

Knoxville-Knox County
Community Action Committee

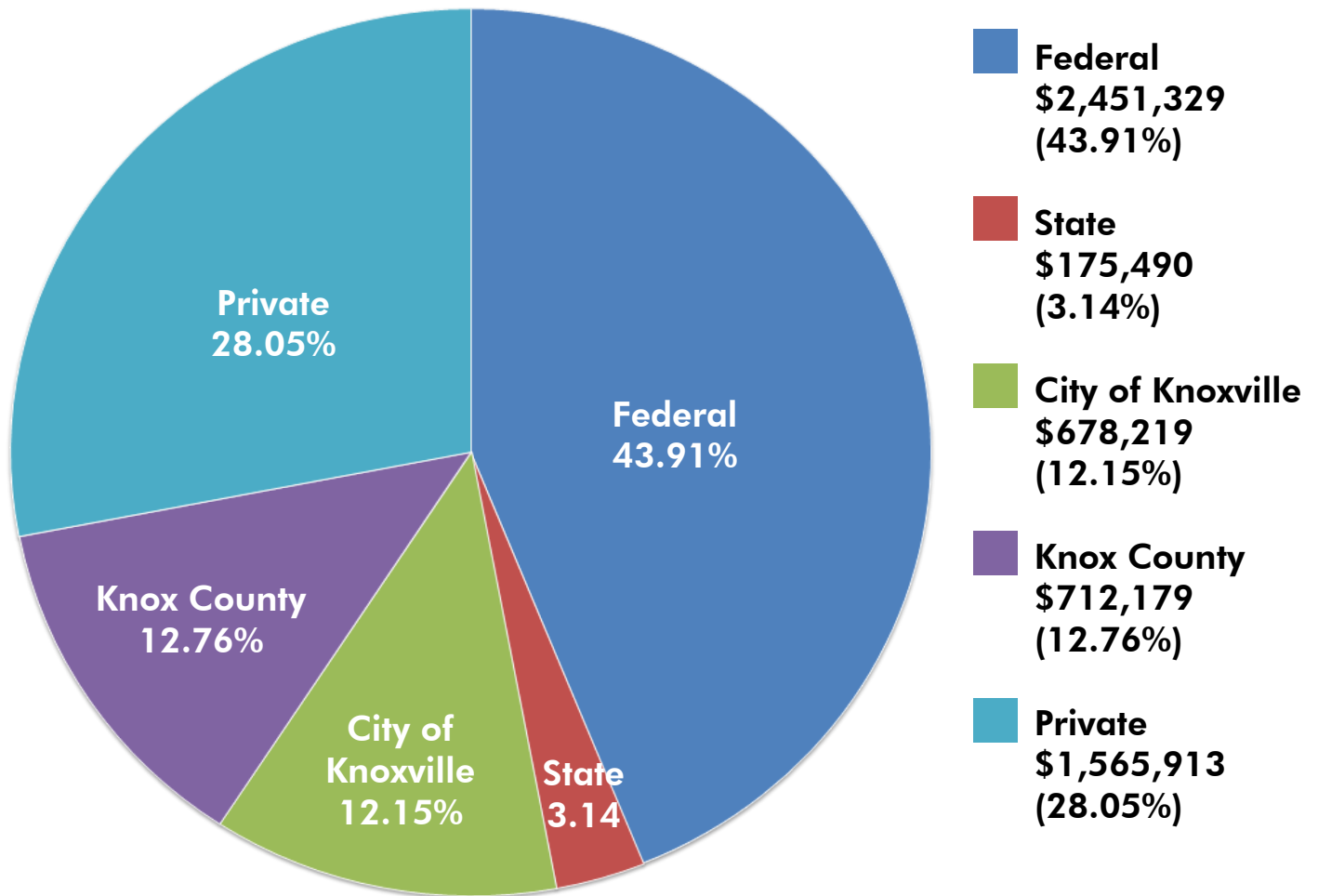
Helping People. Changing Lives.



July 1, 2017-June 30, 2018
Annual Report

2017-2018 OOA REVENUE SOURCES

TOTAL = \$5,583,130



About the cover:

Ms. Charlsie shows off her hand-made fairy garden at the "Through the Garden Gate" exhibit held at the O'Connor Senior Center in May 2018.

TABLE OF CONTENTS

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

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

The CAC Office on Aging is a public nonprofit agency that serves all seniors, regardless of life situation, but we are passionate about helping those for whom aging often presents the greatest hardship: those who are poor, in frail health, or alone.

OFFICE ON AGING CONTACT INFORMATION

This annual report is published by the Knoxville-Knox County CAC Office on Aging. It covers the year from July 1, 2017, through June 30, 2018.

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 became the new director.

Programs of the Office on Aging include

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

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

CAC Board as of June 30, 2018

Virginia S. Anagnost, Chair
 Ben Bentley
 Dr. Martha Buchanan
 Mayor Tim Burchett
 Doug Burton
 Commissioner Charles Busler
 Chris Caldwell
 Dr. Clifford Davis
 Polly Doka
 Rev. John Bluth Gill
 Gerald Green
 Rachel Honeycutt
 Buz Johnson
 Katharine Killen
 Senator Becky Massey
 Kathy Mays
 Councilwoman
 Gwen McKenzie
 Ashley Ogle
 Martha Olson
 Rebecca Parr
 Terrell Patrick
 Judy Poulson
 Avice Reed
 Mayor Madeline Rogero
 Judge John R. Rosson
 Thomas "Tank" Strickland
 Derek Tate
 Bob Thomas
 Buzz Thomas
 Ronnie Thompson
 Dr. Sandra Twardosz
 Lula Williams
 Charles Wright

 Barbara Kelly
 Executive Director

Knoxville-Knox County Council on Aging

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

The purposes of the Council on Aging are to:

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

Both individuals and agencies or organizations are eligible for membership. There are no dues or membership fees. Any person or group desiring membership can join the organization by filling out a membership form (available from the 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, 2018

Jan W. Brown, Chair
Mary Sophia Hawks, Vice Chair
Donna Ellstrom, Secretary
Laura Berry, Treasurer
Betty Berry
Sandy Booher
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.

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

- ◆ 1,770 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 service professionals

Accomplishments/Achievements for the year

- ◆ Assisted 150 Medicare beneficiaries in applying to Social Security for the Extra Help subsidy for prescription drug expenses
- ◆ Helped 235 Medicare beneficiaries apply for the Medicare Savings Program to help with Medicare co-pay expenses

Budget \$74,579.93

Major Sources of Revenue

Federal/State
Knox County
Foundations/Grants
Community Contributions

Affordable Medicine Options for Seniors Stories



Mr. S is 71 years old. When he turned 65 years old, he had enrolled in a Medigap plan G for which he now pays a premium of \$122 per month, and a prescription drug plan that now costs \$57 per month. His Medicare Part B premium is \$134 per month and is deducted from his Social Security check each month. His gross income is \$990 per month, and he has no savings or property.

