



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

July 1, 2022—June 30, 2023

CAC: Helping People. Changing Lives.

FY 2022-2023
CAC OFFICE ON AGING REVENUE SOURCES

TOTAL = 6,284,937.21

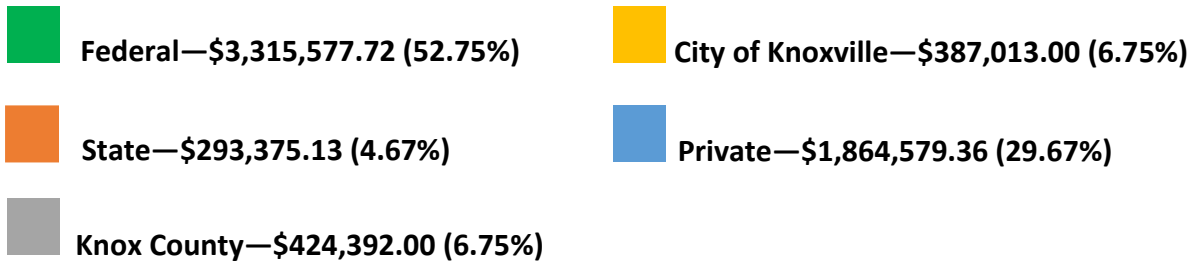
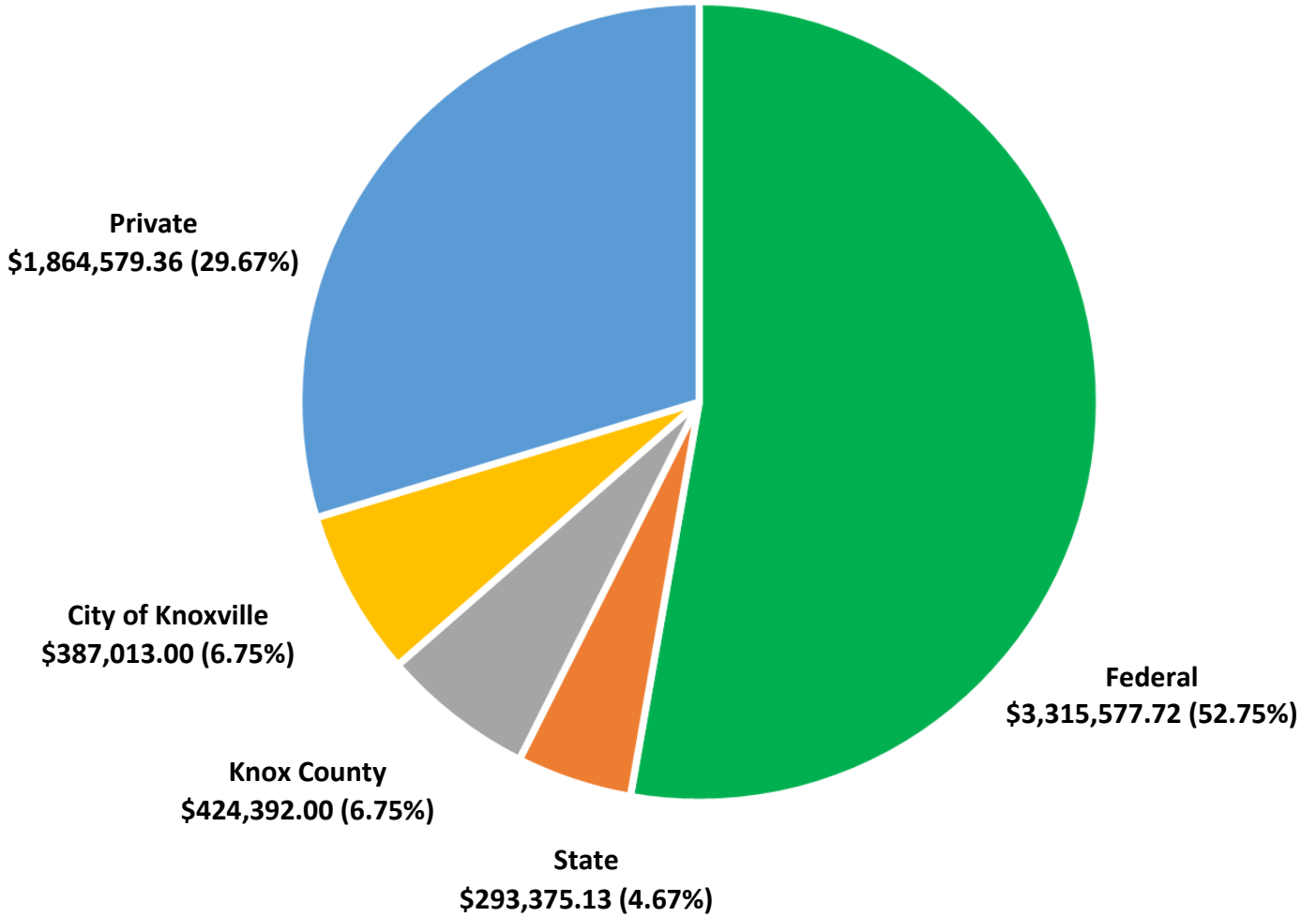


