

Knoxville-Knox County

CAC

OFFICE ON AGING

Knoxville-Knox County
Community Action Committee

Helping People. Changing Lives.



July 1, 2018-June 30, 2019
Annual Report

2018-2019 OOA REVENUE SOURCES
TOTAL = \$6,052,805

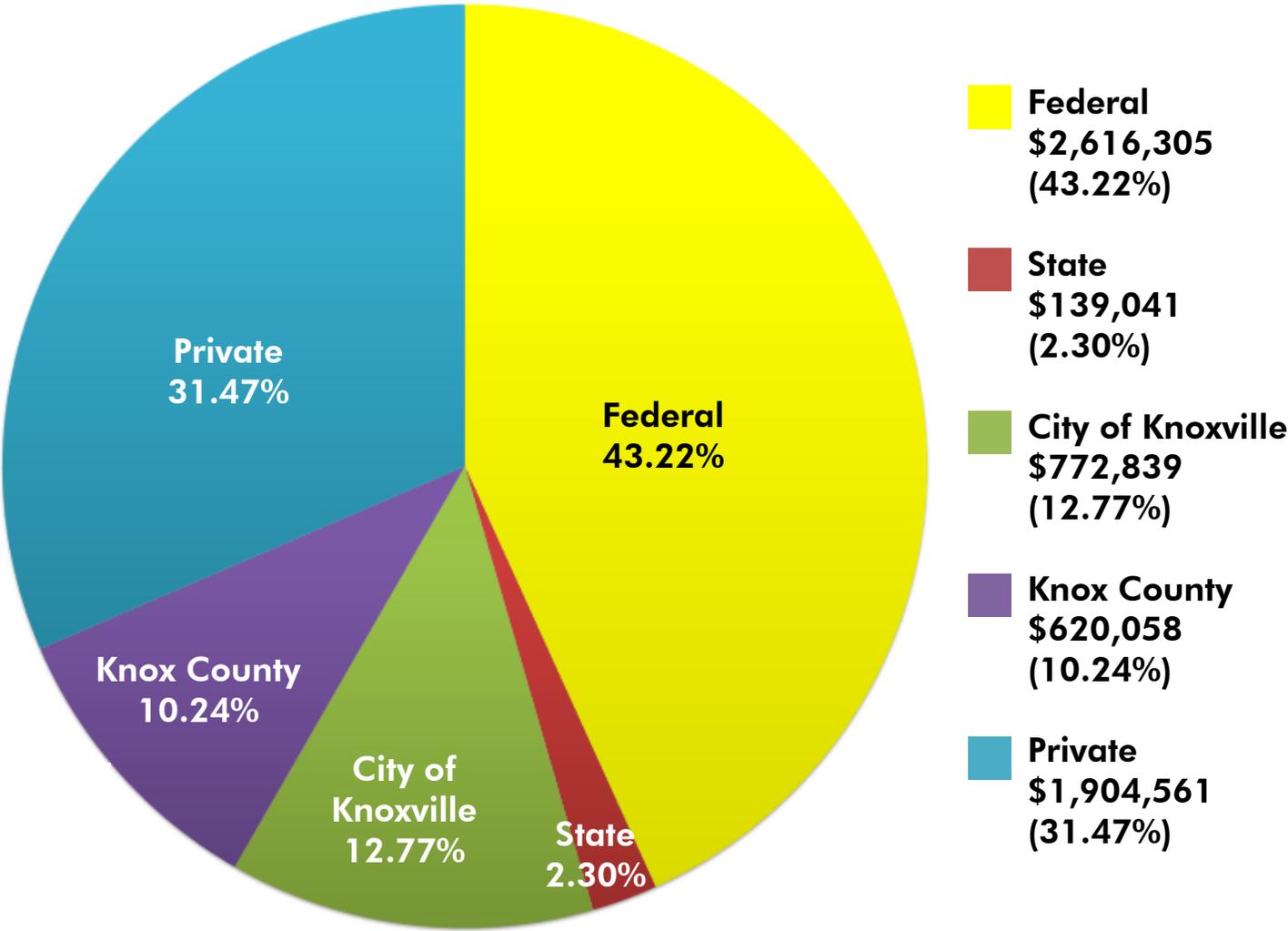


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MISSION STATEMENT OF THE KNOXVILLE-KNOX COUNTY COMMUNITY ACTION COMMITTEE (CAC) OFFICE ON AGING

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, 2018, through June 30, 2019.

If you would like more information about the Office on Aging or any of its programs, or if you would like additional copies of this report, contact the Office on Aging.

Phone: (865) 524-2786

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

Street address: 2247 Western Avenue

Email address: knoxooa@knoxseniors.org

Website: knoxseniors.org



www.facebook.com/knox.OOA



CAC Office on Aging



KnoxOOA

History of CAC & Office on Aging

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

Annual funding totaling more than 47.1 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.

Programs of the Office on Aging include

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

Affordable Medicine Options for Seniors (AMOS, 2002)	Project LIVE (Living Independently through Volunteer Efforts, 1984)
The Caring Plate (2014)	Retired & Senior Volunteer Program (RSVP, 1982)
Connecting Hearts (2016)	Rise Above Crime (2018)
Daily Living Center (2002)	Senior Information & Referral (2004)
East Tennessee 2-1-1 (2008)	Senior Community Service Employment Program (2013)
Feed-A-Pet (2000)	Senior Companion Program (1988)
Foster Grandparent Program (1976)	Senior Employment Service (1982)
Gift of Sight, Hearing & Dentures (1985)	Senior Nutrition Program/ Mobile Meals (1971)
Grandparents As Parents Program (2000)	Supplemental Nutrition Assistance Program (SNAP) Outreach (2015)
Knox PAWS (2005)	
Mobile Affordable Meal Service (1992)	
John T. O'Connor Senior Center (1978)	
One Call Club for Seniors (2008)	
Philips Lifeline (2013)	

CAC Board as of June 30, 2019

Virginia S. Anagnost, Chair
Ben Bentley
Dr. Martha Buchanan
Mayor Glenn Jacobs
Doug Burton
Commissioner Charles Busler
Chris Caldwell
Anna Compton
Dr. Clifford Davis
Polly Doka
Gerald Green
Buz Johnson
Kathy Mays
Kenya McKenzie
Councilwoman Gwen McKenzie
Orris Nero
Ashley Ogle
Martha Olson
Terrell Patrick
Judy Poulson
Avice Reed
Mayor Madeline Rogero
Judge John R. Rosson
Rep. Rick Staples
Thomas "Tank" Strickland
Derek Tate
Bob Thomas
Ronnie Thompson
Dr. Sandra Twardosz
Patrick Wade
Lula Williams
Charles Wright

Barbara Kelly
Executive Director

Knoxville-Knox County Council on Aging

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

The purposes of the Council on Aging are to:

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

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

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

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

COA Executive Committee As of June 30, 2019

Jan W. Brown, Chair
Mary Sophia Hawks, Vice Chair
Donna Ellstrom, Secretary
Laura Berry, Treasurer
Betty Berry
Lynn Champion
Terry Finnerty
Del Holley
Mitch Olszewski
Gary Parisi
Vivian Underwood-Shipe
Bill Tapp
Mary Catherine Willard

Note: client confidentiality

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

Affordable Medicine Options for Seniors

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

**Affordable Medicine
Options for Seniors
AMOS**

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

A high priority for the AMOS program is to find and assist Medicare beneficiaries whose low income and modest assets make them eligible for financial assistance for their Medicare-related out-of-pocket expenses. This includes helping clients apply for Medicare beneficiary programs such as Extra Help for Part D and the Medicare Savings Programs. Staff is Alliance of Information and Referral Systems (AIRS) certified and State Health Insurance Program (SHIP) trained to help older adults.