Mr. S called the AMOS program for help to bring down his health care costs. The AMOS advisor reviewed Mr. S's coverage and recommended he apply for QMB which is a level of assistance in the Medicare Savings Program. All levels of the Medicare Savings Program pay 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 to help with additional expenses such as dental, vision, hearing, and transportation.

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

DAILY LIVING CENTER

Not all vulnerable adults need the services of a nursing home, but they may require services that will help them function to their fullest potential. Seniors often need a place that will help them avoid feeling isolated or lonely, and one that will help their family caregivers take some time to rest and care for themselves; some caregivers need that time to work. The Daily Living Center (DLC), a state-licensed adult day care, is critical to helping meet these needs. DLC is partially funded with federal dollars under a Social Services Block Grant (SSBG) and seeks to serve low-income Knox County residents age 60 or older, as well as Adult Protective Service clients. Transportation services are provided at no cost to the participant, and income eligibility and fee structure are established by the Tennessee Department of Human Services SSBG guidelines.

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

The Daily Living Center, located at 3900 Probus Road in North Ridge Crossing, operates from 7:45 a.m. to 4:30 p.m., Monday through Friday. Breakfast, lunch, and an afternoon snack are provided in accordance with the Child and Adult Care Food Program guidelines.

Number of people served

- ◆ 32 unduplicated individuals attended
- ◆ 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
- ◆ We have had several new partnerships with community members providing free educational, musical, and entertainment programs for the participants
- ◆ Incorporated new music therapy program
- ◆ Monthly community service projects
- ◆ Monthly "weird" science projects
- ◆ DLC had several field trips this year, including going to the movies, the Tennessee Theater, Ijams Nature Center, the TN Valley Fair, the Mayor's Picnic, and Oakes Farm in Corryton
- ◆ Once again, monitoring visits for all local, state, social services block grant, and Child and Adult Food Program resulted in perfect scores with no issues

Budget \$147,190

Major Sources of Revenue

Federal/State
Foundations/Grants
Community contributions

A Daily Living Center Story



A note from a relative caregiver:

"I am writing today to say thank you for everything you do for my uncle. If not for the Daily Living Center, I would have a very hard time finding a safe place for him to stay while I am at work.

I was nervous when I first took him to check out the Center, because I was afraid he would hate it and argue with me about it. Imagine my surprise when he made a new friend there - on his first visit!

I appreciate the staff, who take time to make sure everyone is happy and comfortable. There are a lot of activities at the DLC, and I know that takes a lot of energy and creativity to put it all together. My uncle seems happier now and he looks forward to going to the Daily Living Center. I can't tell you how much your program has helped me, my family, and especially, my uncle."

Myrna V.

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



EAST TENNESSEE 2-1-1

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. *(paraphrased from www.unitedway.org)*

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 Information & Referral Specialists for Aging/Disability (CIRS-A/D), and 3 additional CIRS-A/D at the 3-1-1 call center.

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

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.

Budget \$91,303

Major Sources of Revenue

Federal/State

United Way

Community contributions

Number of people served in East Tennessee

- ◆ 8,269 calls received
- ◆ 11,884 referrals provided
- ◆ 31,006 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 1,076 resources in the database.

An East Tennessee 2-1-1 Story

George and Ann realized that they needed help with their taxes this year but didn't know where to go for help without paying a lot of money. Both had been sick and accumulated quite a lot of medical bills and expenses. Ann thought of calling 2-1-1 and immediately she was given three of the closest sites for both VITA and AARP tax preparation. They chose the AARP site at O'Connor Senior Center because it was not too far from their home.



That next week they sat across from Grace, one of several volunteer tax preparers discussing the way that health care impacts personal income taxes. "Grace was so knowledgeable and really saved us a lot of money. I would have never known about this location if it hadn't been for 2-1-1" George said.

Ann says that now she calls 2-1-1 about twice a month with questions on office locations, agency names and new services available in the area.

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

Elder Abuse Community Outreach

Elder abuse can take many forms such as financial exploitation, neglect, physical, emotional, or sexual abuse. According to the National Council on Aging, 1 in 10 adults age 60 and older have experienced some form of elder abuse. This issue is only expected to be compounded as the country ages and no community is immune to the challenges it presents.

The City of Knoxville Police Department received a federal grant to combat elder abuse in Knoxville-Knox County. The city contracted with the Office on Aging to administer the grant's day-to-day operations; the Elder Abuse Community Outreach program was established as a vehicle for the grant. The main three focuses of the grant will be training law enforcement and victim service professionals; creating a coordinated community response to remove barriers for older victims; and direct services for older victims of abuse.

Collaboration is a major theme of the grant. The program partners with Adult Protective Services; Helen Ross McNabb Center; Knox County District Attorney General's Office; Knox County Sheriff's Office; Knoxville Family Justice Center; and Knoxville Police Department to harness the expertise needed to combat this issue. Representatives from these agencies will provide training to law enforcement officers and victim service providers, participate in the Elder Abuse Coordinated Community Response, and advocate on behalf of grant objectives.

The program kicked off in August 2016 when 100 participants learned more about elder abuse and what the grant was working to accomplish. Before the end of the year, training for law enforcement and others; monthly coordinated community response meetings; and community education were all occurring.

Accomplishments

- ◆ Hosted a statewide CCR tour to discuss a new model for serving older victims
- ◆ Trained 800 law enforcement professionals from the Knoxville Police Department and the Knox County Sheriff's Office, 100+ advanced investigators, and 3 judges
- ◆ Received a grant to secure case management for victims of crime
- ◆ Three Victim Service Trainings were offered in Knoxville with 75 participants being trained in the 8-hour curriculum
- ◆ Hosted a presentation at the June 2018 Council on Aging meeting to recognize Elder Abuse Awareness Day

Budget \$87,440

Major Sources of Revenue
Local Government Contract

An Elder Abuse Community Outreach Story



Feedback from a law enforcement officer:

"I've been on the force for a number of years now and I have attended many training events. You shared lot of good information at the Elder Abuse training. Some of the information I already knew, but your curriculum helped me focus on how to spot the signs of elder abuse. The training day was well-organized and thorough. I would recommend it to anyone in the field of law enforcement."

Officer J



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

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



Foster Grandparents Are:

Persons age 55 and over who volunteer between 15 to 40 hours a week as loving and experienced tutors and mentors to children and youth who have special needs.



103 Foster Grandparent
Volunteers



73,872 hours of service
provided



510 at-risk children
served

97%

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

Children We Serve:

Children we serve come from economically disadvantaged homes or have special or exceptional needs, including: developmental disabilities, physical disabilities, emotional disorders, learning disabilities, significant health impairments, or literacy needs.

