream's Drug Store, Walgreens, WATE, WBIR, and WVLT.



**O'CONNOR SENIOR CENTER**  
*Add life to your years*



*Nurse Claudia leads socially-distanced chair exercises at the O'Connor Senior Center.*

## *A letter from Chloe*

Chloe has been a member of the O'Connor Senior Center since 2002. When the Center was required to close its doors during the pandemic, Chloe was one of the many older adults who were affected.

“It was sad but I have to tell you, before I got my walker, I wasn’t able to come as often because I don’t drive anymore but now that I have my walker I take the bus and it takes me right to the front door. I was excited when the Center decided to start online classes because I do a lot of Zooming through my church! Zooming is wonderful! I took my first stimulus check and purchased a MacBook Air so I could participate in Zoom activities.

When O’Connor started offering virtual classes, I attended Nurse Claudia’s Basic Arthritis Foundation Exercise class. At first, there were some minor difficulties, like the sound wouldn’t work or I couldn’t see everything but when I would have a problem I would just call the Center and the staff would get it fixed as soon as they could. Nurse Claudia was so awesome! She would talk to us at home and make sure we were included. She would ask each one of us how we were and if we were having any trouble with the exercises.

Now, it is exciting to be able to come back to the Center, but I think this is a great option for people who are homebound to be included and engaged.

I like coming to the in-person activities because it is nice to get out of the house but I really like having the option for virtual class because before, I couldn’t exercise and now I can.”



-Chloe

# Knox PAWS (Placing Animals With Seniors)

Knox PAWS (Placing Animals with Seniors) assists eligible individuals to gain the companionship of a furry friend. Studies have proven pet companionship for older adults decreases anxiety and depression and increases physical and social activity. For many older 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

- ◆ 65 older adults and their pets received services from Knox PAWS
- ◆ 11 new clients added
- ◆ 6 volunteers provided 216 hours of service to the program



## Program Highlights

- ◆ Received the America Loves Pets grants for the second year in a row, totaling \$10,000 from Meals on Wheels America and PetSmart Charities
- ◆ Awarded \$8,000 Trailblazer grant from Meals on Wheels of America/PetSmart Charities. This grant requires our program to mentor other groups hoping to begin similar programs in their area
- ◆ Selected by the Grey Muzzle Foundation as one of 232 organizations nationwide to receive a grant for \$7,500 to assist with senior dogs
- ◆ Received community support from Three Rivers Market's Nourishing Change program and raised \$7,000



“This is the smartest cat I’ve ever seen, I’m so glad she belongs to me. She makes me feel smarter.”

-Ms. E and Kallie



# Feed-a-Pet

Feed-a-Pet provides food to eligible older adults 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 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 is also 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 for some eligible clients.

The Feed-a-Pet program partners with The University of Tennessee College of Veterinary Medicine to provide prescription pet food, donated by the Hills Science Diet company for the majority of these pets. Additional participants receive maintenance pet food acquired through public donations and food drives. The pet food is delivered by students at The University of Tennessee College of Veterinary Medicine and several dedicated volunteers.

## Program Impact

- ◆ 83 clients and 152 pets served
- ◆ 13 clients (and 16 pets) were added to the Feed-a-Pet program
- ◆ 3,800 pounds of food delivered monthly
- ◆ 113 pets received assistance with veterinary or grooming services
- ◆ Students at The University of Tennessee College of Veterinary Medicine as well as 6 volunteers delivered pet food and provided 2,600 hours of service

## Program Highlights

- ◆ Introduced new Chewy wish list to make donating pet food and supplies easier for contributors.
- ◆ The annual Kibble Bowl, sponsored by Knoxville Pays it Forward, provided nearly 1,500 pounds of pet food.
- ◆ In April, Feed-a-Pet promoted their own pet food drive. The food drive received nearly 1,700 pounds of pet food.



*Knoxville Pays it Forward helped replenish Feed-a-Pet's supply of pet food with their annual Kibble Bowl pet food drive.*

# 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

- ◆ 2,641 service units provided
- ◆ 550 people received the GAP newsletter
- ◆ 510 families enrolled in the GAP program
- ◆ 433 individuals served
- ◆ 200 children received a holiday gift through a TikTok influencer
- ◆ 147 vouchers for Coats for the Cold were provided to 42 grandfamilies
- ◆ 139 children received shoes through the Shoes for School event
- ◆ 80 grandfamilies were served by Meal Connect
- ◆ 80 adults and 90 children attended the Halloween Bash Drive-Thru
- ◆ 28 grandfamilies were provided with Thanksgiving baskets
- ◆ 27 people participated in Grandfamilies Together Conference Calls
- ◆ Sponsored 21 grandfamilies for the holidays
- ◆ 17 people attended the first Parenting the 2nd Time Around Conference

## Program Highlights

Grandfamilies or kinship families allow children to thrive especially when the families get the support they need. GAP works to support these special families in multiple ways.