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COVER PHOTO: Pictured is Mr. C, a Mobile Meals client of more than two years. Every weekday, Mr. C receives a nutritious meal and safety check from a friendly volunteer. [Photo credit: Think Local Knox Media]

**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, 2022 through June 30, 2023.

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.

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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 45 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)	Savings Check Up (2019)
Daily Living Center (2002)	Senior Care Calls (2020)
Feed-a-Pet (2000)	Senior Community Service Employment Program (2013)
Foster Grandparent Program (1976)	Senior Companion Program (1988)
Gift of Sight, Hearing & Dentures (1985)	Senior Employment Service (1982)
Grandparents As Parents (2000)	Senior Information & Referral (2004)
Knox PAWS (2005)	Senior Nutrition Program/ Mobile Meals (1971)
Mobile Affordable Meal Service (1992)	Supplemental Nutrition Assistance Program (SNAP) Outreach (2015)
John T. O'Connor Senior Center (1978)	Tech Smart Knox Seniors (2022)
Personal Emergency Response System (2013)	Title III Homemaker Program (1994)
Preventing Abuse, Neglect, & Exploitation (PANE) (2020)	
Retired & Senior Volunteer Program (RSVP) (1982)	
Rise Above Crime (2018)	

CAC Board as of June 30, 2023

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.

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, 2023

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.

Aging Well



When I meet someone new, they typically ask me where I work. I often find myself struggling to summarize in 30 seconds or less what the CAC Office on Aging's 24 programs and services offer to support individuals and families in our community. What always comes to mind, however, is that we work to support individuals to "age well", and empower them by providing knowledge, resources and tools to aid them through life situations.

Over the past year, the CAC Office on Aging has focused on continuing to expand and adapt programs to better meet the needs of our community and the people we serve. We are fortunate to have caring staff and volunteers who are committed to fulfilling our mission.

Many in our community have been faced with financial challenges that have made it difficult for them to age well due to increased costs across the board, especially with housing, food, and transportation. Our dedicated staff and volunteers have worked tirelessly every day to provide support and assistance so that individuals have access to much needed programs and benefits to save them money and stretch their dollars further.

We believe that aging well should be a right, not a privilege. We strive to achieve that by supporting individuals to have the highest possible level of independence and quality of life. This year, we held our first in-person Aging: A Family Affair conference since 2019. We had more than 380 individuals attend to learn practical information related to aging well. In addition, we produced the 23rd edition of the Senior Service Directory which is distributed throughout the community and online.

As you review the CAC Office on Aging's Annual Report, please consider how you might help an individual age well and be empowered by sharing your knowledge about the resources that exist to support them as they age. In this annual report, you will read about new programs launched, client stories and most importantly the thousands of lives touched by the CAC Office on Aging.

If you have been a part of what we do, in any shape, form, or fashion to help our community "age well": Thank you.

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

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

- ◆ 49 volunteers engaged
- ◆ 201 children served
- ◆ 38 stations
- ◆ 46,223 service hours provided

In summer of 2022, select CAC AmeriCorps Seniors volunteers of Knox County were chosen to participate in a national photo campaign for AmeriCorps Seniors. These photos and videos are available nationwide to promote the programs and recruit more volunteers. Shot by professional photographer Amiee Stubbs, whose claim to fame is the last photograph of the artist Prince prior to his death, the volunteers had a chance to really shine and show the world how truly beautiful aging gracefully can be. “That was so much fun! I wasn’t nervous at all. She showed me some of the pictures. I look reaaaallly good!” We couldn’t agree more. Our volunteers can be seen on YouTube videos, promotional materials, and the AmeriCorps website. They may even autograph a photo for you!



Ms. Emma Recognized for Her Service

Foster Grandparent Ms. Emma was selected by the administration of Sarah Moore Greene Magnet Academy as the 2022-23 Volunteer of the Year. Principal Robin Curry says of Ms. Emma, “She was chosen for her positive attitude, her consistency, and her kindness! We love her!” Ms. Emma has been paired with her teacher Ms. Tracy for almost 7 years in Pre-K. “I could not do this without her. On the rare day she is absent, the kids say ‘where’s Granny?’ ‘what’s wrong?’ They really adore her.” The Foster Grandparent program thrives because of volunteers like Ms. Emma.



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, home-bound, 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.