Number of people served

- ◆ 1,823 people were provided information and/or advising

Services

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

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

Accomplishments/Achievements for the year

- ◆ Assisted 120 Medicare beneficiaries in applying to Social Security for the Extra Help subsidy for prescription drug expenses
- ◆ Helped 169 Medicare beneficiaries apply for the Medicare Savings Program to help with Medicare co-pay expenses

Budget \$74,597
Major Sources of Revenue
Federal/State
Knox County
Foundations/Grants
Community Contributions

Affordable Medicine Options for Seniors Stories

Karen is still working and will turn 65 years old in three months. She was referred to the AMOS program by her employer. Her first step will be to go to the Social Security Administration office to enroll in Medicare A and B. Then, she will call the Office on Aging to make an appointment with an AMOS advisor. Her advisor will gather the information needed to explain all of her options for Medicare coverage. Karen will discover there are two main types of Medicare plans, Supplemental (Medigap) and Advantage plans. She wants to enroll in a Supplemental plan that will work with her original Medicare, and will not have copays or networks. The premium for the Supplemental Plan G will be \$90 per month, and the premium for her drug plan (Part D) will be \$28 per month. Adding in the Part B monthly premium of \$135.50, her total health insurance costs will be \$253.50 per month. Karen feels confident that she will have minimal out-of-pocket costs, and she is pleased that she is learning her options to make an informed decision.



Alex D. is 82 years old. When he turned 65 years old, he enrolled in a Medigap Plan G for which he now pays a premium of \$262 per month, and a prescription drug plan that now costs \$52 per month. His Medicare Part B premium is \$135.50 per month and is deducted from his monthly Social Security check. His gross income is \$1,023 per month, and he has no savings or property. He called the AMOS program for help to bring down his health care costs. The AMOS advisor reviewed Mr. D's coverage and recommended he apply for QMB, which is a level of assistance in the Medicare Savings Program. Any level of the Medicare Savings Program pays the Part B premium, and QMB also pays the copays and deductibles. Then, with comparison of the available Prescription Drug Plans (PDP), they were able to find a Part D plan with a lower premium that is wholly covered by his assistance, and Rx copays are kept at a minimum. The AMOS advisor also explained his option to enroll in a Special Needs Plan (SNP) at no cost to him for help with additional expenses such as dental, vision, hearing, and transportation.



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Daily Living Center

Not all vulnerable adults need the services of a nursing home, but they may require services that will help them function to their fullest potential. Seniors often need a place that will help them avoid feeling isolated or lonely, and one that will help their family caregivers take some time to rest and care for themselves; some caregivers need that time to work. The Daily Living Center (DLC), a state-licensed adult day care, is critical to helping meet these needs. DLC is partially funded with federal dollars under a Social Services Block Grant (SSBG) and seeks to serve low-income Knox County residents age 60 or older, as well as Adult Protective 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 SSBG guidelines.

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

The Daily Living Center, located at 3900 Probus Road in North Ridge Crossing, operates from 7:45 a.m. to 4:15 p.m., Monday through Friday. Breakfast, lunch, and an afternoon snack are provided in accordance with the Child and Adult Care Food Program guidelines.

Number of people served

- ◆ 29 unduplicated individuals attended
- ◆ 2,542 units of service provided
- ◆ 248 days of operation

Accomplishments/Achievements for the year

- ◆ DLC continued Pet Therapy twice a week with the UT HABIT program. It is especially helpful for those with Alzheimer's, who tend to be socially withdrawn. Pet Therapy allows them to engage and talk
- ◆ Each year we continue to build new partnerships in the community with individuals providing donations for bingo, birthday gifts, and other items for the center
- ◆ Expanded music therapy program
- ◆ DLC had several field trips this year, including going to the movies, the Tennessee Theater, Shoney's, the TN Valley Fair, and Oakes Farm in Corryton
- ◆ DLC is now on a rotating schedule to receive flowers from Random Acts of Flowers

Budget \$138,247

Major Sources of Revenue

Federal/State

Foundations/Grants

Community Contributions

A Daily Living Center Story

Ms. K wanted to share her story about coming to DLC, the great impact it has had on her, and spread hope to others that may also need support.



Ms. K was severely depressed when she was referred to DLC. She had been in and out of the hospital for severe depression and suicide attempts. She stated she "did not have a reason to live, did not want to live, and was down and out about life." She has numerous health issues which affect her ability to get out of the house like she used too.

Her children have full time jobs, thus resulting in her being at home alone during the day. She would sit and watch TV or sleep all day.

While she was at the hospital, her social worker told her about the program at DLC and how she thought it would help her. Ms. K called the center and scheduled a home visit. After meeting with Wendy, she became excited about getting out of the house and making new friends. She was willing to "give it a try." The first couple of weeks she was nervous, but began to settle in quickly and make new friends.

She has made many new friends whom she looks forward to seeing each day. She looks forward to laughing with her friends, stating that "laughter is good for the soul and it makes me feel better." She looks forward to the daily activities that include exercise and crafts.

She states that coming to DLC has saved her life. "I appreciate the care I receive from the staff and volunteers, and appreciate this program so much. I can see others improving as well as myself. I would recommend this program to anyone and encourage those who need help to call."

Since starting DLC, her depression has decreased greatly, she has not had any suicidal attempts, and her only hospitalization was health-related. She has flourished since being at the center. She is very interactive and participates in all activities. She encourages others at the center and likes to assist those who need help with their activity.

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East Tennessee 2-1-1

Get Connected. Get Help.™

Every day, thousands of people across the country turn to 2-1-1 for information and support. 2-1-1 is a free, confidential, multilingual referral and information helpline and website (www.211tn.org) that connects people from all communities and of all ages to the essential health and human services they need. 2-1-1 can be accessed by phone or computer. A toll-free call to 2-1-1 connects you to a community resource specialist in your area who can put you in touch with local organizations that provide critical services that can improve—and save—lives.

In East Tennessee, 2-1-1 began in Knoxville as an independent agency in 1998 and has gone through several transitions. In July of 2008, East Tennessee 2-1-1 became a program of the Knox County Office on Aging in partnership with Senior Information & Referral. In 2015, the Knoxville 3-1-1 call center began answering calls for 2-1-1. It serves as one of several centers in the state that works to provide a statewide information and referral system. As a member of the Alliance of Information & Referral Systems (AIRS), East Tennessee 2-1-1 maintains high standards. There are 3 Office on Aging staff members who are Certified Community Resource Specialists - Aging/Disabilities (CRS- A/D), and 3 additional CRS-A/D at the 3-1-1 call center.

East Tennessee 2-1-1 connects residents of Knox and 14 other surrounding counties to a full range of community, social, health, and government services. Typical callers to 2-1-1 run the gamut from adults in need of services for themselves or for children, to the financially disadvantaged of all ages, to teachers, social workers, judges, nurses, doctors, and other professionals working to meet the complex needs of their clients.

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

Number of people served in East Tennessee

- ◆ 7,674 calls received
- ◆ 10,669 referrals provided
- ◆ 28,688 website visits

Accomplishments/Achievements for the year

- ◆ Updated the resource recordkeeping system to better capture the diverse programs and services offered within various agencies/ organizations tracked in the 2-1-1 database
- ◆ East Tennessee 2-1-1 updated 1,436 services and programs in the database

Budget \$82,718

Major Sources of Revenue

Federal/State
United Way
Community Contributions

More About 2-1-1

2-1-1 has continued to supply up to date information about non-profit social services agencies in 15 counties of East Tennessee. At the end of 2018, there were over 3,350 organizations listed with East Tennessee 2-1-1. Some organizations offer only one service while others have as many as 15 or 20 different listings, all of which are formally updated once a year. There are also seasonal activities that require reactivating and updating, such as Thanksgiving, Christmas and Free Income Tax resources. By the end of August, 2-1-1 had already received the first call to update an agency's Christmas gift program.



One of the prime responsibilities of the 2-1-1 service is to assist in times of disasters. While the weather related flood damage in February of 2019 was not classified as a "disaster", the City of Knoxville 3-1-1/2-1-1 Call Center was asked to conduct a telephone survey to compile information about the nature and amount of water damage sustained in Knox County. This information was used to ascertain whether Knox County would qualify for TEMA and/or FEMA funds for recovery assistance. The 2-1-1 database resource specialist joined the Call Center staff for 4 days to assist with the survey. The addition of a part-time SCSEP (Senior Community Service Employment Program) participant has increased the number of successful database updates that 2-1-1 has been able to complete.

