Office on Aging

July 1, 2011-June 30, 2012
Annual Report
MISSION STATEMENT OF THE KNOXVILLE-KNOX COUNTY COMMUNITY ACTION COMMITTEE (CAC) OFFICE ON AGING

The CAC Office on Aging is a public nonprofit agency. It has the major responsibility in Knoxville and Knox County of planning for services for senior citizens; assessing needs of older citizens and developing resources to meet those needs; coordinating services for the elderly to minimize duplication and avoid overlap—whether provided by public, nonprofit, or for-profit organizations; providing information about services and programs to older citizens and their families and connecting them to those services; and advocating on behalf of older citizens. We are charged with serving all seniors, regardless of life situation, but are mandated to concentrate on those for whom aging often presents the greatest hardship: women; people of all races and ethnicities; people in frail health; and people on very low fixed incomes.

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, 2011, through June 30, 2012.

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
E-mail address: knoxooa@knoxseniors.org
Web sites: knoxseniors.org
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What Is the Office on Aging?

What is the Office on Aging? We’ve been doing a lot of thinking about that lately. We are a large group of people—people who serve other people. We are a staff of about 125 people; a collection of about 20 programs. Because we are part of the Knoxville-Knox County Community Action Committee (CAC) we benefit from its well-deserved reputation for cost effective and efficient service as well as for compassionate and caring staff.

That tells you part of what we are. It tells you less about what we do. And it tells you almost nothing about how and why we do what we do.

Many of the programs under the Knox County Office on Aging umbrella are operated and administered independently in other communities. By bringing together many programs that serve seniors, we are able to provide integrated services in a seamless way for the people we serve, while also providing those services faster, more efficiently, and less expensively than if they each had to pay for the staffing, office space, and other overhead of being run separately.

The connections between the 20 or so programs of the Office on Aging is perhaps our greatest strength. When one of our programs makes a referral to another Office on Aging program, the referring staff person often walks across the office discusses the referral with the other program staff, and new services can be delivered to the person in need by the end of the day rather than after weeks of playing phone tag, sending e-mails, and having to fax paperwork to agencies at the other end of the county.

If connectivity is our greatest strength, perhaps our greatest role is that of advocate and planner for senior services in Knoxville and Knox County. As members of the Council on Aging (the advisory body of the Office on Aging, see page TK), seniors, service providers, agency staff, community businesses, and concerned citizens can all come together. Together, they make a plan of action, and then, with the authority granted to us as a public agency, we are able to take these plans to both the public and to the elected and business officials who can make them happen. The Office on Aging, through the Council on Aging, gives senior citizens and their family members a powerful voice in our community.

Our greatest need? YOU. We need you to tell others in the community about us, to direct us as we seek guidance about new services that are needed, to volunteer for our programs, to be our advocate in the community. YOU make us stronger. If you haven’t already, please consider becoming a partner of the Office on Aging. There are many ways that you can get involved. Please call us at (865) 524-2786 to get started.
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 $38 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 20 programs. The Council on Aging (page 3) 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.


CAC Board
As of October 1, 2012

Virginia S. Anagnost, Chair
Henry Anderson
Dempsey Andes
Rep. Joe Armstrong
Debbie Black
Dr. Martha Buchanan
Mayor Tim Burchett
Robin Burris
Diana Conn
Jon Dickl
John Wesley Donaldson
Mark Donaldson
Polly Doka
Barbara Dowell
James DuBose
Zoe Evans
Mary Farmer
Rev. John Bluth Gill
Buz Johnson
Susan Long
Dr. James P. McIntyre
Kenya McKenzie
Dennis Murphy
Alvin Nance
Ashley Ogle
Judy Poulson
Monica S. Reed
Mayor Madeline Rogero
Judge John R. Rosson, Jr.
Thomas Strickland
Dr. Sandra Twardosz
Lula Williams
Charles Wright
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 Office on Aging).

An elected Executive Committee handles the council business, but members have a voice at general meetings and vote on all important issues. The Executive Committee meets at 12:30 p.m., before the 2:00 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.

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.

COA Executive Committee
As of June 30, 2012
Bill Schall, Chair
Zoe Evans, Vice-Chair
Jeanie Fox, Secretary
Bonnie Callen, Treasurer
Laura Faye Berry
Sandy Booher
Henry Cannon
Ludell Coffey
Jim Hicks
Douglas Hubbard
Jack Lee
John May
Shirley Napier

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Affordable Medicine Options for Seniors (AMOS) is an information, advising, and public education program 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.