- ◆ **Education and Support Groups**  
GAP hosted two monthly support group meetings. Grandfamilies Conference Call and Grandfamilies Together in-person meetings. New to the programming was a Book Study Group and the Parenting the 2<sup>nd</sup> Time Around Conference.
- ◆ **Connection to Resources**  
GAP connects grandfamilies to resources with the publication of the Grandparents as Parents Guidebook, GAP monthly newsletter and the GAP weekly electronic bulletin. GAP can provide referrals and connections to services.

- ◆ **Case Management**

GAP offers case management to grandfamilies that need additional support to navigate housing needs, complete applications, or may need on-going support. Services can be provided in-home. Families must qualify for these services.

- ◆ **Grandfamilies Meal Connect**

GAP hosted a monthly food distribution in partnership with Second Harvest of East Tennessee and Beardsley Farm to help increase food security.

- ◆ **Special Programming and Events**

GAP hosted a Halloween Bash for relative caregivers and the children in their care. GAP participated in community events such as Shoes for School, Coats for the Cold, and Kerbela Shrine Circus.



*Grandfamilies Together attendees were happy to carefully return to in-person meetings after nearly two years of virtual and conference call meetings.*



# 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 people served: 323
- ◆ Number of households served: 269

### Program Highlights

- ◆ 2,013 units of service provided to Homemaker clients
- ◆ 1,755 intakes completed
- ◆ 1,174 assessments completed
- ◆ 562 home visits made
- ◆ 71 seniors who were experiencing homelessness were re-housed
- ◆ 50 Homemaker clients served

## *Mr. and Mrs. V*

Mr. and Mrs. V. both live with disabilities—Mr. V. is wheelchair-bound and lives with cerebral palsy, anxiety, and depression, and Mrs. V. with electrodactyly, which causes a lobster-like malformation of her hands and feet. Unable to properly tend to their personal hygiene, they are both reliant on others to assist them with daily living activities.

The temperate climate of East Tennessee lured them here from Wisconsin, even though they have no familial ties to the area; they thought the weather conditions here would be more beneficial to Mr. V.'s health. After arriving, they didn't know anyone, and had to try to make connections and locate resources on their own. Because they both receive disability income, they were financially disqualified from receiving TennCare and the home health care benefits that are available through the CHOICES program.

They lived in an area motel for more than 5 years, relying on assistance from someone they met at the hotel. They were isolated, alone, and vulnerable, and the person that was "helping" them began to financially exploit them and to abuse them verbally, physically and mentally.



Adult Protective Services became involved, and called CAC to request assistance from Project LIVE. Our staff was able to relocate Mr. and Mrs. V. to another

motel, separating them from their abuser, and began working with them to collect needed documents to qualify for TennCare and to connect them to available community services: Mobile Meals, transportation, medication delivery, and a representative payee. After assisting in gathering documentation, and relentlessly advocating on the couple's behalf, Project LIVE staff was also able to help them secure TennCare, CHOICES, and permanent, affordable housing. Staff procured an electric wheelchair for Mr. V., as well as bedroom furniture and other household items, including a washing machine and dryer.

Living is more than just surviving, and Project LIVE can also help with that: Mr. V. is a big supporter of law enforcement, and a passionate fan of police reality shows. He has always wanted to be a volunteer at the police department, and Project LIVE is currently working with him to help him to achieve this goal.

# Rise Above Crime

It is estimated that 1 in 10 older adults experience elder abuse, while only 1 in 24 cases get reported. Often, the older adults 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.

The main focuses of Rise Above Crime (RAC) are to provide 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, 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. The RAC program works to educate the community on elder abuse with free community presentations on how to recognize, report, and respond to elder abuse.



## Program Impact

126 referrals received

81 victims received case management services

## Program Highlights

- ◆ Over 80 adults 50 years of age and older received case management services.
- ◆ Provided free public awareness presentations to over 230 individuals who work with older adults or who are adults in the Knoxville and Knox County area.
- ◆ Distributed more than 2,345 pieces of literature to promote education on elder abuse in our community.
- ◆ Completed over 5 media units to promote public awareness of elder abuse in our community.
- ◆ Partnered with organizations including:
  - Local law enforcement
  - Knox County District Attorney's Office
  - Family Justice Center

# PANE Program

The PANE (Preventing Abuse, Neglect, and Exploitation) Program is primarily 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 will 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

45 people served

## 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:

- ◆ Hillcrest Healthcare
- ◆ Beverly Park Place Health and Rehab
- ◆ Island Home Park Health and Rehab