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 \$438,143

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



The following note came from a school principal:

"Granny D helped one of our new teachers and transformed that classroom. She was an asset in working with our at-risk children, for whom there just wasn't enough time in a day for a teacher to work with individually. When we had our end of the year awards ceremony, kids were crying - not because it was the end of the school year, but because they had to say good bye to Granny D. Not only do our Foster Grandparents impact our children, they impact our entire school. At our school, we have a special honor to recognize a staff member that goes above and beyond. One month, Granny D was our staff member of the month. This goes to prove that our Foster Grandparents show just as much dedication and passion for the success of our children as staff members. I am so blessed to have this program in our school. I can't imagine our classrooms without our Foster Grandparents."

From a station supervisor at Fair Garden:

"I was looking for Granny one day and she was on the floor with the kids - I can't even get on the floor. But that's what our Foster Grandparents do - they work with kids on their level. Our Foster Grandparents are trained so well. The one-on-one love and support they give the kids makes world of a difference."

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

GRANDPARENTS AS PARENTS PROGRAM



Grandparents as Parents (GAP) addresses the unique needs of grandparents and other relative caregivers raising children whose parents are unable to care for them. Facilitating day and evening support group meetings, assisting in the formation of short and long term Grandfamily goals, and providing referral services are some of the tools utilized by

GAP to support this increasing population. Divorce, domestic violence, incarceration, illness, abandonment or the death of a parent thrusts grandparents into a new role of parenting the next generation at a time when they were looking toward retirement. In addition, the opioid epidemic currently ravaging our communities and destroying families is creating a tremendous increase in the number of children being raised by grandparents and other relatives. Grandparents as Parents is a free program with no income 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

- ◆ 285 active GAP families (750+ children)
- ◆ 75 new families enrolled
- ◆ 36% increase in enrollment from last year
- ◆ 410 units of services provided to GAP families
- ◆ 168 unduplicated GAP families served (313 children)
- ◆ 56% of surveyed GAP members reported substance abuse as the primary reason for their care giving role

Accomplishments/Achievements for the year

- ◆ 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 Services
- ◆ Active educational support group
- ◆ Received a Knoxville Bar Foundation Grant
- ◆ Received a grant from Mynatt Funeral Home to provide grief support classes
- ◆ Continued evening support group meetings with First Baptist Church
- ◆ Monthly GAP newsletters to provide information about GAP events, community resources, and educational opportunities
- ◆ Reinstated to the Brookdale Foundation Group's Relatives As Parents Program (RAPP)
- ◆ GAP families participated in the Tennessee Tree Project
- ◆ Distributed approximately 1,700 GAP Guidebooks to individuals, agencies, and churches

Budget \$69,480
Major Sources of Revenue
Federal/State
Foundations/Grants
Community contributions

A Grandparents As Parents Story

Experience tells us that most grandfamilies are headed by a grandmother. From time to time though, a grandfather will find himself raising grandchildren alone. GAP has been working with a grandfather with 3 grandchildren, ages 12 and under. When the family first enrolled with GAP, the grandmother and grandfather were raising the children together. Unfortunately, during the last year, the grandmother's health has been poor and she is currently living in a nursing home to receive daily care. Mr. Long, the grandfather, visits his wife daily after getting the children to school.

Mr. Long called to let us know that his wife was in the nursing home and that the family was struggling financially. The family's immediate need was additional food to make it to the end of the month. GAP referred Mr. Long to the OOA SNAP Coordinator to check his SNAP benefits and GAP provided Mr. Long with information on several food pantries near his home. GAP also contacted the Knox County Schools to coordinate services for the children.

The youngest grandchild was using a borrowed car seat that was too small. GAP worked with the Knoxville Police Department to locate a size-appropriate safety seat. Knoxville Police Department officers that specialize in how to properly buckle a car seat provided their expertise at a monthly safety seat check point.

Over the last few months the grandmother's health continued to deteriorate. Mr. Long needed legal assistance with custody arrangements for the grandchildren in the event the grandmother died. GAP was able to locate an attorney through Legal Aid of East Tennessee to provide Mr. and Mrs. Long with legal assistance.

GAP is committed to continuing to assist grandfamilies and relative caregivers with their often difficult journeys of raising their grandchildren.



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

JOHN T. O'CONNOR SENIOR CENTER

The John T. O'Connor Senior Center, located just off Hall of Fame Drive in Caswell Park, is the focal point in all of the City of Knoxville and Knox County 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. Hours of operation for the Center is Monday through Friday from 8:30 a.m. until 4:30 p.m., with evening and weekend hours for Friday and Saturday night dances and other special events.

Lunch is available Monday through Friday, from 11:00 a.m. until 12:30 p.m. on a first-come, first-served basis. The Center is also an official voting site as well as a site for commodity distribution. It is also a certified AARP Tax Preparation site providing free tax aide to seniors in the area.

Services

Programming at the O'Connor Center falls into five categories: Education, Recreation, Physical Fitness, Health Education, and Health Screening. A total of almost 4,000 classes/activities were held at the Center during the last fiscal year, and in addition to these events, the Center also hosted more than 200 community events, including Parks and Recreation softball meetings, umpire training, City of Knoxville Retiree Benefits Training, etc.

Number of People Served

Almost 2,000 individuals participated in classes and/or activities at the Center during the past fiscal year resulting in a combined total of almost 80,000 units of service having been provided. Because the Center is a volunteer-driven organization, more than 11,000 hours of volunteer service were provided by the more than 200 volunteers who lend support on a regular basis to the Center's program of work.

Accomplishments/Achievements for the Year

- ◆ More than 80 seniors participated in the Singing Seniors program and more than 40 seniors participated in the O'Connor Geezer Band program; both groups performed throughout the community.
- ◆ The Silver Stage Players, performed "Somewhere. . . Wonderful" written and directed by Jeanette Stevens.
- ◆ The Fall Prevention Awareness Month Kickoff and the Fall Festival of Healthcare Health Fair was well attended.

(continued on next page)

Budget \$350,673

Major Sources of Revenue

Federal/State
Knox County
City of Knoxville
Foundations/Grants
Community contributions
Program income

- ◆ 100 seniors participated in the Seniors for Creative Learning partnership program with UT's Department of Personal and Professional Development
- ◆ O'Connor Golf Classic and Pancake Fest were successful fundraisers

O'Connor Senior Center Stories

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 come to the O'Connor Center because

- ... *I don't want to sit home alone all day*
- ... *it's where I play bridge*
- ... *it keeps my mind and body active*
- ... *I like to be involved in the exercise classes*
- ... *it's a place where there are opportunities for keeping our minds and bodies active and to learn new skills*
- ... *the O'Connor Center is a wonderful place for folks to get together*
- ... *it's a place to meet new people and to take advantage of many learning opportunities*
- ... *I can exercise here*
- ... *I can eat lunch and have somebody to talk to*
- ... *it gets me out of my little apartment and I don't have to look at four walls*
- ... *I can eat here and I don't have to cook*
- ... *it's clean and I like the plants*
- ... *I like to line dance*
- ... *I have somebody to talk to*
- ... *I enjoy meeting new people*
- ... *I can get my toenails cut*
- ... *I like Nurse Claudia*
- ... *I enjoy all the computer classes*



According to the National Council on Aging, research shows that older adults who participate in senior center programs experience measurable improvements in their physical, social, spiritual, emotional, mental and economic well-being.