Program Impact

- ◆ 56 volunteers engaged
- ◆ 305 individuals served
- ◆ 38,957 service hours provided

Program Highlights

- ◆ Completed 130 new in-home placements between volunteers and clients
- ◆ Provided 63 hours of in-service training to Senior Companion volunteers
- ◆ Provided hands-on intervention and support to handle 240 crisis situations

RESCUE MISSION

SENIOR COMPANION EDITION

Senior Companion Linda had to rescue her client, Ms. O one afternoon. Linda couldn't get Ms. O to the door or the phone when she arrived for her visit. Linda called Ms. O's sister, Jane, to see if she would come check on her, but she was unable. Jane tried to tell Linda that Ms. O was fine and not to worry.

Linda had a feeling something was wrong, so she insisted that we make a wellness check.

Upon entering the home, Linda found Ms. O on the bedroom floor with minimal clothes on. Her lip was bleeding, and her legs were red. The room was a total mess, as Ms. O had struggled to find a way to get up, and in the process, pulled everything to the floor. Linda noticed Ms. O's arms and legs were very cold because she had laid there all night.

Ms. O ended up being transported to the hospital by ambulance. Ms. O is 94 years old, and without her companion, her future would be uncertain.

We say it all the time – our companions are incredible advocates for the people they serve.

We don't often talk about how the Senior Companion Program provides lifesaving services, but on many days, they do.



Senior Companion Program
Volunteers Empowering Seniors

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

- ◆ 284 volunteers engaged; 43 are Veterans
- ◆ 274 clients served; 27 are Veterans
- ◆ 23 nonprofit programs supported by Knox RSVPs
- ◆ 15,126 hours served

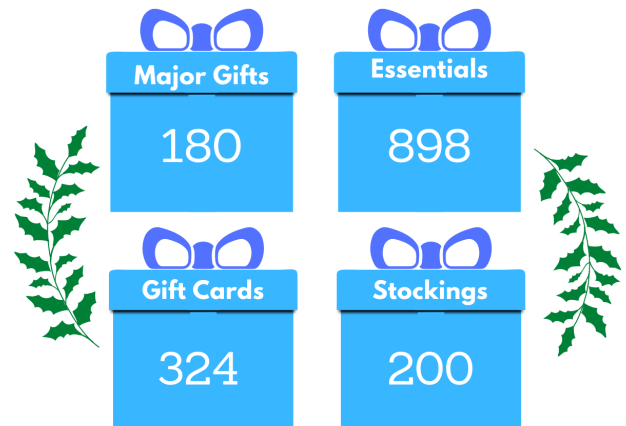
Stations

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

- ◆ 8 local civic centers
- ◆ 6 nonprofits
- ◆ 5 CAC departments
- ◆ 7 Office on Aging programs



RSVP coordinated the Senior Safety Summit at O'Connor Senior Center in September



Senior Angel Tree is a program of CAC's Office on Aging and RSVP, the Retired & Senior Volunteer Program. To volunteer, call 865-524-2786 and ask for RSVP.



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 help local seniors by providing rides to doctor appointments, grocery shopping, or other necessary errands.

Program Impact

- ◆ Hours spent driving neighbors: 2,388
- ◆ Number of rides provided: 3,361
- ◆ Number of miles driven: 29,480

Program Highlights

In the past year, RSVP volunteers have made a serious impact on transportation needs in the area. Stepping up to the plate, they've eliminated the SMiles' wait list so new riders can be brought on immediately.

"Getting to talk to people is the most fun of the whole thing. Honestly, you get very attached. We need this just as bad as riders do."

-quote from a SMiles driver



Neighbors driving Neighbors



Retired & Senior Volunteer Program
Volunteers Building Community



Ruth H., RSVP driver with the SMiles program in Blount County.

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.

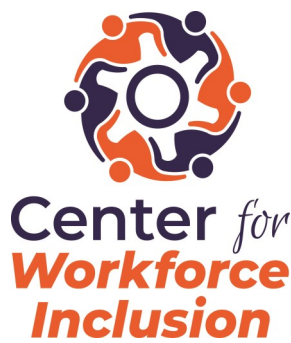
Most SCSEP participants work part-time at minimum wage in a local nonprofit or public agency serving their communities. Placing older individuals in community service positions strengthens the ability of the individuals to become self-sufficient, provides much-needed support to organizations that benefit 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 enrollees recruit new SCSEP participants at the Senior Job Fair in May.

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 adults 50+
- ◆ Digital inclusion computer and technology assistance

Program Impact

- ◆ 80 people attended Seniors Seeking Employment workshops
- ◆ 369 people received job counseling, referrals, COVID-19 vaccines, and utility assistance
- ◆ 40 participants completed Digital Inclusion for Seniors Training Classes

Program Highlights

- ◆ SES co-sponsored two senior job fairs, with 72 employers and supportive service providers participating and more than 300 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.