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Rise Above Crime

According to the National Council on Aging (NCOA), 1 in 10 Americans aged 60 and older have experienced some form of elder abuse in the last year. 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.

In July of 2018, the CAC Office on Aging received a grant through the State of Tennessee Office of Criminal Justice Programs through the Victims of Crime Act. This grant created the Rise Above Crime (RAC) program.

The main focus of RAC is to provide outreach, education, and services surrounding the issue of elder abuse in Knoxville and Knox County. The RAC program operates the Knoxville Coordinated Community Response to Elder Abuse (CCR) - a group that focuses on identifying how our community can best respond to this issue and create better systems and resources for those who have been victimized. Additionally, RAC provides case management to adults aged 50 years of age and older who have been victims of elder abuse and crime. RAC works with local law enforcement, Adult Protective Services, the Knox County District Attorney's Office, and other victim service providers and social services agencies to reach older adults who are in need of support and resources related to their victimization.

Since the creation of RAC, the program has provided over 90 clients with services such as information and referral to community resources, advocacy, emotional support and safety planning, assistance with the criminal and civil justice systems, and beyond.

The RAC program continues to provide client services, facilitate the Knoxville Coordinated Community Response to Elder Abuse, and educate the community on elder abuse with free community presentations on how to recognize, report, and respond to elder abuse.

Accomplishments:

- ◆ Over 90 older adults 50 years of age and older received case management services
- ◆ Provided free public awareness presentations to over 700 individuals who work with older adults or who are older adults in the Knoxville and Knox County area
- ◆ Managed and facilitated the CCR on a monthly basis
- ◆ Created an educational resource card for victims of elder abuse and the community
- ◆ Created a sheet to educate clients and the community on navigating the criminal justice system
- ◆ Completed over 10 media units to promote public awareness of elder abuse in our community

Budget \$204,516
Major Sources of Revenue
Local Government Contract

A Rise Above Crime Story

Ms. R is 64 years old. RAC received a referral stating that Ms. R had no water and needed immediate assistance. Upon arrival at the client's home, her RAC case manager discovered that the client had recently returned from the hospital only to find that her nephews had stolen and wrecked her vehicle. Additionally, her nephews had taken out her water heater and HVAC unit in order to sell the



copper. In doing this, her nephews ruined the plumbing and flooring in Ms. R's home. Her nephews were tried in court and went to prison. Ms. R's sister, who was living with her at the time, remains in the home with her. Through assistance from her RAC case manager, Ms. R was able to get a new water heater as well as assistance with her electric bill. Her RAC case manager was able to connect Ms. R to additional Office on Aging programs and community resources which have provided her with food. Further referrals for other community services have also been made through Ms. R's case manager.

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

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99 Foster Grandparent
Volunteers



83,742 hours of service
provided



392 at-risk children
served

99%
of children mentored by
Foster Grandparents
transitioned to the next
grade level

How do Foster Grandparents help?

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

Budget \$506,034
Major Sources of Revenue
Corporation for National &
Community Service
State of Tennessee
Knox County
City of Knoxville
Foundations/Grants
Community Contributions

The Foster Grandparent Program is funded through the Corporation for National and Community Service and administered by the CAC Office on Aging.

Foster Grandparents Stories

Granny B serves at New Hopewell Elementary:

Granny B serves as a Foster Grandparent at New Hopewell Elementary. She was paired with one of New Hopewell's most seasoned teachers when the kindergarten class grew to 25 students. Granny B did not shy away from this challenge even when it became obvious that many of the students had special intellectual, behavioral, and emotional needs. During a lesson about Andy Warhol, the class saw the famous painting of Marilyn Monroe. The students gasped and yelled, "Granny B! It's YOU!" Their view of Granny B is of love, life, and beauty. Mrs. Morales, the classroom teacher that Granny B works with everyday said, "Her love for the students is evident. She is a true 'Granny' in the sense of the way she loves the students."



Mother R serves at the MLK Center:

Mother R has been a Foster Grandparent at the Martin Luther King Jr. Community Center in Alcoa for over 10 years, mentoring at-risk youth ages 6 to 18. Mother, as the students call her, helps with homework in the after-school program. Her students, even those who struggle in the beginning, always become successful in school. The center becomes a day camp in the summer, and Mother changes right along with it, ensuring learning does not take a vacation even if school is not in session.

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Grandparents as Parents Program



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

Number of People Served:

- ◆ 410 active GAP families (+ children)
- ◆ 140 new families enrolled
- ◆ 86.6% increase in enrollment from last year
- ◆ 29 Served through case management (December 1, 2018 – June 30, 2019)
- ◆ 228 unduplicated families (429 children)
- ◆ 664 units of services provided to GAP families
- ◆ 60% of surveyed GAP members reported substance abuse is the primary reason for their caregiving role

Accomplishments/Achievements for the year:

- ◆ Added a case manager to GAP staff
- ◆ RSVP volunteer provides weekly administrative assistance
- ◆ Active partnerships with Friends of the Library, Knox County Health Department, Knox County Schools, University of Tennessee Extension Office and other organizations
- ◆ Continued relationships with local and state agencies including the Department of Children's Services
- ◆ Active day educational support groups
- ◆ Evening GAP Legal Talks with support from First Baptist Church of Knoxville
- ◆ Received a Knoxville Bar Association Grant
- ◆ Monthly GAP newsletter provides information about GAP events, community resources, and educational opportunities
- ◆ GAP program manager completed a Certificate in Grandfamilies Leadership through the University of Maine
- ◆ GAP families participated in the Tennessee Tree Project
- ◆ Distributed approximately 1,500 GAP Guidebooks to individuals, agencies, and churches
- ◆ Coordinated 128 applications for the Knoxville Area Urban League's Shoes for School Event

Budget \$63,676
Major Sources of Revenue
Federal/State
Foundations/Grants

A Grandparents As Parents Story

While talking with grandparents who are raising grandchildren, one of the most moving moments is when they share that they feel like they are the only ones that are on this caregiving journey. Some say their lives or retirement have been put on hold. Many find it difficult or embarrassing to share their caregiving challenges with friends or family. Others say they have stopped participating in their normal social activities.



To provide support, relevant information, and more importantly, a forum for grandfamilies to connect with one another, GAP hosts monthly Grandfamilies Together meetings. Being able to share your story with someone that is living a similar experience lessens the feeling of being alone. It also gives caregivers the ability to make new friendships.

Two such families met through attending the Grandfamilies Together meetings. Both families are raising their grandchildren. They have been coming to Grandfamilies Together meetings for several years and have formed a wonderful friendship. Sometimes they attend the meetings together. Over the years, they have bonded because of their shared experiences.

They are both very involved with GAP events and activities. They now provide GAP with valuable insight into the needs of grandfamilies. Together, they often volunteer at events, assist at GAP meetings and they are advocates for GAP. They are wonderful in reaching out to new GAP families and with share GAP information. This past year, both of the grandmothers have had a health crisis that has required hospitalization and recovery time. Good health for the grandparents is vital in being able to care for grandchildren. It is also important to have a positive outlook for the grandchildren to keep their anxiety at a minimum. These families have leaned on each other to provide comfort and support.

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John T. O'Connor Senior Center

The John T. O'Connor Senior Center is a place where senior adults age 50 and older can find programs and services that empower them to care for themselves and to enhance their quality of life. The Center promotes community engagement through volunteer opportunities and provides programs and activities that help seniors stay healthy and prolong independence. There is no membership fee to attend the Center. However, contributions are encouraged, and some classes may have an associated fee.

Services

Programming at the O'Connor Center falls into five categories: Education, Recreation, Physical Fitness, Health Education, and Health Screening. Approximately 6,067 classes/activities were held at the Center during the last fiscal year, and in addition to these events, the Center also hosted 125 community events, including Parks and Recreation softball meetings, umpire training, City of Knoxville Retiree Benefits Trainings, to name a few.