# Personal Emergency Response System

Falls can be a major health threat for older adults, resulting in injuries and often reducing their ability to remain independent. According to the Center for Disease Control and Prevention (CDC), 2.5 million adults aged 65 and older are treated in the emergency department for falls each year. The CDC also 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

- ◆ 37 high fall risk seniors received a PERS unit
- ◆ 15 seniors received partial assistance with their monthly PERS costs
- ◆ 22 seniors were provided the PERS unit at no cost

*"I just received my PERS button! The installer was so kind and showed me how to use it. I want to thank everyone at the Office on Aging for helping me get this. I am exercising a few times a week to improve my stability, but this button will make me feel safer at home."*

- PERS client



# FY 2021-2022 Sources of Revenue

Program	Federal	State	City of Knoxville	Knox County	Private	Total by Program
<b>Employment &amp; Volunteer Community Service Programs</b>						
Foster Grandparent Program	\$ 177,477.49		\$ 10,872.00	\$ 25,200.00	\$ 800.00	\$ 214,349.49
Senior Companion Program	\$ 154,150.89		\$ 10,870.00	\$ 25,202.00	\$ 114,209.55	\$ 304,432.44
Retired & Senior Volunteer Program	\$ 70,178.79				\$ 180.00	\$ 70,358.79
Senior Employment Service/SCSEP	\$ 412,572.00					\$ 412,572.00
<b>Information &amp; Benefits Programs</b>						
Affordable Medicine Options for Seniors	\$ 10,000.00		\$ 549.00	\$ 57,080.00	\$ 133.34	\$ 67,762.34
Supplemental Nutrition Assistance Program					\$ 40,791.55	\$ 40,791.55
Gift of Sight, Hearing & Dentures					\$ 1,120.00	\$ 1,120.00
East TN 2-1-1 / Senior Information & Referral					\$ 129,467.91	\$ 129,467.91
Savings Check Up					\$ 70,000.00	\$ 70,000.00
<b>Senior Nutrition Program</b>						
Senior Nutrition Programs	\$ 1,586,222.50	\$ 47,802.75			\$ 1,002,775.41	\$ 2,636,800.66
<b>Well-being, Independence, &amp; Support Programs</b>						
Daily Living Center		\$ 3,435.94	\$ 4,272.00	\$ 47,570.00	\$ 14,907.00	\$ 70,184.94
O'Connor Senior Center		\$ 127,364.17	\$ 138,000.00		\$ 32,148.05	\$ 297,512.22
Placing Animals with Seniors/Feed-A-Pet					\$ 33,526.00	\$ 33,526.00
Grandparents as Parents	\$ 53,473.00				\$ 2,354.50	\$ 55,827.50
Rise Above Crime		\$ 178,958.44				\$ 178,958.44
Preventing Abuse, Neglect & Exploitation		\$ 25,298.32				\$ 25,298.32
Personal Emergency Response System					\$ 14,957.20	\$ 14,957.20
Other Supportive Services	\$ 108,894.52				\$ 5,157.50	\$ 114,052.02
<b>OOA Administration, Communication, &amp; Events</b>						
Aging: A Family Affair					\$ 5,886.41	\$ 5,886.41
Care Provider Academy					\$ 20,000.00	\$ 20,000.00
Senior Directory				\$ 3,884.00	\$ 5,375.00	\$ 9,259.00
Administration	\$ 92,611.48		\$ 241,700.00	\$ 293,206.00	\$ 420.00	\$ 627,937.48
<b>Total Revenue</b>						\$ 5,401,054.71

# OFFICE ON AGING STAFF

AS OF JUNE 30, 2022

## **Office on Aging**

Dottie Lyvers, Director  
Angela Bartlett  
Sharon Brown  
Melinda Bryant  
Rachel Kraft  
Nikki Lynn  
Teia Morell  
Colby Reynaud

## **Affordable Medicine Options for Seniors**

Peggy Ransom, Manager

## **AmeriCorps Seniors**

Deisha Finley, Associate Director for Volunteer Management  
Chania Arnold, Program Assistant  
Lisa Bush, Administrative Specialist  
Mary Mixon, RSVP Blount County  
Jared Peer, RSVP Knox County  
Florence Sweat, Senior Companion Program  
Gina Whitfield, Foster Grandparent Program

## **Elder Abuse Programs**

Sasha Hammett, Manager  
Pete Garza, Rise Above Crime  
Brittany Gilbert, Rise Above Crime  
Caitlin Steele, Preventing Abuse, Neglect, & Exploitation (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/Daily Living Center**

Calie Terry, Manager  
Renee Adams, Daily Living Center  
Tim Hicks  
Claudia Jewell  
John Klimek  
Laura Nolen, Daily Living Center  
Sam Reddick