An email from a partner employer:

**Denise is a true joy to work with....always smiling, constantly looking for something to do, great attitude toward customers and employees. No job is too big or too small for her.
Thank you for sending Denise to us!**

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 Medicare fraud
- ◆ Creating and attending public events that provide computer access and guidance for TennCare/Medicare Savings Program clients

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

Program Impact

- ◆ 1,052 people were provided information and/or advising
- ◆ 34 people received assistance navigating Medicare Savings Program and Low-Income Subsidy applications
- ◆ 30 people were helped with the TennCare renewal process

**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
- ◆ Guided TennCare/Medicare Savings Program beneficiaries through the first renewal since the end of the Public Health Emergency.

A LETTER FROM MR. B

"When I first became eligible for Medicare, I realized I had a lot of unanswered questions and financial concerns. I met with an AMOS advisor and we compared plans in a way that helped me clearly understand the benefits. The advisor also suggested I apply for programs that would help lower the cost of my meds and premiums. She guided me through the application process. Once I was approved for the programs, the advisor then helped me save more money by explaining the special enrollment period. I had to change my plan to one that offered more cost savings. The advisor also provided referrals to other Office On Aging programs that helped meet even more of my needs. Whenever I have a Medicare related question, I contact my AMOS advisor. No words can express my gratitude for the help provided by the AMOS program. It is nice to know someone is available to offer free individualized and unbiased counseling about Medicare options and TennCare renewal requirements. "

~Mr. B

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: 1,120
- ◆ Number of SNAP Applications: 590

Program Highlights

- ◆ Participated in 62 outreach opportunities
- ◆ Continuing to meet the needs of those who need to apply for the first time for SNAP and/or to appeal decisions from letters they have received following the pandemic officially ending and benefit amounts being reduced by assessing the client's financial monthly outgoing income and adding that information to their application so that the Department of Human Services can receive the entire look at the person's income and how much they truly have to purchase food with
- ◆ Meeting all Safety Precautions to safely meet food security needs



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.

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

- ◆ 232 individuals served
- ◆ 85 people received eyeglasses
- ◆ 78 people received hearing aids
- ◆ 69 people received partials or dentures

Program Highlights

- ◆ Received funding through American Rescue Plan Act (ARPA) funding to support the costs associated with our programs
- ◆ Were able to serve a majority of individuals who self-identified as having a disability
- ◆ 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, East Tennessee Eye Center, The University of Tennessee Health Science Center, and Interfaith Dental Clinic.
- ◆ Received community contributions to support eyeglasses and eye exams.

Ms. J was so happy and excited to come by the office and show us her new smile. She was so pleased with her experience and new teeth. She was very appreciative of the help she received.

Mr. R. Got new hearing aids and he absolutely loves them! He plays music in a local "jam band" and now he can actually hear what he is playing. He is also a goat farmer and said he can now find one of his goats if they go astray where he could not have heard them before. So thankful for his new set of "ears."

Ms. T got an eye exam and new glasses. She called in tears, thanking us profusely for helping her to be able to "see again" and at no cost to her.

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 Inform USA Certified Community Resource 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

- ◆ 3,936 contacts
- ◆ 4,433 referrals provided to individuals
- ◆ 5,179 individuals reached through 62 Outreach Events / Opportunities

Program Highlights

- ◆ Hosted the 21st 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.
- ◆ The Centenarian Recognition event was held in May, which is Older Americans Month. We recognized those in our Knoxville-Knox County area who are 100 years old or older. With the help of our community partners, Random Acts of Flowers and Food City, we are able to hand deliver a beautiful arrangement of flowers and \$10 gift card to each person.

"I want to send a massive Thank You to all of your staff for helping my precious friend find out all the services she qualifies for and getting them set up."
-Mr. K



Mr. George received flowers and a gift card through the Centenarian Project.

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 at the CAC Ross Building or at outreach events.



GET HELP WITH:

- **Food**
- **Utilities**
- **Transportation**
- **Taxes**
- **Application assistance**
- **Other referrals and more!**

Program Impact

- ◆ 762 Medicare Beneficiaries served
- ◆ 871 benefits applications completed
- ◆ Connected with 14,823 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
- ◆ 385 volunteer hours provided
- ◆ Partnered with community organizations, including: Knox County Senior Services, Knox County Trustee's Office, Smile On 65+, Legal Aid of East Tennessee, and Retired & Senior Volunteer Program (RSVP).
- ◆ The Office on Aging received a grant to promote Savings Check Up through Boost Your Budget Week, which was April 10th—14th.