Number of People Served

Over 1,700 individuals participated in classes and/or activities at the Center during the past fiscal year resulting in a combined total of 67,615 documented units of service having been provided. Over 8,786 hours of volunteer service were provided by 289 registered volunteers who lend support to the Center's work on a regular basis.

Accomplishments/Achievements for the Year

The O'Connor Geezer Band developed a partnership with the Austin East High School Band and performed in two shows together proving "music is a lifetime experience" as stated by Geezer Band Director, Linda Edwards. The O'Connor Band started a small annual scholarship for the purpose of providing music supplies to a deserving student at AEHS as chosen by Band Director Kenneth Smith. The Singing Seniors performed concerts all around Knoxville, including a special performance on Market Square for the Dogwood Arts Festival and singing the National Anthem for the Smokies and Ice Bear games. The O'Connor Artists showcased at an Open House in April.

Additions to our program this year include another level of Tai Chi, S.A.I.L. (an evidence-based Silver Sneakers program), Toenail Clipping Clinic has been increased to twice a month, a new partnership with the Knoxville Public Library to offer classes on accessing the Knoxville News Sentinel online archives and how to download ebooks. Your Life Story is a new class all about mapping your life timeline and significant life events. The Dixie Land Band was added to the O'Connor Band Program.

Budget \$361,400
Major Sources of Revenue
Federal/State
Knox County
City of Knoxville
Foundations/Grants
Community Contributions
Program Income

O'Connor Senior Center Quotes

The O'Connor Center has a reputation in the area for being a place where seniors can *add life to their years!* Each senior defines life differently and when individuals were asked "Why do *you* come to the O'Connor Center?" the responses were many and varied:

"I like to meet up with friends and have lunch at the Dine-A-Mite Diner."

"I don't always feel like exercising, but I make myself go and always end up having a good time. Nurse Claudia makes it fun."



Internet Cafe



Singing Seniors

"I enjoyed painting years ago and recently joined the O'Connor Painters so I could pick up where I left off. The instructor is very helpful."

"I only get out of the house a few times a week and I enjoy going to O'Connor to visit with friends. It keeps me going."



O'Connor Co-ed Softball Team



A participant reads Elder News & Views

"I've met so many nice people here. They always stop and talk. It's a great place - very special for seniors like me who don't have family in town."

* Client confidentiality is important to the Office on Aging. For information about how we protect our clients' identities in this report, see the note on page 2.

One Call Club



The One Call Club (OCC) is a low-cost membership program of the Office on Aging. Membership provides one-phone-call access to prescreened, reliable and reasonably priced service providers who work in the home. Examples of services include home repair and home maintenance, health-related services, computer installation and tech support, lawn and garden services, house & pet-sitting, junk removal and auto repairs. The purpose of OCC is to assist members to remain independent in their homes, and avoid being taken advantage of by unscrupulous service providers. When members call they have the peace of mind to know they are being referred to honest, creditable vendors - many of whom offer discounts to OCC members.

One Call Club for Seniors began offering services in January 2008. In the 2009-2010 year, the program dropped its age limit from 60 to 50 years of age and dropped "for seniors" from its name. In 2012, the club opened membership to adults of any age, to include busy young people, parents, and professionals who could benefit from the services. Members pay an annual fee of \$50 to join the program (there is a sliding scale for lower income seniors). The fee covers the cost of the staff who arrange the services and screens the vendors. Members are still responsible for paying for services they hire.

Number of People Served

- ◆ 262 households totaling 341 individual members
- ◆ 29 lower-income households were eligible for a subsidy

Services

From July 2018 to June 2019, One Call responded to 404 requests for service:

- ◆ Transportation: 13 requests
- ◆ Personal Care: 1 requests
- ◆ Housekeeping: 6 requests
- ◆ Home Repair & Maintenance: 279 requests
- ◆ Lawn Care & Landscaping: 24 requests
- ◆ Appliance repair: 17 requests
- ◆ Car Maintenance: 2 requests
- ◆ Miscellaneous services: 62 requests

Accomplishments/Achievements for the year

- ◆ Staff continued to attend events to increase public awareness of the program and to increase membership
- ◆ Program staff continued to seek out vendors based on clients' requests for services. Approved vendors are added to the program's preferred provider list
- ◆ Final Service Satisfaction follow-ups with members continue to earn high ratings on vendors

Budget \$9,630
Major Sources of Revenue
Foundations/Grants
Community Contributions
Membership Fees

A One Call Club Story

Ms. J contacted the One Call Club after suffering damages to her roof and gutters from recent storms. Ms. J, having paid off her home several years before, had dropped her homeowners insurance and was very concerned that she would not be able to pay for repairs. Neighbors had provided her with several referrals but estimates coming in were high and would wipe out her entire savings. She had also sought assistance from her financial institution, but was denied due to her poor credit rating.

A friend and long time member of the program suggested she contact the One Call Club for assistance. Beside herself with worry and skeptical as to how we could assist, she was pleasantly surprised when we found her a provider that would not only deal with the immediate need for repairs to prevent further damage, but one who was also willing to work with her on a payment plan and at much less cost than previous estimates received.

Ms. J provides regular updates on the work being completed at her home and has shared her satisfaction with the provider and the workers he employs as well her delight in dealing with the One Call Club staff. She is extremely grateful and is looking forward to continued service.



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Project LIVE

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

Services provided include **case management**, which includes an assessment to determine an individual's needs and the assignment of a care manager for those who need help to access community resources, services, and support in their homes, and **supportive services**, performed largely by volunteers who perform minor home repairs, cleaning, and lawn care, as well as home safety assessments and installation of safety devices. Project LIVE also manages **Knox PAWS** (Placing Animals With Seniors), which helps low-income seniors find suitable pets. See page 38 for a more detailed description of Knox PAWS.

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

Services

- ◆ Case Management: 17,380 hours
- ◆ Volunteer Services (home repairs, chores, nursing student visits): 6,284 hours
- ◆ Visiting: 3,385 home visits

Number of people served

- ◆ 2,019 households served

Accomplishments/Achievements for the year:

- ◆ Project LIVE staff and case management project provided case management services to more than 780 seniors and persons with disabilities in our community
- ◆ 215 volunteers provided more than 6,284 hours of free services to Project LIVE clients
- ◆ 67 seniors who were experiencing homelessness were re-housed

Budget \$361,400
Major Sources of Revenue
Federal/State
Knox County
City of Knoxville
Foundations/Grants
Community Contributions

A Project LIVE Story

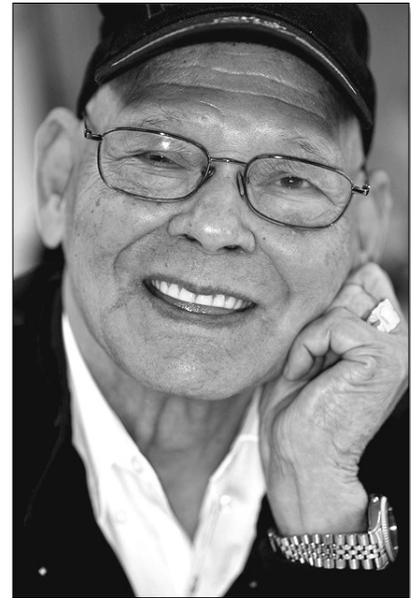
Mr. S, an 80 year old man who currently lives alone, was referred to Project LIVE by the Knox County Trustee's office. Mr. S was only receiving \$515 per month in Social Security benefits and had recently lost his QMB benefit due to his inability to complete the renewal. This loss of benefits resulted in the reduction of his Social Security check to just \$379 per month.

His Project LIVE Case Manager made a visit to his home. Mr. S was grateful for any assistance he could get. After completing the initial assessment, his case manager found that there were many areas in which she could assist him.