Through its information outreach service, AMOS contributes to a better public understanding of Medicare, manufacturers’ free-medicine programs, discounts, and those aspects of the Affordable Care Act of 2010 that affect Medicare and uninsured adults.

A high priority for the Affordable Medicine Options for Seniors program is to find and assist Medicare beneficiaries whose low income and modest assets make them eligible for financial assistance for their Medicare out-of-pocket expenses. In 2011-2012, AMOS focused its outreach on activities conducted with faith-based organizations including churches and religious associations.

AMOS also helped people apply for free brand-name medicine from pharmaceutical companies through Patient Assistance Programs. Even Medicare beneficiaries, when they are in the Doughnut Hole gap in coverage, may be eligible for these programs. Discounts on prescription drugs are also helpful, and AMOS maintains information about special discount programs that are supported by the pharmaceutical manufacturers.

**Number of people served**
- 1,092 people were provided information and/or advising. Of these:
  - 218 individuals received general information only.
  - 874 people received detailed individual advising.
  - 2,821 people attended AMOS presentations and exhibits.

**Services**
- Education for Knox County groups, including seniors, people with disabilities, and families
- Personalized information for East Tennessee seniors and people with disabilities
- Training for Knox County health-care and social service professionals

**Accomplishments/Achievements for the year**
- Assisted 79 Medicare beneficiaries in applying to Social Security for the Extra Help subsidy for Part D expenses.
- Assisted 47 Medicare beneficiaries apply for Medicaid for help with Part A and/or Part B expenses.
- During the 2011 Medicare annual Open Enrollment Period, advised 288 individuals about Part D Prescription Drug Plans and Medicare Advantage plans.

**Budget** $91,966

**Major Sources of Revenue**
- Federal/State
- Knox County
- Foundations/Grants
- Community contributions
Mr. G contacted the Affordable Medicine Options for Seniors program in early 2012 because he was having several problems with his Medicare coverage. Because he had suffered serious brain injury some twenty years ago, Mr. G had trouble understanding and remembering the difference between Original Medicare, Medicare Advantage insurance, and Medicaid. He was, in fact, eligible for all three. Based on the advising he had received from AMOS in 2010, he decided to contact AMOS again to discuss the new issues. Although Mr. G’s son was giving him some support, there were no easy solutions to the problems he was currently having. The AMOS advisor worked with Mr. G for nearly two months, gathering information and filing complaints on his behalf. These helped resolve a major claims processing issue with his Medicare Advantage plan and also assisted him in reporting—and stopping—recurring fraud involving a wheelchair and home health care, neither of which did he need or request. By March, his Medicare coverage was operating smoothly again.

Mrs. T, a widow who lives alone in her own home, called Affordable Medicine Options for Seniors to ask for advice on how to get her medicines at a lower cost. She had heard from a friend that AMOS had information about discounts and free brand-name medicine programs as well as about Medicare. As the AMOS advisers gathered detailed information from Mrs. T, including her age, living arrangements, financial status, and Medicare, they realized that she was eligible for Medicare Part D but, for some reason, was not enrolled in it. It also appeared that her income and assets were low enough (below 135 percent Federal Poverty Level) that she was eligible for, but not enrolled in, state and federal assistance programs that would help her with her out-of-pocket Medicare expenses and enable her to enroll in a Part D immediately. One clue in the mystery of why she was not already enrolled in Part D was the fact that different agencies had different dates of birth for her in their records. Without being aware of the different dates, it was difficult to find out what coverage she had or how to apply for assistance. By visiting Mrs. T at her home and helping her complete and submit an application form, an AMOS adviser was able to get her enrolled in Medicaid from the state of Tennessee and in the Low Income Subsidy program from Social Security. After that, she no longer had to pay the monthly $99.90 premium for Medicare Part B, and she was able to enroll in a Medicare Advantage plan with coverage for outpatient, hospital, and prescription costs. The insurance reduced the total cost of her three glaucoma medicines by over $50 a month. Combined, the savings would amount to over $1,800 a year.

* 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 3.
**Accomplishments/Achievements for the year**

♦ KCDC helped improve the outside of DLC’s facility by providing a beautiful new sign and assisting in the planting of a flower and vegetable garden for participants to enjoy!  
♦ Staff worked with agencies in the community to locate organizations and businesses willing to partner with the Daily Living Center by providing gifts and prizes for celebrations throughout the year.  
♦ The Akima Club awarded DLC a $500 grant which was used to pay for hand and nail care for Center participants. After months of searching, a new nail technician was located who has been willing to come to DLC to provide much needed hand and foot nail care for DLC participants.  
♦ DLC once again passed inspections by the state licensing boards for the Department of Human Services, the Social Service Block Grant Program, and the Child and Adult Care Food Program, and for the 10th consecutive year, passed with no negative findings. They continue to serve as a role model for other adult daycare centers throughout the state.  
♦ Thirty-five volunteers served participants at the Daily Living Center for a total of 314 hours.