Senior Nutrition Program

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 1,887 homebound seniors in Knox County
- ◆ Provided 278,809 meals to homebound seniors in Knox County
- ◆ Provided 34,422 nutritious meals for congregate meal clients, resuming group dining at many key locations across our community
- ◆ Meal recipients report that while receiving Mobile Meals, 96% of clients felt that their health improved, 99% 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.
- ◆ 948 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 704 meals on Thanksgiving Day to the homes of local seniors who otherwise would have no holiday meal
- ◆ Volunteers and staff delivered 725 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 Miles for Meals fundraiser raised over \$34,000 to provide meals and safety checks for homebound people in Knoxville
- ◆ 12 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, 30 in-home COVID-19 vaccinations were coordinated, allowing anyone receiving meals the opportunity to receive their vaccination or booster
- ◆ 348 bags of groceries were delivered to our most vulnerable clients who have limited resources and family support
- ◆ Volunteers reported 1,156 wellness alerts using the Mobile Meals app while delivering meals to clients, including 529 health concerns, 144 personal safety issues, and 16 emergency situations that resulted in 911 calls
- ◆ In partnership with the Provision CARES Foundation, meals were provided to the families of 26 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: 23

Numbers of Hours of Service Provided: 11,568

Program Highlights

- ◆ Provided cleaning kits to participants.
- ◆ Provided hygiene items to participants.
- ◆ Partnered with Zoo Knoxville to host a Wildly Fun Zoomobile Program.
- ◆ Partnered with Shangri-La Therapeutic Academy of Riding (STAR) to host a miniature horse and donkey for the participants.

- ◆ Hosted special events and theme days for holidays, including a special Earth Day planting party.
- ◆ Engaged participants in numerous gardening activities, such as harvesting vegetables, planting a garden, and planting flowers.
- ◆ Partnered with Human-Animal Bond in TN (H.A.B.I.T.) to have pet therapy at the Center.
- ◆ Provided assistance in applying for other services, such as TennCare, LIHEAP, Senior Angel Tree and Senior Companion program.



A Daily Living Center participant pets an iguana from Zoo Knoxville.



Santa visited the Daily Living Center in December.

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 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 monthly. Along with these services and partnerships, the Center offers space for community meetings, free tax preparation through AARP, is an official voting site, and quarterly commodities distribution.

Program Impact

- ◆ 1,536 individuals participated in activities and programs hosted at the Center
- ◆ 64, 225 units of service were provided
- ◆ Education / Training: 14,345 units
- ◆ Evidence Based Programs: 7, 925 units
- ◆ Health Education: 1,039 units
- ◆ Health Screening: 1,907 units
- ◆ Physical Fitness / Exercise: 7,557 units
- ◆ Recreation: 31, 452 units

Program Highlights

- ◆ Blood Pressure Checks – Daily
- ◆ Blood Glucose Checks – Weekly
- ◆ 30 Toenail Clipping Clinics
- ◆ 16 Lunch & Learn Programs

New Programs Added:

- ◆ Artist Trading Card Swap Meet
- ◆ Machine Quilting Class
- ◆ Intermediate Quilting
- ◆ German Course
- ◆ French Course
- ◆ Sewing Class
- ◆ Violin Class
- ◆ Mindfulness Workshop

Events:

- ◆ Art Show & Crafts Sale was held during the First Friday Art Walk in October, and highlighted the artists at O'Connor.
- ◆ “Touchdown to Good Health” Health Fair providing health screenings and vital information regarding health related services.
- ◆ Performances by the O'Connor Center Band, Singing Seniors, and Silver Stage Players.



Chair Yoga at O'Connor Senior Center



O'CONNOR SENIOR CENTER
Add life to your years

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
- ◆ 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.

Senior Care Calls

Senior Care Calls is an ongoing telephone wellness check and social support program, launched by the CAC Office on Aging to help alleviate loneliness and depression among seniors. Volunteers make weekly check-in calls to seniors who are home-bound, isolated, and lonely. The program was launched in response to the COVID-19 pandemic, and has been so valuable to our community that it remains active today under the AmeriCorps Seniors RSVP Program.



Program Impact

- ◆ 89 clients received weekly calls
- ◆ 40 RSVP volunteers engaged
- ◆ 933 calls were made
- ◆ Total number of hours on the phone: 426 hours, 15 minutes
- ◆ Average length of calls: 27 minutes



More than a phone call

Joe started volunteering for Senior Care Calls in December of 2022, through the Retired & Senior Volunteer Program (RSVP). He was matched with Grant and started checking in with him weekly. They found something they both had in common and felt strongly about: both are United States Veterans.

Through the next five months they bonded and kept up with their weekly call, which was a time they both enjoyed and looked forward to. When we got the call that Grant was doing poorly and had just entered the hospital, everyone felt disheartened. But Joe decided to honor their friendship and make a hospital visit. He provided comfort and encouragement in those final hours to Grant and his family. Joe made all the difference, and when Grant's family invited him to attend the funeral, he showed up once more to pay respect to his fellow Veteran and friend.