His case manager applied immediately to reinstate his QMB benefit. She also noticed that Mr. S only had one air conditioning window unit in his small home and he used wood to keep warm in the winter. His utility bills were not high, but she went ahead and completed a LIHEAP application while she was there and submitted it the next day.

Mr. S told her that, with help from his neighbor, he had completed an application to have some home repairs made, but hadn't heard anything back from them. His case manager spoke with CAC weatherization and found out he was eligible to receive repairs that included a new heating and air conditioning system, a new front door, replacement of some rotted siding and framing, new attic insulation and the installation of much needed smoke detectors, and a carbon monoxide detector.

In addition to the home repairs and energy assistance, his case manager was also able to help Mr. S to collect benefits from his ex-spouse who was deceased. His income increased to \$1,324 per month and he received six months of back pay which was approximately \$4,800. Mr. S said, "I'm so happy that your program was able to help me and I just can't thank you enough."



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The Retired & Senior Volunteer Program

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

RSVP – My Experience, My Service: Find Your Match

Hind sight is 20/20. The silver lining. The light at the end of the tunnel. Experience is earned despite the hardest of circumstances. After retiring, then raising her grandchildren, and shortly after losing her husband, Pam needed something to do with her lifetime of experience. As an RSVP volunteer, she was matched with the volunteer opportunity that she felt she could be the most help. “She’s lived the life and knows where our grandfamilies are coming from. She makes things possible” said her station manager. During her first 4 months serving with Grandparents As Parents, Pam increased enrollments by 35%. That’s a whopping increase of grandfamilies and relative caregivers that are now receiving supportive services!

RSVP provides a catered matching and volunteer support service to RSVP volunteers like Pam. Now, the insight she provides to both the program manager and clients from raising her own grandchildren has developed into a dedication for the Grandparents As Parents program. “My experience gives me perspective to really help. Just one life can touch so many” said Pam.

In 2017, RSVP expansion into Blount County included a partnership with the SMiles Program. Through RSVP recruitment and support, an additional 88 Blount RSVP volunteers were recruited to provide transportation support and escort older adults and individuals with disabilities to doctor appointments, grocery shopping, and other social and recreational activities.



Budget \$208,993

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

The Retired & Senior Volunteer Program is funded through the Corporation for National and Community Service and administered by the CAC Office on Aging.

An RSVP Story

Shirley – More Than a Decade of Giving Back

RSVPs can choose where they serve just as they can choose how much they serve. Twelve years ago, Shirley chose the O'Connor Senior Center to be place where she would help the community. At 76 years old, she is the epitome of what RSVP stands for – an older adult using her skills to make a lasting difference in the community.

Taking four buses a day through all types of weather conditions, Shirley is a pillar of continuity and reliability at the O'Connor Senior Center. No matter the task, Shirley is dedicated to doing it efficiently and to the very best of her ability. She helps our new participants by telling them about all the activities we have going on and truly wants everyone to enjoy their time here! She likes to have fun and enjoy life and we are truly grateful for that she chose to volunteer with us.



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Senior Information & Referral

A call to Senior Information & Referral (SIR) will help seniors in Knoxville and Knox County get their questions answered. Our Alliance of Information & Referral Systems (AIRS) certified Information & Referral Specialists for Aging/Disability (CRS-A/D) are available to provide referrals to the vast network of services available in Knox County including health, employment, housing, transportation, legal services, recreation, support groups, emergency assistance, in-home services, minor home repair and more.

SIR began in 1968 as an independent agency, and in 2004 became a program of the Office on Aging. It has long been the go-to source for information and referral (called "I & R") in Knox County. SIR staff can be reached by calling 546-6262, by emailing scirs@oconnorcenter.org, visiting the office located in the O'Connor Senior Center, or at Outreach Days hosted at the six Knox County senior centers. SIR is proud to offer many avenues of access, allowing staff to offer personal assistance to seniors in Knox County.

In addition to I & R, SIR oversees East Tennessee 2-1-1 (see page 7), and the One Call Club (page 17). SIR also takes applications for and administers the Gift of Sight, Hearing & Dentures (page 37), and updates the yellow Knox County Senior Service Directory for publication.

Number of People Served

- ◆ 5,142 contacts
- ◆ 2,782 unduplicated individuals
- ◆ 8,689 units of information and referrals provided, including follow-up calls.

Accomplishments/Achievements for the year

- ◆ Held the 18th annual John J. Duncan Sr. Award for Senior Advocacy at Hunter Valley Farm.
- ◆ All staff members maintained their status as AIRS Certified Information and Referral Resource Specialists for Aging & Disability (CRS-A/D).
- ◆ SIR's Outreach Program provides individual assistance throughout the community. SIR Staff regularly visit the six Knox County Senior Centers providing answers and assistance for a variety of needs.
- ◆ In January 2019, the 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)

Budget \$45,106

Major Sources of Revenue

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

A Senior Information & Referral Story

Mrs. S is a widow who lives alone, and in the last year, she has given up driving. She called Senior Information & Referral (SIR) and asked about transportation options. She stated she was feeling very isolated and alone, but was also scared to get into a vehicle with an unknown driver.

SIR provided information on several transportation services, and spent time reassuring Mrs. S these organizations all run background checks on their drivers and hold them to strict safety standards.

When SIR followed up with Mrs. S in March 2019 to see if she had utilized any of the referrals, it was like talking to a totally different person. She was joyful! She had decided to utilize the Volunteer Assisted Transportation service, and "couldn't be more pleased." She said the "drivers are very safe and I feel very comfortable driving with the screened drivers." She was so happy to be able to get out and about and to have a reliable, safe service that she would not have known about if she had not contacted SIR. She appreciated the time we took to explain the transportation options and reassure her, and is now a happy, frequent rider.



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Senior Community Service Employment Program

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

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

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

SCSEP participants must be

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

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

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

Number of people served

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

Accomplishments/Achievements for the year

- ◆ Assisted 76 host agencies with employment needs
- ◆ Co-sponsored two job fairs that served more than 400 individuals and 80 Supportive Service Providers
- ◆ Met federal guidelines for SCSEP under the U.S. Department of Labor
- ◆ Co-sponsored Digital Inclusion Initiative

Budget \$462,088

Major Sources of Revenue
U.S. Dept of Labor Employment
& Training Administration

Knoxville-Knox County
Community Action Committee

A Senior Community Service Employment Story

“The reason SCSEP means so much to me is because of the excellent opportunities it has allowed me. I now have better computer skills because of my assignments with SCSEP. I also have the opportunity to help people improve their lives by working in different capacities at a local neighborhood center.

Our SCSEP staff is great! At our monthly meeting, we get a chance to mingle with other participants while receiving valuable information about SCSEP, the community, and self-improvement. Thank you SCSEP for all that you do! At my age, I really don’t know what I would be doing without this program.”

Ms. W



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Senior Companions Are:

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



81 Senior Companion Volunteers



61,670 hours of service provided



317 frail seniors served

How do Senior Companions help?

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

98% of individuals served reported that they feel less lonely and feel closer ties to more people as a direct result of senior companion support.

Senior We Serve:

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

Budget \$397,124
Major Sources of Revenue
 Corporation for National & Community Service
 State of Tennessee
 Knoxville County
 City of Knoxville
 Foundations/Grants
 Community Contributions

The Senior Companion Program is funded through the Corporation for National and Community Service and administered by the CAC Office on Aging.

Senior Companion Program Stories

Senior Companions: Reliable visitors

"Let me take this opportunity to thank you for the Senior Companion Mr. B, who helps with my father, Jesse. Mr. B is doing a wonderful job helping to take care of my father and to give me some relief time. He always shows up on time and effectively communicates with me regarding issues and concerns that he may have. He is very attentive to my father and takes care of his needs, within the scope of his assignment. Mr. B is very kind, gentle, and caring to my dad. He looks out for his wellbeing and brings to my attention any safety concerns that need to be addressed.