**Number of people served**

♦ 23 unduplicated individuals attended.  
♦ 249 days of operation.

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**Budget** $138,305

**Major Sources of Revenue/Support**

- Federal/State 
- United Way 
- Foundations/Grants 
- Community contributions
Daily Living Center Stories

When Mrs. A came to the Daily Living Center (DLC), she had been staying at home by herself during the day while her family worked. She was starting to have an increase in memory loss and was also at great risk for serious injury, as she had begun falling at home.

After she began coming to DLC, Mrs. A started interacting with peers and participating in daily activities. Through this process she became more alert and social with everyone around her. Her family reports that Mrs. A has become more involved at home and no longer sleeps most of the time. She has also started using a walker, and her episodes of falling have decreased.

Before Ms L began attending the Daily Living Center (DLC), she was—like Mrs. A in the above story—at home alone during the day while her family worked. She was depressed, not eating, and slept much of the time.

At DLC, she slowly became engaged with her peers and started participating in daily activities. Through staff encouragement and prompting, Ms L started eating the breakfast, lunch, and snack provided by DLC each day. Over time, Ms L has become more verbal, interactive, and alert.

Ms L’s family reports they can see a “huge difference” in her since she started attending the center. Her family is very pleased with her improvement and has recommended DLC to others.

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East Tennessee 2-1-1 serves as the first point of access to all community services, including shelter and housing, food, substance abuse prevention/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.

East Tennessee 2-1-1 serves as one of several centers in the state that work to provide Tennessee with a statewide information and referral system. 2-1-1 is an easy-to-remember telephone number and Internet portal (www.211tn.org) that provides free, confidential, multilingual information and referral services that connect the 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 social-service professionals working to meet the complex needs of their clients or of their own lives. 2-1-1 began in Knoxville as an independent agency in 1999 and has gone through many transitions since that time. In July of 2008, East Tennessee 2-1-1 became a program of the Knox County Office on Aging in partnership with Senior Citizens Information & Referral Service, which was already familiar with operating and updating a large database of community resources.

East Tennessee 2-1-1 collects information and updates the 2-1-1 database daily with new information about local services and agencies. East Tennessee 2-1-1 calls are answered by certified information & referral specialists in the Nashville Call Center, which has access to the most up-to-date information, thanks to the information provided by East Tennessee 2-1-1. This is the most cost-effective way to provide the service, and thanks to the information provided by East Tennessee 2-1-1 and the professionalism of the specialists who answer the calls at the Nashville Call Center, the service is provided seamlessly, 24/7, to residents of East Tennessee.

Number of people served in East Tennessee
- 23,903 calls received
- 38,085 referrals provided
- 101,620 web visits

Accomplishments/Achievements for the year
- 2-1-1 database allows data to be shared between all 2-1-1 centers across the state.
- 2-1-1 website upgraded with advanced features.
- Program Manager maintained certification as a Certified Resource Specialist in Aging.
- Program Manager served on the Tennessee Alliance of Information & Referral Services Board.

Budget $97,678

Major Sources of Revenue
- Federal/State
- United Way
- Community contributions
In less than a year’s time, Mrs. B’s father, mother, and husband all died. Mrs. B, age 43, went into a deep depression that was accompanied by panic attacks. She wasn’t eating or sleeping well, which just added to her problems. She was eventually diagnosed with Bipolar Disorder. Unable to work, she lost her job and insurance coverage.

She didn’t know where to turn for help, so she called 2-1-1 to see if the information and referral line could give her some options. The 2-1-1 staffer who answered Mrs. B’s call listened carefully to her and then suggested a mental health facility in her area that accepted people who were in similar predicaments. Mrs. B was accepted into the facility’s mental-health-care treatment program. Once she was getting the proper treatment for her conditions, Mrs. B began to feel better, she entered the facility’s comprehensive employment program, which got her life back on track. Mrs. B called 2-1-1 back to thank them for their help when she was at her lowest point and to report that she now works in the health-care field and is planning to continue her education and become a registered nurse.