* 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 knowing 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, allowing in 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 arranges the services and screens the vendors. Members are still responsible for paying for services they hire.

Number of People Served

302 households totaling 390 individual members.
45 lower-income households were eligible for a subsidy.

Services

From July 2017 to June 2018, One Call responded to the following 430 requests:

- ◆ Transportation: 4 requests
- ◆ Housekeeping: 8 requests
- ◆ Home Repair & Maintenance: 354 requests
- ◆ Lawn Care & Landscaping: 36 requests
- ◆ Appliance repair: 22 requests
- ◆ Car Maintenance: 1 request
- ◆ Miscellaneous services: 5 requests

Accomplishments/Achievements for the year

- ◆ Staff continued to attend events to increase public awareness of the program and to increase membership.
- ◆ Program staff continues 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 \$9,884

Major Sources of Revenue
Foundations/Grants
Community contributions
Membership Fees

A One Call Club Story



Mr. & Mrs. S, long-time members of the One Call Club, recently had some medical changes which were causing them difficulty in remaining in their home. They had considered moving to assisted living after Mrs. S suffered a stroke, but hated the thought of leaving a home they had enjoyed for more than 40 years.

After contacting the One Call Club, it was decided that estimates from multiple vendors skilled in the aging-in-place process would be the best course of action to take. They were in need of options for a safety ramp at the entrance to their home, a chair lift to access the second floor and bathroom modifications that included grab bars and a walk-in tub.

One Call Club was able to arrange for qualified vendors to meet with Mr. & Mrs. S and discuss needed upgrades, cost of work and time frame for work to be completed. One Call Club staff remained in contact with the members throughout the construction stages to ensure satisfaction with the work.

Mr. & Mrs. S are very grateful they can enjoy several more years in their safely updated and now senior-friendly home thanks to the hard work of the One Call Club and the Service Providers that take care of our members.

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



PROJECT LIVE

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

Services provided include **case management**, which includes an assessment to determine an individual's needs and the assignment of a care manager for those who need help to access community resources, services, and support in their homes, and **supportive services**, performed largely by volunteers who perform minor home repairs, cleaning, and lawn care, as well as home safety assessments and installation of safety devices. Project LIVE also manages **Knox PAWS** (Placing Animals With Seniors), which helps low-income seniors find suitable pets. See page 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: 19,290 hours
- ◆ Volunteer Services (home repairs, chores, nursing student visits): 7,796 hours
- ◆ Visiting: 3,086 home visits

Number of people served

- ◆ 1,736 households served

Accomplishments/Achievements for the year:

- ◆ Project LIVE staff and case management project provided case management services to more than 594 seniors and persons with disabilities in our community.
- ◆ 625 volunteers provided more than 7,796 hours of free services to Project LIVE clients.
- ◆ 47 seniors who were experiencing homelessness were re-housed.

Budget \$234,309
Major Sources of Revenue
Federal/State
Knox County
City of Knoxville
Foundations/Grants
Community contributions

A Project LIVE Story



A story from a Project LIVE volunteer:

"I got a call from the volunteer coordinator asking if I could help out on a yard-work project for an elderly woman, Ms. B, who needed some work done around her house. I didn't have any plans that weekend, so I agreed to volunteer.

The volunteer crew, a youth group from a nearby church, and I removed some limbs and sticks that had fallen in her yard, mowed the grass, trimmed her hedges, and swept off her porch and sidewalk. She remarked that she hadn't swept the porch in a while because the stairs scared her. She has to enter house from the backdoor; her front steps are too tricky to manage. She said that three months ago she almost fell, and she hasn't been down the steps since then.

I called the volunteer coordinator and told her that Ms. B needed a ramp to help her get up the steps and into her home safely. A local church provided the materials, and a week later we constructed the ramp for Ms. B. It felt good to help someone who really needed it. I am glad I got the call, because keeping seniors safe is something I care about."

Mr. P

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



The Retired & Senior Volunteer Program

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



330 RSVP Volunteers



**26,100 hours of
service provided**



**30+ nonprofit
agencies supported**

\$644,404*

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

*Value estimate is from the research of
Independent Sector.
www.independentsector.org

RSVP Volunteers help meet community needs in Knox AND Blount County:

RSVP volunteers have a wide array of volunteer opportunities to choose from based on their personal interest and experience. RSVP volunteers deliver hot and nutritious noon-time meals to frail and homebound seniors, provide transportation and escort individuals with disabilities to doctor appointments and grocery shopping, lead health education workshops on managing chronic conditions, provide safety checks and routine visits to vulnerable seniors, distribute information on health care insurance and healthcare access, and participate in community-based activities that serve homeless veterans.

In 2017, the RSVP expansion into Blount County included a partnership with the SMiles Program. Through RSVP recruitment and support, an additional 78 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-recreational activities.