I wanted to express my gratitude to CAC for providing me with such a dedicated and caring individual. I wish I could have more of his time, since my father's needs are getting greater. However, I am very thankful for the time CAC has been able to give my dad. This is such a needed program in our community and I'm sure others who are receiving this service would agree. Thanks again for giving Mr. B as a Senior Companion to my Dad."

- Mr. S



Senior Companions: Providing support when you need it most

"I am so pleased with my Senior Companion Carolyn. She is a wonderful blessing and a great friend. She regularly performs tasks that are difficult for me. She helps me clean my home, helps me put my laundry away, and she is a great cook. Carolyn is very patient and kind. I enjoy socializing with her. Sometimes we play cards (Skip-Bo). Senior Companions is a wonderful program. God bless you all."

-Mrs. H

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Senior Employment Service

Senior Employment Service offers workshops for seniors age 50+ who are seeking employment for any reason: some were laid off or forced to retire, some are re-entering the job market after a period of retirement, while others need to enhance their retirement income because of the rising cost of living or other economic factors. Others are seeking jobs that are more equal to their level of skills and experience than their current jobs. For all of these senior job seekers, Senior Employment Service offers valuable job-search workshops each month. Employers speak to the participants about the qualities they are looking for in job candidates. The program also offers individualized help in job counseling and job-seeking.

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

Number of people served

- ◆ 1,029 job-seekers were served
- ◆ 84 people attended Seniors Seeking Employment workshops
- ◆ 313 additional people received job counseling and referrals
- ◆ 93 participants completed Digital Tablet Classes



Services

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

Accomplishments/Achievements for the year

- ◆ SES sponsored two senior job fairs, with 80 employers and Supportive Service Providers participating and more than 400 seniors in attendance
- ◆ SES staff helped job candidates prepare resumes, write cover letters, file online job applications, and fax resumes to prospective employers

**Major Sources
of Revenue**
Knox County
City of Knoxville

Senior Employment Service Stories

Letter from employers

“On behalf of our healthcare agency, I would like to thank you for inviting us to attend your 50+ Job Fair. We have secured several interviews with seniors interested in providing services that allow other seniors to age at home.”

Ms. Y



“Once again, we hired an applicant from the Job Fair! It is always a pleasure to attend. We look forward to seeing you the next time.”

Mrs. R



Testimonials from applicants

“I was hired on the spot! I appreciate the opportunity to meet several employers in one place. I take public transportation, so this event was very helpful in my job searching activities. Thanks again!”

Mr. S

“Thank you for your commitment to helping seniors to find employment. Re-entering the workforce can be a little scary for us; however, you made it easy for me by updating my resume and providing interviewing tips. My confidence level has gone up!”

Ms. M

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Supplemental Nutrition Assistance Program (SNAP)

According to a study completed by the National Council on Aging (NCOA), Tennessee ranks 4th out of 52 states in our nation in senior food insecurities. Unfortunately, we have 67% of struggling aging adults that are age 60 and above. These numbers include 150,000 Tennesseans that need nutritional assistance.

Since 2016, the SNAP Outreach Program has become and continues to be successful throughout Knox County and surrounding communities. We continue to break down the misconceptions, myths, and red tape, through person-to-person contact, whether it is by telephone or by personal in home visits.

Year in Review: Accomplishments, Outreach Services, Education Events

SNAP Education Workshops
 Minority health fairs
 Job Fairs
 Professional education sessions
 Partners with pantries
 National Council on Aging SNAP Conference
 Congregate meal sites
 Neighborhood community education
 Support of Tennessee Women’s Coalition
 Neighborhood Homecomings and monthly meetings
 InterFaith Health Clinic
 Humana Guidance Center
 Senior Center education sessions
 Senior Information and Referral at O’Connor Center

Personal visits to physically-challenged seniors
 Cancer support
 Dialysis centers
 East Tennessee Farmer’s Markets-
 Double up Program
 Knoxville Utilities Board
 USDA commodities
 Latino Task Force
 Legal Aid of East TN
 5 Points Up
 Knoxville East Lions Club
 Veterans Administration
 Compassion Coalition
 AmeriCorps

Number of People Served:

◆ 934

Tennesseans receiving SNAP information:

◆ 6,000 +

Budget \$42,391
Major Sources
of Revenue
 Foundations /Grants
 Community
 Contributions

A Supplemental Nutrition Assistance Program (SNAP) Story

When Ms. C's husband passed away, she fell into depression. She lost weight because she never felt like eating. Her finances were slowly dwindling and was concerned that she could not pay her bills. Her husband handled the finances in her family, and with him being gone, she struggled to manage her meager budget. Eventually, buying healthy food became more difficult as the months went on. Ms. C reached out to the SNAP Outreach program to see if she qualified for extra help.



The SNAP coordinator signed her up for SNAP (Supplemental Nutrition Assistance Program) and within 30 days, Ms. C was approved to receive \$215 in monthly SNAP benefits. She was referred to and qualified for LIHEAP (Low Income Home Energy Assistance Program), the Gift of Sight program, Volunteer Assisted Transportation, and Property Tax Relief. Along with allowed medical deductions, these programs and services saved Ms. C almost \$900 a month. This put her on a manageable budget that allowed her to afford healthy food without worrying about her bills. She felt better. She felt comfortable and safe knowing that she had supportive services to allow her to remain in the home that she shared with her husband for so many years. SNAP not only provides healthy food for seniors, it provides peace of mind for those who struggle to maintain independence.

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SENIOR NUTRITION PROGRAM

Mobile Meals and Congregate Meals Program

OUR MISSION: Since 1971, we strive to bring food and hope to Knox County seniors by providing hot nutritious meals. Through our efforts Homebound seniors also receive a critical daily safety check and clients participating in the Congregate Dining program benefit from valuable social interaction.

WHO WE SERVE: Knox County residents 60 years or older regardless of income.

We serve our community through our two-meal service programs

MOBILE MEALS

Through this program volunteers deliver a hot, well-balanced noontime meal every weekday to Knox County seniors 60+ who are homebound and unable to prepare meals due to a physical or mental condition. For many clients, volunteers are the only people they will see all day. This not only provides an opportunity for social interaction but also allows for a daily safety check.

CONGREGATE MEALS

Through this program seniors age 60+ that are physically able are served at group dining sites, most located in senior apartment complexes throughout Knoxville and Knox County. Dining in the congregate program gives many clients the opportunity to enjoy good company while they eat the same nutritious meals served in the Mobile Meals program.

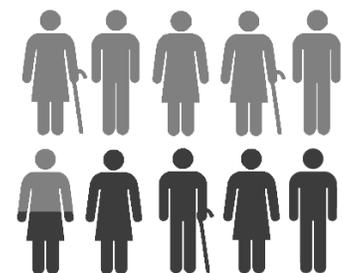
MOBILE MEALS VOLUNTEERS ARE ESSENTIAL

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



COMMUNITY SUPPORT MAKES A DIFFERENCE

56%



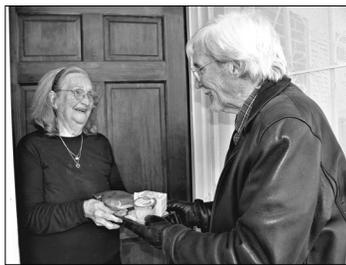
of all home-delivered meals are paid for by **community donated*** funds, including private donations, United Way, City and County Government

*Federal and State funds make up the remaining 44%

^o We serve disabled children under 60 of qualifying Mobile Meals clients

"After a bad fall, I fully realize the value of having somebody come to check on me. I know my volunteers are going to be here every day, bringing me good food and peace of mind."

- Ms. H, Mobile Meals client



MORE THAN A MEAL:

As one of ten programs chosen nationwide, through a grant awarded from Meals on Wheels Association of America, Mobile Meals introduced a Mobile Meals App in January 2019. The app is easily downloaded on our volunteers' phones or tablets and connects to their mapping technology. The Mobile Meals App allows volunteers to report changes in client condition and client concerns in real time and relay any immediate needs to the staff. Based on alerts and information gathered through the app, action is taken by staff including connecting clients with appropriate resources (e.g. social services, health providers, home repair, transportation). Use of the Mobile Meals app will further support the ability of clients to age successfully in their homes, and provide important data to effectively describe our impact, proving that we are so much more than a meal.