This beautiful friendship that started with weekly calls provided companionship and support to not just Grant, but his family and Joe as well.

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

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

- ◆ 611 grandfamilies are enrolled in the GAP program
- ◆ 390 people served
- ◆ 1,874 service units provided
- ◆ 22 people participated in the Grandfamilies Together Conference Call
- ◆ 38 people participated in the Grandfamilies Together in-person support group meetings
- ◆ 101 grandfamilies were served monthly through the Grandfamilies Meal Connect
- ◆ 44 adults and 60 children attended the Halloween Bash Drive-Thru
- ◆ 204 vouchers for Coats for the Cold were provided to 47 grandfamilies
- ◆ 198 children received shoes through the Shoes for School Event
- ◆ 65 children received backpacks and school supplies
- ◆ 30 grandfamilies were provided Thanksgiving Baskets
- ◆ 26 grandfamilies were sponsored for the holidays
- ◆ 619 people received the GAP newsletter
- ◆ 25 people attended the 2nd Annual Parenting the 2nd Time Around Conference



**GRANDPARENTS
AS PARENTS**

Mr. & Mrs. J's Story

When Mr. & Mrs. J realized that their granddaughter was not thriving and there was something terribly wrong, they began searching for someone to help them figure out what they should do about the situation. They found the Grandparents as Parents (GAP) program over 13 years ago. Mrs. Edna, the program manager at the time, listened to their concerns and was able to provide them guidance and direction as they began their caregiving journey for their granddaughter. For them, GAP became an important resource.

They soon knew that they needed to pursue guardianship of their granddaughter. Quickly, their caregiving journey hit rocky ground as their daughter fled the state with their granddaughter. Once their granddaughter was located, Mr. J was able to bring her back to Tennessee where she has grown up in their care.

When Mr. J was able to gain physical custody of their granddaughter, he was stunned and heartbroken to discover their granddaughter was malnourished, dirty, and developmentally behind other children her age. GAP was there to provide information and continue support. Over the years, Mr. & Mrs. J have attended support group meetings, gained education and access to needed resources and services to not only help their granddaughter but also to support their needs. Mrs. J said that "GAP gave them the confidence and understanding that they were doing the right thing."

This spring, their granddaughter graduated high school with honors and will be on her way to her dream college to study physics in the fall. Mrs. J admits that getting to this point, they have faced some big hurdles and sacrificed their own retirement dreams. However, they are joyous and very proud of their granddaughter and are thankful that GAP was there to support them as different needs arose over time. They know that their caregiving journey is not complete, but they are excited to help their granddaughter grow into a young adult.

Tech Smart Knox Seniors

Older adults today are living in a time of unprecedented technological change. Resources and support often lag behind innovation, and barriers such as cost and access have significant impact on those who are already isolated or disconnected. COVID-19 hastened the transition to life online, highlighting and exacerbating the systemic barriers facing those without digital skills, access, and assistance.

The CAC Office on Aging addressed this digital divide with the launch of a new initiative this year called Tech Smart Knox Seniors (TSKS). Through TSKS, individuals age 60 and over receive digital training, digital tools, and connectivity support to gain the skills and confidence needed to navigate technology.

Program Impact

- ◆ 353 people served
- ◆ 13 volunteers
- ◆ 338 Chromebooks distributed
- ◆ 14 locations where classes were held

Program Highlights

- ◆ Partnered with Tech Goes Home Tennessee to provide the 15-hour curriculum, Chromebooks, volunteer training, and support.
- ◆ Connected participants to affordable in-home internet.
- ◆ Provided free digital tutoring and affordable laptops for \$25 upon class completion.



A Letter from a TSKS Participant

Hello, I just wanted to say how much the recent class at Karns Senior Center has meant to me. I appreciated how the class is set up and conducted for an older age group that is not generally tech savvy. The small group allows for individual attention and participation in questions. Aidan and Cindy were so patient and supportive in working with all of us. Cindy even printed some info sheets for us that highlighted pertinent topics we covered in class. She and Aidan even scheduled extra time last week where we could come in to get help if needed. I took advantage of this and Aidan solved a tech issue for me.

Having the Chromebook at home is an amazing gift. For a number of years, I went to the senior center or library for computer use. During the pandemic, both venues were closed for months so my cellphone was all I had to use. I want to say thank you to all who are involved with administering the Tech Goes Home program. I found out about the program through Karns Senior Center and it has been the most rewarding and helpful benefit I have received as an older adult.

Much appreciation,
Janice



Tech Smart Knox Seniors Class at West Senior Center.