Budget \$100,058

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

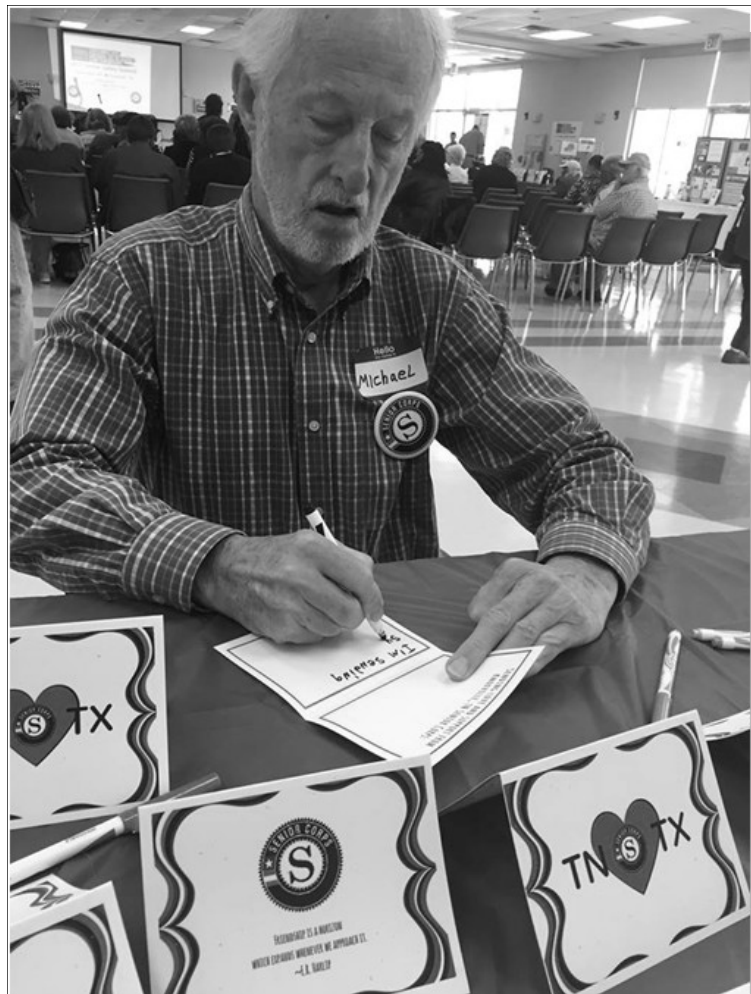
An RSVP Story

On September 8, 2017, the Senior Corps - Retired and Senior Volunteer Program (RSVP) hosted the 4th annual Senior Safety Summit. Over 175 Senior Corps volunteers gathered to learn about emergency preparedness for seniors, responding to illness and epidemics, establishing safe living spaces, public transportation safety, creating a dementia aware community, and tips on local emergency management.

Safety awareness services not only support the RSVP volunteers in their personal lives but also support their volunteer efforts throughout Knox county. In a special tribute to help the Texas Senior Corps volunteers affected by Hurricane Harvey, Knox Senior Corps, including the RSVP volunteer Michael Betz (pictured), assisted in writing 150 cards of support and encouragement.

Partners from Alzheimer's Association, Alzheimer's Tennessee, Inc, Knoxville-Knox County CAC Office on Aging, City of Knoxville Fire Department, City of Knoxville Police Department, Senior Information and Referral, Volunteer Assisted Transportation, United Way, and the Cancer Support Foundation hosted information booths during the summit to provide one-on-one support.

The Retired and Senior Volunteer Program annually hosts events on national days of service to promote volunteerism, increase collaborative community efforts, and emphasize senior centered learning opportunities.



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



Senior Information & Referral

A call to Senior Information & Referral (SIR) will help seniors in Knoxville and Knox County get their questions answered. They will be listened to and linked to the services they need with as little confusion as possible. Seniors, persons with disabilities, civic groups, social service agencies, church groups, and families or caregivers of older residents of Knoxville and Knox County are welcome to call for assistance. Our Alliance of Information & Referral Systems (AIRS) certified Information & Referral Specialists for Aging/Disability (CIRS-A/D) are available to provide referrals to the vast network of services available including health, employment, housing, transportation, legal services, recreation, support groups, emergency assistance, in-home services, minor home repairs 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 run senior centers. SIR is proud to offer many avenues of access; allowing staff to offer personal assistance to seniors throughout Knox County.

In addition to I & R, SIR oversees East Tennessee 2-1-1 (see page 7), the One Call Club (page 17), and Computers for Homebound and Isolated Seniors (CHIPS). 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

4,742	contacts
2,626	unduplicated individuals
7,864	units of information and referrals provided, including follow-up calls

Accomplishments/Achievements for the year

- ◆ Held the 17th annual John J. Duncan Sr. Award for Senior Advocacy at Hunter Valley Farm. This is Senior Information & Referral's annual fundraiser honoring both a Professional and Community Member who have been instrumental in advocating and protecting the Seniors of our community.
- ◆ All staff members maintained their status as AIRS Certified Information and Referral Resource Specialists for Aging & Disability (CIRS-A/D).
- ◆ SIR developed an Outreach Program designed to provide individual assistance throughout the community. SIR staff regularly visit the six Knox County run Senior Centers providing answers and assistance for a variety of needs.
- ◆ SIR continues to seek out partnerships to support ongoing efforts to expand services and reduce program costs.

Budget \$45,307
Major Sources of Revenue
Federal/State
Knox County
City of Knoxville
United Way
Foundations/Grants
Community contributions

A Senior Information & Referral Story

Ms. K contacted SIR after being referred by her local Senior Center. She needed to discuss her 85 year-old mother who had been living with a family member and was suddenly told she would need to find a new place to live - ASAP. Ms. K was willing to take her in, but was unsure what, if any resources were available to help her and was concerned over some legal matters regarding her mother's property. SIR was able to provide information on community resources that could assist her mother, including food assistance, transportation and home health care. SIR was also able to put Ms. K in contact with an attorney who was able to ease her mind regarding the potential property issues. Ms. K said it helped her peace of mind being able to talk with SIR. She felt like "she had a real ally" she could call if she ever needed assistance again.



Mrs. N is an 81 year-old widow who lives alone but is socially active. She asked at the senior center if there was anyone she could talk to about housing. They put her in contact with SIR staff, who met her at her local senior center. During their discussion, Mrs. N felt comfortable to divulge the reason she is wanting to move is because she believes she has the beginnings of dementia and is worried about what might happen to her if she continues to live alone - a fact she had not shared with her family and friends. Mrs. N was able to tell her story and voice her concerns without fear of judgment. SIR staff was able to openly discuss with Mrs. N her options and give her resources that would be helpful as she decides what course of action to take. At the end of their meeting Mrs. N said she "did not know what to expect when she sat down with SIR, but was so delighted she had." She was relieved to be able to tell someone what was weighing on her mind, and to receive support and options - as opposed to being treated like a "crazy person or a child," as she felt would be the case had she first spoken to family members.

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



SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)

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

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

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

SCSEP participants must be

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

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

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

Number of people served

- ♦ 76 participants—older women and men—were assigned to a wide range of training programs in Knox County
- ♦ 13 participants were placed in unsubsidized jobs
- ♦ 81 participants completed Digital Tablet Training Classes

Accomplishments/Achievements for the year

- ♦ Assisted 72 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 \$466,110

Major Sources of Revenue

U.S. Dept of Labor Employment
& Training Administration

Knoxville-Knox County
Community Action Committee

A Senior Community Service Employment Story

A letter from Mrs. B:

"I have always had a desire to do clerical work. My early retirement, due to my husband's death, presented an opportunity for me to go back to school and take some business courses.

While at the grocery store one day, I ran into an old friend that was working with SCSEP. She told me about the program and suggested that I apply. After approval, I was placed at the local library as a desk clerk. I was finally doing the work I dreamed about! After training in different capacities, I was hired as a permanent employee. I worked for another 18 years and retired again! Thank you, SCSEP, for helping me to fulfill my dream!"

~ Mrs. B



A note from Mr. T:

"Thank You, SCSEP Staff! It's with mixed emotions that I write to you today. I am grateful that my Host Agency has hired me as a permanent employee. My training through your program is the reason for this new adventure in my life. I am thankful for having had the opportunity to be a participant in such a great program! Your help will always be remembered and appreciated."