25% of routes through June 2019 were delivered to our clients by our volunteers using the app

212 Wellness Alerts reported in real time in just a 5 month period

2018-2019 ACCOMPLISHMENTS

- Processed 2,464 lbs of fresh produce, equivalent to 2,053 meals, donated by Beardsley Community Farm
- Hosted 17 elected government officials during the March for Meals awareness campaign
- No waiting list for the Home Delivered program
- Mobilized and trained 275 student volunteers through relationships with colleges, university programs and private schools, including:

University of Tennessee	Pellissippi State
Chancellor's Honors Program	Johnson University
Haslam College of Business GLS	Wesleyan College
Ignite Services	Webb School of Knoxville
Management Society	Tennessee Promise
Dietetic Interns	Episcopal School of Knoxville
Professional Business Fraternities	

This year

we were aided with
49,730
hours of volunteer help

Packed
14,950
emergency and holiday shelf
stable meals

Provided
15,000
meals to seniors with money
raised from The Power of
The Purse

Distributed over
1,334
holiday gifts

Served
512
meals on Thanksgiving
and
541
meals on Christmas Day

Trained
871
new volunteers

Served
916
Mobile Meals clients and
285
congregate clients
on average per month



The Caring Plate

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

WHO WE ARE

A partnership between the Knoxville-Knox County Community Action Committee and the Provision CARES Foundation, The Caring Plate was created in 2014 to serve cancer patients and their families by eliminating the stress of putting food on the table. After being referred by any of our partner providers and approved by our office, The Caring Plate will deliver meals to patients and their families at no cost to them for up to 12 weeks.

OUR MEALS

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

OUR PARTNERS INCLUDE

East Tennessee Children's
Hospital

Provision Center for Proton
Therapy

Provision Radiation Therapy

Brig Center for Cancer
Care

Tennessee Cancer
Specialists

UT Cancer Institute

Knoxville Comprehensive
Breast Center

PATIENT QUOTE

"I wanted to thank you so much for everything you've done to support me since my cancer diagnosis and treatment. It has been overwhelming, frightening, and full of uncertainty. With friends, family, and folks like you, I've made it this far."

-Kim

THIS YEAR WE

Delivered **6,284** meals and **3,425** supplements

Were aided by **4** volunteers, as well as countless Mobile Meals volunteers

Served **95** cancer patients and **57** family members

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

Feed-A-Pet

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

The program coordinates the monthly delivery of food and evaluates recipients and their pets before they are put on the program. Clients are re-evaluated twice a year to assess the well-being of the pets served by the Feed-A-Pet program. In addition to private donations from community members, the program received a grant through MOWA (Meals on Wheels of America) Loves Pets, which helps fund veterinary care for any of the animals we serve. Knoxville Pays It Forward also held their annual "Operation Kibble Bowl" in January in partnership with local restaurants and businesses in Knoxville to help promote the program and collect donations of pet food.

Number served:

- ◆ Pet food distributed to 65 households caring for 126 pets.
- ◆ The University of Tennessee School of Veterinary Medicine received a grant through Hill's Science Diet pet food to provide pet food for 71 of our pets. The other 35 pets received food through community donations and delivered by community volunteers.
- ◆ Approximately 62 volunteers served with the Feed-A-Pet program.
- ◆ Volunteers from the community and The University of Tennessee School of Veterinary Medicine served approximately 900 hours.
- ◆ 75 pets have received veterinary services and/or grooming care.
- ◆ The K-9 Center held a food drive in June and collected more than 500 pounds of pet food for distribution.

Major Sources of Revenue

Foundations/Grants
Community Contributions

A Feed-A-Pet Story

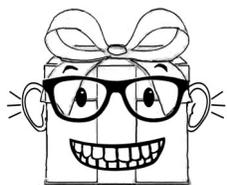
Ms. K, Annika and Franklin are best buddies. With limited income Ms. K often struggles to feed them let alone pay for needed veterinary services. Both Annika and Franklin suffer with allergies and chronic ear infections. Costly and frequent veterinary visits, medications and prescription pet food are hard for Ms. K to afford.

Thanks to Feed-A-Pet, not only do her furry friends receive the prescription food, they have also gotten treatment and medicine for their ears and allergies.



* Client confidentiality is important to the Office on Aging. For information about how we protect our clients' identities in this report, see the note on page 2.

Gift of Sight, Hearing, and Dentures (GOSHD)



The Gift of Sight started in 1985 to assist seniors with getting eyeglasses. Hearing aids were added to the program in 1995, and dentures were added in 2007. The program – a joint project of the Council on Aging and the Office on Aging, and administered by Senior Information & Referral – helps low-income seniors pay for eyeglasses, hearing aids, and dentures.

Age eligibility starts at 50 for glasses and hearing aids and at 60 for dentures. The program traditionally operates as an interest-free loan fund. The Gift of Sight, Hearing, and Dentures (GOSHD) program works with local optometrists, audiologists and dentists who are willing to offer services at a discounted price. The program pays for the initial cost of eyeglasses, hearing aids, or dentures and allows the seniors to pay back the cost over time as they are able.

Gift of Sight continues partnering with local eye doctors who offer basic eye exams at no-charge to program participants. It also works with the Smoky Mountain Lion's Charities, Inc. to provide glasses to participants at a significantly reduced cost.

Gift of Dentures has continued our partnership with the Volunteer Ministry Center serving low income individuals utilizing CSBG (Community Service Block Grant) funds. In early 2019, the Gift of Dentures Program partnered with the Smile on 60+ Program and Interfaith Health Clinic of Knoxville through the Middle TN Grant Davidson County Chancery Court – TN Commission on Aging & Disability to serve low income individuals with no dental insurance and no access to dental services. Smile on 60+ offers a full range of services to assist individuals for ongoing and overall dental health. We continue to seek out additional funding sources to aid those in need. Gift of Hearing continues to partner with The University of Tennessee Health Science Center (UTHSC) Department of Audiology and Speech Pathology to assist participants who are 65 or older and uninsured or underinsured in getting hearing evaluations and hearing aids at a low cost. We have also been able to serve waiting list participants utilizing CSBG (Community Service Block Grant) funds through our partnership with the Family Hearing Center, which continues to work with local audiologists to assist those who are 50 years of age and over.

Number of People Served

- ◆ 103 people received eyeglasses
- ◆ 89 person received dentures
- ◆ 50 people received hearing aids
- ◆ 242 persons received assistance from GOSHD

Budget \$4,990

Major Sources of Revenue
Foundations/Grants
Community Contributions

Knox PAWS (Placing Animals With Seniors)



Knox PAWS matches eligible seniors with adoptable pets. Research indicates that pets improve seniors' physical, emotional, and mental health. The Knox PAWS program started in late 2004 when the Office on Aging partnered with Young-Williams Animal center to match senior pets with senior citizens. The program depends on contributions from the community, fundraising, and grants. Recently, Knox PAWS was chosen among 1 of 66 animal welfare organizations in the country to receive a grant from the Grey Muzzle Organization to support the veterinary care of senior dogs.

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

Number of people served:

- ◆ 13 seniors received pets
- ◆ 43 seniors and their pets are currently receiving support from Knox PAWS including veterinary and grooming services
- ◆ 39 volunteers served with Knox PAWS
- ◆ Volunteers provided 203 hours of service to the program

Budget \$12,306
Major Sources of Revenue
Foundations/Grants
Community Contributions

Accomplishments/Achievements:

- ◆ 10 older pets found loving homes instead of being euthanized as "unadoptable"
- ◆ The program held its 9th annual PAWS Among the Blooms at Stanley's Greenhouse



A KNOX PAWS STORY

Before Knox PAWS placed Kyle with Mr. G, he was isolated to his home and dependent on his walker for mobility. Mr. G could not walk without assistance and so he just didn't. Lonely and depressed, Mr. G met Kyle through Knox PAWS. Kyle had been at the shelter for "a while" and was often overlooked since he isolated himself in the back of the cage. Mr. G fell in love with Kyle as soon as they met. Kyle automatically seemed to understand how to maneuver around with Mr. G and his walker. 6 months later, they are still best friends and go for walks every day. Now they are able to walk together without the walker in their way. Mr. G's doctor is amazed and pleased that he can get around so well without assistance. Kyle is pretty happy too, since now he and his best friend go for a lot more walks!