Personal Emergency Response System

A 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

- ◆ 36 people served
- ◆ 16 high risk seniors received a PERS unit this year
- ◆ 12 seniors received partial assistance with monthly PERS cost
- ◆ 8 seniors were provided the PERS unit at no cost



Title III Homemaker Program

The Office on Aging receives money through the Older Americans Act grant that helps us to provide an assessment of needs, authorization and coordination of services monitored through a contract with a local provider for limited hours to assist with homemaker services. The Title III Homemaker program allows frail older adults to be able to remain in their own homes and as independent as possible.

Program Impact

- ◆ 1,794 units of services provided to Homemaker clients.
- ◆ 50 Homemaker clients were on our Homemaker program starting in July 2022.
- ◆ Currently, we have 29 active clients with a waiting list of 38.

Program Highlights

- ◆ Total number of referrals for July 2022 – June 2023: 2,002
- ◆ Total number of Assessments assigned out for July 2022 – June 2023: 1,013
- ◆ Partnered with Senior Citizens Home Assistance Service to deliver Homemaker Services.



Rise Above Crime



Each year, an estimated 5 million older adults experience abuse, neglect, or exploitation. While cases of elder abuse are on the rise, it is commonly understood that many cases never come to light, and only 1 in 24 cases of abuse are reported. Knox County now has more people over the age of 65 than under 18, and this number will only continue to grow, creating more opportunities for older adults to become victims. Almost 60% of elder abuse is committed by a family member that the older adult is dependent on, 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, and sexual abuse as well as abandonment, 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 services to adults age 50 years of age and older who have been victims of a 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

- ◆ 122 referrals received
- ◆ 71 victims received case management services
- ◆ 818 participants reached through outreach and education events
- ◆ 53 anonymous contacts for Information and Assistance

Program Highlights

- ◆ Distributed more than 2,435 pieces of literature to promote education on elder abuse in our community.

Partnered with:

- ◆ Knox County Sheriff's Office
- ◆ Knoxville Police Department
- ◆ Knox County District Attorney's Office
- ◆ Family Justice Center
- ◆ The University of Tennessee Medical Center
- ◆ other Office on Aging Programs



Office on Aging staff gather for a photograph in observance of World Elder Abuse Awareness Day on June 15.

PANE Program

Preventing Abuse, Neglect, & Exploitation

The PANE 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, as well as providing education to residents during resident council meetings.

Program Impact

Number of staff trained: 268

Number of residents educated: 168

Program Highlights

- ◆ Developed and distributed the Preventing Abuse, Neglect, & Exploitation Training Guide.
- ◆ Provided training to 268 staff members at 3 skilled nursing facilities.
- ◆ 168 residents participated in elder abuse preventive resident council meetings.

Partnered with:

- ◆ Hillcrest Communities



FY 2022-2023 Sources of Revenue

Program	Federal	State	City of Knoxville	Knox County	Private	Total by Program
Employment & Volunteer Community Service Programs						
Foster Grandparent Program	\$ 396,477		\$ 12,800	\$ 16,000	\$ 775	\$ 426,052
Senior Companion Program	\$ 310,679		\$ 12,942	\$ 38,902	\$ 99,369	\$ 461,892
Retired & Senior Volunteer Program	\$ 193,500		\$ 6,000	\$ 2,000	\$ 850	\$ 202,350
Senior Employment Service/ SCSEP	\$ 398,238				\$ 2,500	\$ 400,738
Information & Benefits Programs						
Affordable Medicine Options for Seniors	\$ 10,000		\$ 2,049	\$ 58,580	\$ 68	\$ 70,697
Supplemental Nutrition Assistance Program					\$ 42,620	\$ 42,620
Gift of Sight, Hearing & Dentures					\$ 215	\$ 215
Senior Information & Referral					\$ 118,680	\$ 118,680
Savings Check Up					\$ 60,000	\$ 60,000
Senior Nutrition Program						
Senior Nutrition Programs	\$ 1,268,004	\$ 10,565			\$ 761,585	\$ 2,040,154
Well-being, Independence, & Support Programs						
Daily Living Center		\$ 91,195	\$ 6,322	\$ 49,620	\$ 6,397	\$ 154,074
O'Connor Senior Center	\$ 78,130	\$ 82,865	\$ 138,000		\$ 126,021	\$ 425,016
Placing Animals with Seniors/ Feed-A-Pet	\$ 25,000				\$ 29,392	\$ 54,392
Grandparents as Parents	\$ 60,000				\$ 22,325	\$ 82,325
Rise Above Crime	\$ 100,000	\$ 64,981				\$ 164,981
Preventing Abuse, Neglect & Exploitation		\$ 43,768				\$ 43,768
Personal Emergency Response System					\$ 70	\$ 70
Other Supportive Services	\$ 173,707				\$ 11,250	\$ 184,957
OOA Administration, Communication, & Events						
Aging: A Family Affair					\$ 8,124	\$ 8,124
Care Provider Academy					\$ 2,453	\$ 2,453
Senior Directory				\$ 3,884	\$ 94,741	\$ 98,625
Tech Smart Knox Seniors Administration	\$ 301,843		\$ 208,900	\$ 255,406	\$ 5,480	\$ 771,989
Total Revenue	\$ 3,315,578	\$ 293,375	\$ 387,013	\$ 424,392	\$ 1,864,579	\$ 6,284,937