~ Mr. T

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



Senior Companions Are:

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



79 Senior Companion
Volunteers



67,308 hours of
service provided



302 frail seniors
served

96%

of individuals served by
Senior Companions remained
independent in their homes and
avoided unnecessary and/or
premature institutionalization

Senior We Serve:

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

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

Budget \$415,259

Major Sources of Revenue

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

Senior Companion Program Stories

The following stories were received from volunteer station staff and shared with SCP Advisory Council Members:

Senior Companions: Reliable Visitors

"Senior Companion Nancy went to see her client Ms. B last Thursday. Ms. B did not come to the door, and was not answering the phone. The companion went to the apartment manager and convinced her to open the door to do a wellness check. Turns out that Ms. B sat down in her electric recliner and could not get the chair back up, and consequently could not get out of the chair. When the companion got there, Ms. B had been stuck in that chair for almost 16 hours. The one thing that gave Ms. B hope was knowing that her companion was coming and someone would find her. Luckily, Ms. B is fine. The companion got her cleaned up, got her breakfast, and got her rehydrated."



Senior Companions: Support for the Whole Family

"I received a call from Senior Companion Beverly today that one of her clients, Mrs. J, passed away over the Holidays. She was in tears and had to stop several times as she was talking with me. She asked if we could please allow her to continue her assignment with the family to see the husband, Mr. J, and help him as he mourns his wife. Mr. J has a daughter who works full time and can't be there for him. She was so worried about her father and begged the companion to continue her role, especially since her father is homebound and does not have many visitors.

If it were not for Beverly, I wonder who would help Mr. J through the grieving process.

After spending time with family and friends, this was a somber reminder that our companions make such an impact on not just individual lives, but for the family unit as a whole. Thankful for our compassionate volunteers!"

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

SENIOR 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

- ◆ 932 job-seekers were served
- ◆ 96 people attended Seniors Seeking Employment workshops
- ◆ 208 additional people received job counseling and referrals
- ◆ 81 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

Notes from satisfied clients:

"Thanks again for your help today. I have been out of work for a while and I really needed the encouragement you gave me! I will keep you informed of my progress."

Mr. K

"Got a job today! Just wanted to say thank you for your time and patience while helping me update my resume. Keep up the great work you are doing for our community."

Ms. D



"Thanks so much for a great event on Wednesday and it was such a pleasure to meet you in person!"

Mr. Z

Quotes from satisfied employers:

"Thank you for sending Caroline our way! She is an excellent co-worker."

Mr. N

"Thank you for hosting and inviting us to the Fall Job Fair. We have several interviews scheduled with folks we met there. Please keep us in mind for upcoming events!"

Ms. P

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

Supplemental Nutrition Assistance Program (SNAP)



The Supplemental Nutrition Assistance Program provides extra money for low-income individuals and households to buy nutritious food needed for good health. With SNAP benefits, food can be purchased from most grocery stores and other retailers that sell food. The SNAP card can also be used at designated Farmer's Markets in Knoxville, Morristown, Chattanooga and Johnson City to purchase fresh fruits and vegetables, and fruit or vegetable-bearing plants to grow in your own garden.

The SNAP Outreach program educates adults over age 60 about how easy it is to apply for SNAP, dispels misconceptions they have about the program, and helps them through the application process. The only way to find out if you are eligible for SNAP is to apply.

Tennessee ranks 4th in the nation in senior hunger, with about 150,000 older Tennesseans living in a state of food insecurity. Many seniors who are eligible for SNAP benefits today are not receiving them. This includes 67% of struggling aging adults age 60 and above. This means that millions of seniors today are suffering from the debilitating effects of hunger and poor nutrition, despite the fact that most have paid taxes to support the program for years.



Number of People Served in East Tennessee

- ◆ 1150 applications secured for SNAP
- ◆ 997 seniors enrolled in SNAP
- ◆ 4,000 in public education information, health fairs, table events for SNAP presentations, job fairs, one-on-one direct service, USDA Commodities, cultural food festivals, Latino Task Force, Farmer's Markets, grocery stores, Humana, support groups, UT Extension, 5 Points Up, Compassion Coalition, KUB, and Legal Aid of East Tennessee

Budget \$33,389
Major Sources
of Revenue
Foundations /Grants
Community
Contributions

A Supplemental Nutrition Assistance Program (SNAP) Story

An email to the SNAP coordinator from a SNAP recipient:

"Alice, we met at the South Knoxville Senior Center in February. Your presentation was very well received. I have been without adequate food for a while. You encouraged me to file for SNAP benefits even though I did not think I would possibly qualify. All the questions you asked me about my medical expenses, medical insurance, doctor bills, past hospital bills, over the counter medications, eyeglasses, medical equipment not covered by insurance, security adult disposable wear, vitamins, transportation for medical treatments, along with other expenses had not occurred to me that this is why I could not get food expenses covered with my SSA income.



I applied with you for SNAP and was approved for \$16. I have used my SNAP EBT card at the Winter Farmers Market with the doubling option for fresh fruits and vegetables. This has been a tremendous treat for my palate and my wallet. I look forward to the Farmers Market at New Harvest Park. The information you gave about SNAP is a blessing.

Since I have been using \$10 of my \$16 monthly benefit at the Winter Market, I find it refreshing to get all of the fresh fruits and vegetables I want. I have even been able to freeze some of my favorites for future meals. I have told all my friends about the SNAP program and gave them your name and number. Thanks for your help in receiving these benefits."

Ms. L

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



SENIOR NUTRITION PROGRAM

Mobile Meals and Congregate Meals Program

OUR MISSION: We strive to bring food and hope to homebound Knox County seniors by providing nutritious meals and critical daily interaction, delivered to their homes or in group dining locations.

WHO WE SERVE: Seniors over the age of 60 in Knox County 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.

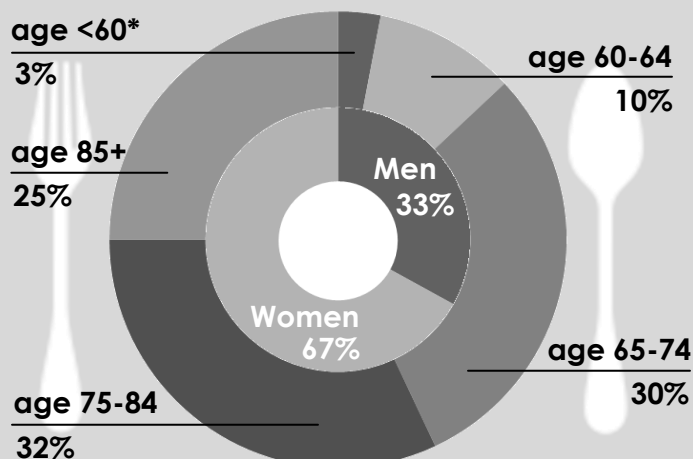
CONGREGATE MEALS

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.