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Connecting Hearts

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

WHO WE ARE

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

OUR VOLUNTEERS

Connecting Hearts provides an ideal opportunity for volunteers who wish to form deeper relationships with members of our community. The one-on-one time allows volunteers to connect with these seniors individually and to forge relationships at their own pace. Each volunteer undergoes a background check and training, ensuring that every senior is comfortably matched with their volunteer.

This Year We

Collected

1,757

pounds of food delivered to

32

Connecting Hearts clients in need of groceries

Matched

39

volunteers to

43

Mobile Meals clients

Mobile Affordable Meal Service

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

This Year We

Served

44

unduplicated clients

Provided

4,143

meals

WHO WE ARE

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

OUR MEALS

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



Philips Lifeline

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

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

Number of people served:

- ◆ 47 high fall risk seniors received Philips Lifeline Medical Alert through the assistance of Office on Aging
- ◆ 31 seniors received partial assistance with their monthly Lifeline costs, while 16 seniors were provided the Lifeline unit at no cost

A PHILIPS LIFELINE STORY

Mary, a 68 year old woman living alone, was in a rush to answer the telephone when she tripped and fell to the floor. She tried to pull herself up onto the couch, but could not get up. She sat there wondering what she was going to do. She could not reach the phone to get help. She was not expecting any visitors who might find her and help her up. She was simply stuck. She was scared.

Fortunately, the person who was calling her was her next-door neighbor, Jane. When Mary didn't answer the phone, Jane went to her house to check on her. When Mary didn't come to the door, she peeked through the bay window. She saw Mary on the floor, went inside, and was able to help her stand up. Mary was rattled, but she was ok. It was then that she decided to get some information about Philips Lifeline. Another fall like that could spell the end of independent living for Mary. She called the Office on Aging and soon, an assessment was made. She qualified for a discounted monthly rate on her Lifeline unit. Now, for just a few dollars a month, Mary has peace of mind knowing that someone is always there if she needs help.

Budget \$8,011
Major Sources of Revenue
Fees for service

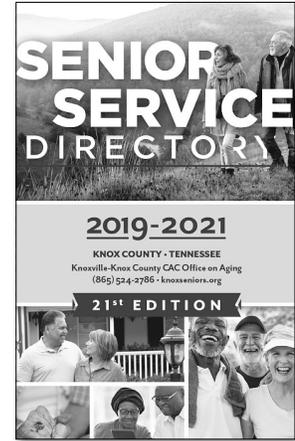
OOA ADMINISTRATION, COMMUNICATIONS, AND EVENTS

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

- ◆ Administrative and financial oversight
- ◆ Identifying and developing additional funding sources such as fundraising activities and grant opportunities
- ◆ Public awareness and information, which includes
 - ◆ Participating in health fairs, community exhibits, and church mission fairs.
 - ◆ The Office on Aging website: knoxseniors.org, which is home to the online versions of the *Senior Service Directory* and *Elder News & Views* (see 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 2018, the Office on Aging hosted the 34th *Aging: A Family Affair*. The workshop offered practical advice on issues of interest to senior citizens, those with disabilities, caregivers, family members, and professionals. In 2018, the keynote speaker, Director of University Internal Medicine and Integrative Health at The University of Tennessee Medical Center, Dr. Rocio A. Huet presented "Aging and Evolving Optimally: A Physician's Perspective". Eight workshops were offered in three sessions throughout the day. Participants chose to attend one workshop per session. The 2018 conference, held at Rothchild Conference Center, was a wonderful event with over 380 people in attendance.

Printing and distributing information:

- The **Senior Service Directory** is a compact, easy-to-use directory of services and information for Knox County senior citizens, family caregivers, and professionals who work with senior citizens. The Office on Aging publishes a new edition of the directory every other year; the office continued distributing the 21st edition of the directory published in February 2019. The directory is distributed free of charge. The 21st edition is online at www.knoxseniors.org/directory.



- **Elder News & Views** is the Office on Aging's newsletter.

It contains monthly schedules and calendars for the O'Connor Senior Center and articles about Office on Aging happenings, events around town, and issues and topics of interest to senior citizens in Knoxville and Knox County. The newsletter is available free to anyone in Knox County. The office distributed 17,000 copies of the 12-page newsletter six times during the year.

The newsletter can be read online at www.knoxseniors.org/news. Call 865-524-2786 to get on the mailing list. Send an e-mail to knoxooa@knoxseniors.org to get an 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 Knoxville News Sentinel*.

- **Facebook** offers a speedy and informal way to communicate information about day-to-day events and happenings at the Office on Aging and its programs. To find us, go to www.facebook.com/knox.OOA and like our page!

- **Twitter** offers quick updates and statistics about Office on Aging events and issues concerning seniors. Follow us at www.twitter.com/KnoxOOA

- **Instagram** offers a fun, creative way to document Office on Aging events as well as promote upcoming events. Follow us at www.instagram.com/knoxooa.

- **The OOA Blog** offers bi-monthly insights into topics of interest to seniors and their caregivers. Read the blog at www.knoxseniors.org.



OFFICE ON AGING STAFF

Office on Aging

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

Affordable Medicine Options for Seniors

Peggy Ransom, Manager

Daily Living Center

Wendy Badgley, Coordinator
Sandy Hicks

Foster Grandparents Program

Gina Whitfield, Coordinator

Grandparents as Parents Program

Tracy Van de Vate, Manager
Anne Umbach-Stokes

Project LIVE

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

O'Connor Senior Center

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

Retired & Senior Volunteer Program

Sam Pohlot, Coordinator
Brooke Whitehead

Rise Above Crime

Emma Parrott, Manager
Ronna Formon
Pete Garza

Senior Community Service Employment Program & Senior Employment Service

Brenda Tate, Manager
Frankie Slay

Senior Companion Program

Florence Sweat, Coordinator

Senior Corps Management

Deisha Finley, Manager
Lisa Bush

Senior Information & Referral /2-1-1

LaWanna Broderick
Sara Mary Wallace

Senior Nutrition Program

Judith Pelot, Manager
Jean Adams
Karen Bible
Norma Jean Brown
Pamela Chambers
Tomere Clark
Debbie Clay
Teresa Coning
Zenobia Dobson
Melissa Hitchcock
Marleta Holton
Calvin Johnson
Mary Martin
Lewis Pitts
Marsha Reep
Jill Townsend
Shelly Woodrick

SNAP Outreach Initiative

Alice Allen, Coordinator

We Touch Lives Every Day

Comments from those we've served.



"We had a lot of fun making birthday cards for people. Our teacher told us that everyone can be a volunteer and do something for others. I told my friend that kids in my class are volunteers for Mobile Meals and he said "You can't drive a car!" My mom thought that was funny. If I never got birthday cards, I would want people to send me some so I would have a good birthday."

Ben B.

Mobile Meals volunteer

"We have such a fun time at the O'Connor Center. There are always a lot of activities to choose from and there is no way to get bored here. They have hiking, card games, interesting talks, an internet café—just about everything you can think of. O'Connor has something for everyone. And the food at the Dine-A-Mite Diner is very good!"

C.J.

O'Connor Senior Center participant



"I saw an ad in the newspaper for the Senior Job Fair. I went and talked to several people and picked up three applications for jobs I thought would suit me. A week later, I had two job interviews. I was thrilled when I got a call back from the company that was closest to my house. It gets me out of the house and puts a little extra money in my pocketbook and that never hurts!"

Mona F.

Senior Employment Service participant