## **Project LIVE**

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

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

Brenda Tate, Manager  
Frankie Slay

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

Sara Mary Wallace, Manager  
Darlene Kitts  
Pat Roney  
Wendy Skiles

## **Senior Nutrition Program**

Judith Pelot, Nutrition Services Director  
Jean Adams  
Karen Bible  
Pam Chambers  
Nick Chang  
Tomere Clark  
Debbie Clay  
Terri Coning  
Shataya Curtis  
Candace Farmer  
Amelia Gelnett  
Amanda Gold  
Marleta Holton  
Sara Keel  
Mary Martin  
Pauline McDermott  
Sharon McGuire  
Kandi McNair  
Jessica Vandagriff  
Gabe White  
Shelly Woodrick

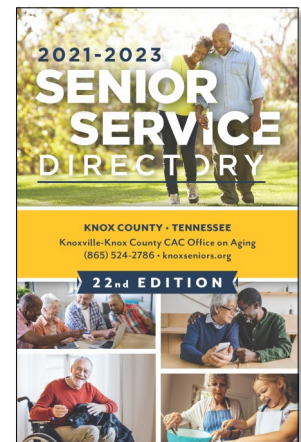
## **SNAP Outreach Initiative**

Alice Allen, Coordinator

# OFFICE ON AGING ADMINISTRATION, COMMUNICATION, AND EVENTS

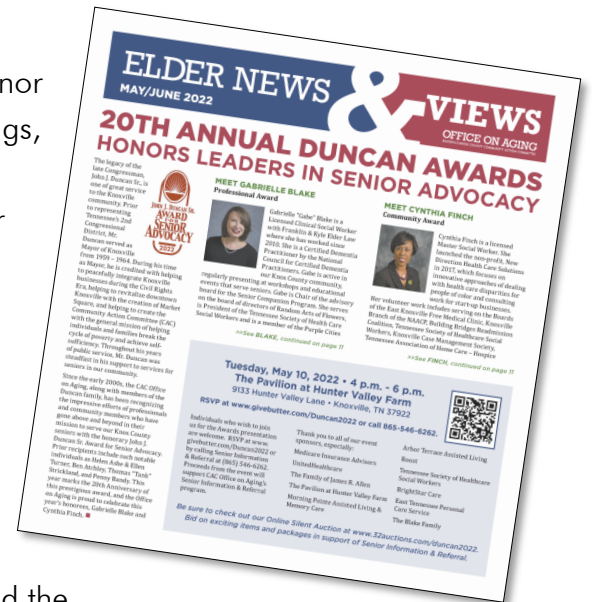
The Office on Aging has a core support staff that offers administrative support to all of the OOA programs listed in this annual report, providing each program with efficient, coordinated, and cost-saving services. Some of the activities of the core staff include:

- ◆ 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 2021, the Office on Aging hosted the 37th Annual Aging: A Family Affair. To maintain the safety of attendees, presenters, and staff, the conference was shifted to a one-day virtual conference on timely topics like "Managing the Stress of Caregiving," "Protecting Yourself from Cyber Crimes," "Choosing a Power of Attorney (POA) Wisely," "Tools to Manage your Mental Health," and "Medicare and Social Security Update". Each presentation had over 100 attendees. A separate Senior Expo was held at the O'Connor Senior Center. This experience brought out over 175 older adults and caregivers to receive information on services available in the community.
- ◆ The ***Senior Service Directory*** is a compact, easy-to-use directory of services and information for Knox County older adults, family caregivers, and professionals who work with older adults. 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. 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, third, and fifth 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

 KnoxOOA

# 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

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

Ross Building  
2247 Western Avenue  
Knoxville, TN 37921

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



Volunteers with Clayton Homes help clear brush and debris from a Project LIVE client's home.



Local author, Sam Venable, spoke at O'Connor Center to kick-off Mayor Jacob's Read City Initiative in October.



An attendee at the Mobile Meals 50th Anniversary Celebration spins the wheel to win a prize.



Senator Becky Duncan Massey presented the Duncan Awards to recipients Cynthia Finch and Gabrielle Blake.



Volunteers from UT's IGNITE program pack shelf-stable emergency food boxes for Mobile Meals.



Foster Grandparent Nell Melgers received a 5-year recognition pin at an appreciation event held in May.



The Senior Employment program hosted a Senior Job Fair at O'Connor Senior Center in May.



Participants at the Daily Living Center received a visit from miniature horses through the STAR program.



Miss Nancy, a Foster Grandparent, poses with teachers that she assists in their classrooms.



County Commissioner Larsen Jay delivered meals alongside 25-year volunteer Charley Wood in honor of our March for Meals campaign.



Volunteers help with Meal Connect to provide pantry items, fresh fruit, and vegetables to Grandparents as Parents Grandfamilies.



The Silver Stage Players performed The Book Club, an original play written and directed by Sandy Failing.

***CAC: Helping People. Changing Lives.***