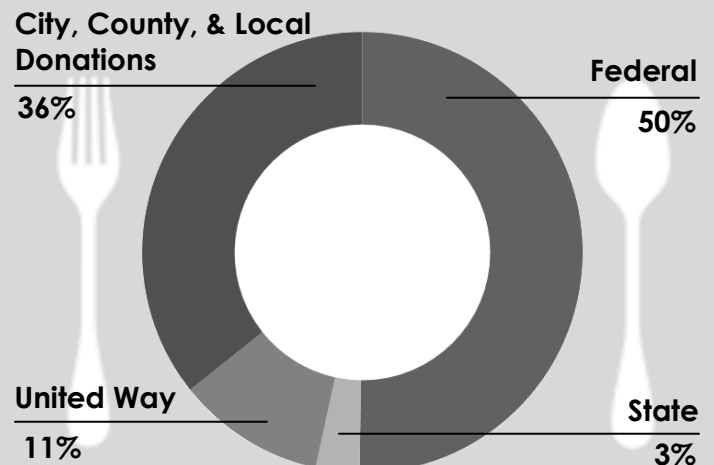
MOBILE MEALS VOLUNTEERS ARE ESSENTIAL

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.

WHO WE SERVE



2017-2018 BUDGET FUNDING



* We serve disabled individuals under 60 living in the home of a qualified Mobile Meals clients.

"My mother received Mobile Meals several years ago during her illness and I always tell people that I appreciated the daily welfare checks more than the meals. She enjoyed seeing the volunteers and they would always call me if there were any concerns. It is a valuable resource that many people just don't think about."

- Edie



MORE THAN JUST A MEAL:

100% of our clients say that the Mobile Meals program has helped them stay in their home and live independently | **92%** say that their health has improved by receiving five balanced meals per week | **98%** state that they are eating a better variety of food because of Mobile Meals | **100%** feel happier or better when a Mobile Meals volunteer brings them a meal | **99%** feel increased social support having a nutritious meal delivered by a volunteer to their home

2017-2018 ACCOMPLISHMENTS

- First Meals on Wheels program in the nation to become Eat REAL® certified
- Hosted 17 elected government officials during the March for Meals awareness campaign
- No waiting list for the Home Delivered program
- Mobilized and trained student volunteers through relationships with college and university programs, including:

University of Tennessee

College of Nursing
Chancellor's Honors Program
Ignite Services
Haslam College of Business GLS
Management Society
Dietetic Interns
Professional Business Fraternities

Pellissippi State

College of Nursing
Johnson University
College of Nursing
Wesleyan College
College of Nursing
Tennessee Promise

This year

we were aided with

48,532

hours of volunteer help

Packed

14,485

emergency and holiday shelf stable meals

Provided

12,353

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

Distributed over

1,305

holiday gifts

Served

451

meals on Thanksgiving and

464

meals on Christmas Day

Trained

794

new volunteers

Served

893

Mobile Meals clients and

286

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 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.

A CARING PLATE STORY

"There is not really enough room on this survey to tell you how wonderful this program is for my family and me. I wish I had known about this at the beginning of my diagnosis and treatment. The Caring Plate has literally kept us fed physically when I just didn't have the money or energy to do it and emotionally, because there were people actually caring and checking on us. I just love my regular delivery people. They've become a part of my family."

-Amy

OUR PARTNERS INCLUDE

East Tennessee Children's Hospital

Provision Center for Proton Therapy

Brig Center for Cancer Care

Tennessee Cancer Specialists

UT Medical Center

Knoxville Comprehensive Breast Center

This year we...

Delivered **9,889** meals and **3,325** supplements.

Were aided by **15** volunteers, as well as countless Mobile Meals volunteers.

Served **105** cancer patients and **76** family members.

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

FEED-A-PET

In April 2000, a needs assessment determined that many of our seniors receiving home-delivered meals could not afford nor had the means to get appropriate food for their companion pets. A Feed-A-Pet application was provided to 850 Mobile Meals recipients and 105 requested the pet food service. The Knoxville-Knox County Office on Aging partnered with the University of Tennessee 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 77 households caring for 130 pets
- ◆ The University of Tennessee School of Veterinary Medicine received a grant through Hill's Science Diet pet food to provide pet food for 105 of our pets. The other 25 pets received pet food through community donations and delivered by community volunteers
- ◆ Approximately 62 volunteers served with the Feed A Pet program
- ◆ Volunteer hours are approximately 900. This includes all University of Tennessee School of Veterinary Medicine volunteers and community volunteers
- ◆ Approximately 60 pets have received veterinary services and/or grooming care

Major Sources of Revenue

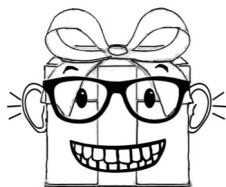
Foundations/Grants
Community contributions

A Feed-A-Pet Story



Ms. Nina's best friend is her furry companion, Bubby. Nina had trouble affording Bubby's cat food each month due to living on a strict fixed income. Nina contacted the Feed-A-Pet program for assistance. The program not only was able to help with the delivery of cat food each month but was also able to help get Bubby neutered, up to date on vaccinations, and supply Nina with flea prevention medication for Bubby. Ms. Nina expressed that she is very thankful for the Feed-A-Pet program because it allows for Bubby to eat healthy each month and for her to not have to worry about affording cat food for her sweet fur baby!

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



GIFT OF SIGHT, HEARING & DENTURES

If you are reading this report, you are lucky. It means you have good eye sight, or at least a good pair of glasses. You likely heard your alarm go off this morning, and can listen to the news on the radio or TV without issue. When making your breakfast today you had no problem biting into your food, and would gladly converse with others or take a photo without worrying about the state of your teeth.

Many of our seniors in Knox County are not so lucky. The diminishment of eye sight, hearing, or the loss of teeth negatively affects seniors' physical and emotional health. These losses cause many seniors to become withdrawn and isolated, leading to depression and other emotional health problems. It is also a safety risk when they cannot see who is at the door, cannot hear a smoke alarm going off, or cannot chew well enough to eat a balanced diet. Yet many seniors cannot afford the cost of eyeglasses, hearing aids or dentures and the professional examinations that are necessary to ensure these devices are right for them. Many insurance plans for seniors do not offer coverage for these services. Those that do often require co-pays that many seniors cannot afford on a fixed income.

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 age 50 or 60, depending on the funding source. GOSH-D works with local optometrists, audiologists and dentists who are willing to offer services at a discounted price. Special grants, donations and partnerships are also sought out by GOSH-D to help supplement and serve the most seniors possible.

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

Gift of Dentures has been partnering with the Volunteer Ministry Center and Remote Area Medical to assist those who qualify for dental and denture needs. We are also in negotiations with other local funding partners to find additional assistance.

Budget \$680

Major Sources of Revenue
Foundations/Grants
Community contributions

Gift of Hearing has begun a partnership 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. It also continues to work with local audiologists to assist those who are age 50 -64 through the traditional loan program offered by GOSH-D.