OFFICE ON AGING STAFF

AS OF JUNE 30, 2023

Office on Aging

Dottie Lyvers, Director
Angela Bartlett
Barbara Bell
Linda Brown
Sharon Brown
Melinda Bryant
Rachel Kraft
Teia Morell
Colby Reynaud

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

Daily Living Center

Laura Nolen, Manager
Renee Adams

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

Information & Benefits

Melinda Bryant, Manager
LeShea Pridham, Affordable Medicine Options for Seniors
Pat Roney, East TN 2-1-1
Wendy Skiles, Senior Information & Referral
Lisa Sommer, Savings Check Up

Knox PAWS/Feed-A-Pet

Monica Brown, Manager

O'Connor Senior Center

Callie Word, Manager
Brooke Hamby
Tim Hicks
Claudia Jewell
John Klimek

Senior Community Service Employment Program & Senior Employment Service

Brenda Tate, Manager
Frankie Slay

Senior Nutrition Program

Judith Pelot, Nutrition Services Director
Jean Adams
Karen Bible
Pam Chambers
Tomere Clark
Debbie Clay
Terri Coning
Shataya Curtis
Amanda Gold
Simone Henry
Marleta Holton
Sara Keel
Sharon McGuire
Betty Robinson
Kimulesha Robinson
Gabe White

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, 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 WATE, Community Television's *Aging Advantage*, composed of 15-minute interviews of aging-network professionals

In November 2022, the Office on Aging hosted the 38th Aging: A Family Affair in person for the first time since the COVID-19 Pandemic. The workshop offered practical advice on issues of interest to older adults, those with disabilities, caregivers, family members, and professionals. In 2022, the keynote speaker, Associate Vice Chancellor of Diversity & Engagement, Dr. Javiette Samuel presented "Aging and Equity". Eight workshops were offered in three sessions throughout the day. Participants chose to attend one workshop per session. The 2022 conference, held at Rothchild Conference Center, was a wonderful event with over 380 people in attendance.

- ◆ 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 distributed the 23rd edition of the directory published in April 2023. The directory is distributed free of charge. The 23rd edition is online at 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 older adults 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. Call 865-524-2786 to get on the mailing list. Send an email to 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 and like our page!
- ◆ **Twitter** (now known as X) offers quick updates and statistics about Office on Aging events and issues concerning seniors. Follow us at www.twitter.com/KnoxOOA.
- ◆ **Instagram** offers a fun, creative way to document Office on Aging Events as well as promote upcoming events. Follow us at www.instagram.com/knoxooa.
- ◆ The **OOA Blog** offers bi-monthly insights into topics of interest to seniors and their caregivers. Read the blog at www.knoxseniors.org.



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-  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



Meals on Wheels of America (MOWA) shined a spotlight on the work of the Knox PAWS (Placing Animals With Seniors) and Feed-A-Pet programs, which received funding from MOWA and PetSmart Charities' America Loves Pets grant.



AmeriCorps Seniors sign a banner at the 2022 Senior Safety Summit held in September.



A healthcare worker administers a COVID-19 vaccine during the Community Health Fair held in August.



Hillcrest Healthcare and partners present a donation to the Office on Aging from their Knox Rox fundraiser.



Tech Smart Knox Seniors' first graduating class. The program helps older adults adapt to new technology.



Mobile Meals and the Rise Above Crime program join the Knox County District Attorney Charme Allen's Community Affairs Unit to recognize World Elder Abuse Awareness Day on June 15.



Pancake Fest, O'Connor Center's highly anticipated annual fundraiser, was well-attended on March 31st.



2023 Duncan Awards recipients Teresa Lawson and Bob Newman with Senator Becky Duncan Massey (left) and former Congressman John J. Duncan, Jr. (right).



CAC Board members Orris Nero and Virginia Anagnost attended Aging: A Family Affair in November.



The Grandparents as Parents program held an appreciation luncheon in September 2022.



Volunteer Charley Wood is welcomed home after walking over 200 miles during his Miles for Mobile Meals campaign.



Daily Living Center participants celebrate the Winter holidays with a visit from Santa and Mrs. Claus.

CAC: Helping People. Changing Lives.