Number of People Served

155 persons received assistance from the Gift of Sight, Hearing & Denture Program

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:

- ◆ 10 seniors received pets
- ◆ 33 seniors and their pets are currently receiving support through the Knox PAWS program including veterinary and grooming services
- ◆ 13 volunteers served with Knox PAWS
- ◆ 162 volunteer hours

Budget \$8,697

Major Sources of Revenue

Foundations/Grants
Community contributions

Accomplishments/Achievements for the year:

- ◆ Seniors receiving pets reaped untold health rewards
- ◆ 7 older pets found loving homes instead of being euthanized as "unadoptable"
- ◆ The program held its eighth annual PAWS Among The Blooms fundraiser at Stanley's Greenhouse
- ◆ Knox PAWS was chosen as the May recipient for the Three Rivers Co-op "Nourishing Change" program which raised over \$7,000

A KNOX PAWS STORY

Mr. D had a long-time PAWS dog who passed away from cancer last spring. He started to feel very lonely. After some time, he decided to open his home and heart again to a new furry companion. Gunner, a senior beagle mix, was found as a stray in Mascot, TN and needed a comfy couch to sleep on and a human to give him lots of love and attention. The two hit it off immediately and were a perfect match! After assisting with adoption, Knox PAWS was also able to help Mr. D afford Gunner's flea and heart worm prevention medicine, grooming, and allergy shots. Gunner is adjusting well to the simple life. Mr. D said that Gunner is the perfect companion and he enjoys his company so much. They like to sit on the porch together and watch the cars go by and chat with neighbors.



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



Connecting Hearts

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

WHO WE ARE

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

OUR VOLUNTEERS

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

This year we

Collected
2,380
pounds of food delivered to
30

Connecting Hearts and
Mobile Meals clients.

Matched
34
volunteers to
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
70
unduplicated clients.
Provided
4,544
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 the Medicaid Waiver 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.

Older adult falls result in more than \$29 billion in annual Medicare costs.

Number of people served:

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

A PHILIPS LIFELINE STORY

Budget \$10,827

**Major Sources of
Revenue
Fees for service**



Mr. V realized his mother needed extra support after a fall at her home landed her in the emergency room. She wasn't badly injured; it could have been worse. She told him that it scared her more than anything. That's when he made a phone call to his area agency on aging to find out what services are available to keep his mother safe and give her some peace of mind. He learned that a few minor home modifications could help.

Mr. V installed grab bars in her bathroom and had a small ramp built so she wouldn't have to navigate the old wooden stairs on her porch. He got her connected with Philips Lifeline's HomeSafe program which provides a pendant worn around the neck that can alert help with the push of a button. His mother told him that she hopes she never has to use it, but she feels much safer knowing that she could get help in an emergency.

OOA ADMINISTRATION, COMMUNICATIONS AND EVENTS

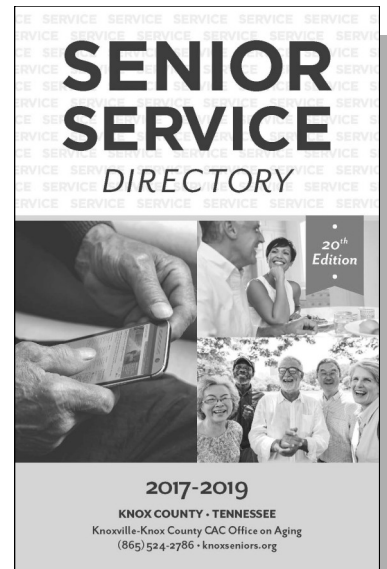
OOA ADMIN, COMMUNICATIONS & EVENTS

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 2017, the Office on Aging hosted the 33rd *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 2017, the keynote speaker, Medical Director of the Pat Summitt Clinic in Knoxville, TN, Dr. Roberto Fernandez, presented *How to Keep a Healthy Brain as You Age...& What to do if You Don't*. Eight workshops were offered in three sessions throughout the day. Participants chose to attend one workshop per session. The 2017 conference, held at Rothchild Conference Center, was a wonderful event with over 400 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 20th edition of the directory published in February 2017. The directory is distributed free of charge. The 20th 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 e-mail notification for the online version of the newsletter.
- **Weekly Update** provides news about the Office on Aging and the O'Connor Senior Center schedule of activities in the *Sunday Knoxville News Sentinel*.
- **Facebook** offers a speedy and informal way to communicate information about day-to-day events and happenings at the Office on Aging and its programs. To find us, go to www.facebook.com/knox.OOA and like our page!
- **Twitter** offers quick updates and statistics about Office on Aging events and issues concerning seniors. Follow us at www.twitter.com/KnoxOOA
- **Instagram** offers a fun, creative way to document Office on Aging Events as well as promote upcoming events. Follow us at www.instagram.com/knoxooa.
- **The OOA Blog** offers bi-monthly insights into topics of interest to seniors and their caregivers. Read the blog at www.knoxseniors.org.



OFFICE ON AGING STAFF

Office on Aging

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

Affordable Medicine

Options for Seniors

Peggy Ransom, Manager

Daily Living Center

Wendy Badgley, Coordinator
Sandy Hicks

Elder Abuse Community Outreach

Joseph Winberry, Manager

Foster Grandparents Program

Gina Whitfield, Coordinator

Grandparents as Parents Program

Tracy Van de Vate, Manager

Project LIVE

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

O'Connor Senior Center

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

Retired & Senior Volunteer Program

Eden Slater, Coordinator
Brooke Whitehead

Senior Community Service Employment Program & Senior Employment Service

Brenda Tate, Manager
Frankie Slay

Senior Companion Program

Florence Dills, Coordinator

Senior Corps Management

Deisha Finley, Manager
Lisa Bush

Senior Information & Referral /2-1-1

LaWanna Broderick, Manager
Sara Mary Wallace

Senior Nutrition Program

Judith Pelot, Manager
Jean Adams
Linda Allmon
Pamela Chambers
Debbie Clay
Teresa Coning
Zenobia Dobson
Melissa Hitchcock
Marleta Holton
Calvin Johnson
Mary Martin
Lewis Pitts
Marsha Reep
Jill Townsend
Shelly Woodrick

SNAP Outreach Initiative

Alice Allen, Coordinator

We Touch Lives Every Day

Comments from those we've served.



"When I deliver Mobile Meals, I can see the difference one person can make for someone who can't do the things they used to do. One woman always calls me her "angel" as she squeezes my hand tight. If this simple act makes me feel good, imagine how a homebound senior feels when someone stops by with food and asks how they are doing?"

—a 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. From hiking, to card games, to informative lectures, O'Connor has something for everyone. And the food at the Dine-A-Mite Diner is really good!"

—an O'Connor Senior Center participant



"I heard about the Senior Employment Service from my neighbor and decided to attend last Spring. I was surprised to see so many companies there who want to hire seniors. So when I was ready to go back to work, the job hunt wasn't as hard as I thought it would be."

—a Senior Employment Service participant