Ms R’s early 20s were turbulent. An abusive marriage, followed by a devastating divorce had left her life in chaos. With no money of her own, no job, and mounting stress, Ms R was forced to leave her two young children in the care of an older relative. As a victim of domestic violence who now found herself homeless, Ms R called 2-1-1 to find out where she might find a safe place to begin her recovery from the traumatic events that had led her to substance abuse and serious financial problems. The 2-1-1 specialist she talked to suggested a women’s shelter in her community that offered healing for those who had been victims of domestic abuse, a 12-step program to help her gain control over her substance abuse issues, and an employment program that helped her find temporary employment plus get job training. Further calls to 2-1-1 put her in touch with a program that provided free tax preparation, which revealed that she qualified for the Earned Income Tax Credit. With her tax refund, a “second chance” banking account, and free, objective financial counseling, Rachel was able to establish herself as a financially responsible person, and she began to build a respectable credit history in her own name. Now employed full-time, Rachel is in a safe and stable housing situation, has reliable transportation, and has resumed caring for her own children.

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FOSTER GRANDPARENT PROGRAM

The Foster Grandparent Program began in Knox County in 1976, and expanded into Blount County in 1994. Volunteers serve through 47 different community agencies, called volunteer stations, such as Knox and Blount County Schools, Boys and Girls Clubs, Head Start, and many more. The program provides low-income adults who are 55 or older a chance for meaningful volunteer experiences and a small stipend. The Foster Grandparents receive 40 hours of pre-service training before being assigned to volunteer stations, and they attend monthly in-service training to update skills. Each Foster Grandparent volunteers 20 hours a week, working with children who have problems caused by abuse or neglect, developmental delays or disabilities, emotional problems, homelessness, juvenile delinquency, language barriers, learning disabilities, physical or visual impairments, or substance abuse.

A bridge connecting the generations, the program is built upon the natural bond between young and old. Foster Grandparents enrich the lives of thousands of children, while enhancing their own.

Number of people served
♦ 132 Foster Grandparents enrolled
♦ 3,480 children served
♦ 47 volunteer stations
♦ A total of 104,940 volunteer hours were provided.

Accomplishments/Achievements for the year
♦ All of the volunteer stations agree that the Foster Grandparent Program (FGP) is very helpful to their organizations. They say that the most important assets the FGP volunteers bring are their experience, commitment, dependability, and the level of concern about the children they serve, as well as the high level of respect between the Grandparents and the staff. Volunteer station staff often tell the Foster Grandparent staff how important the “grannies” are to the children they serve.
♦ The program held its annual recognition event to thank the volunteers who serve as Foster Grandparents.
♦ The program held 11 in-service training sessions throughout the year to train Foster Grandparents on subjects such as health issues and community resources that can help the Foster Grandparents or the children they serve.

Budget $506,586

Major Sources of Revenue
Corporation for National & Community Service
Knox County
Knoxville
Community contributions
Foster Grandparent Stories

Granny T. and Grandpa T. are a mother and son volunteer team with the Foster Grandparent Program. Granny T., age 86 has been with the FGP program since 2001 and has always volunteered with the Knoxville Head Start program. Grandpa T., age 70 has been on the program since 2011 and is currently volunteering with the Boys and Girls Club.

Granny T. states “Volunteering is a part of my life; I have always interacted with young people. At my age, it helps me to know I can do something for the kids. In years to come, they may remember some of the things I have said to them.” She believes that it is a great pleasure to work with the children and looks forward to each new school year.

Grandpa T. volunteers with school age children and shows the children love and tries to teach them patience. He serves as a role model and a mentor to many of the children at the center by playing games and talking to them one-on-one. “The children give me strength and they have much wisdom.” Grandpa T. reads to the students and sometimes they read to him. He also enjoys asking them questions and listening to the answers they give him. The Boys and Girls staff comments that he is a great asset to their program. The children at the club miss him when he isn’t there and always ask when he will return.

Granny R. age 70 is a FGP volunteer who has been with the program since 2009. She is currently volunteering at a Parks and Recreation Center. She likes to get out of the house and be active.

She has made volunteering a way of life for herself and is dedicated to serving as a Foster Grandparent volunteer as well as volunteering in the community. She particularly enjoys mentoring special-needs children. She provides social interaction and an understanding ear to the children and to the staff. Granny R. recognizes that each child has a unique personality. She is committed to ensuring each child’s social, emotional and educational needs are met. Many see her as the grandmother they never had.

One of the children she volunteers with is in the third grade. He does not interact with other children. When he started at the center, he was below grade level in reading. Granny R. reads to him and with him for 30-45 minutes each day. As a result, the station supervisor for the center reports his reading skills have improved significantly.

The Station Supervisor also states, “Granny R. is priceless. She’s a great mentor, tutor and parent to the children, the center and the entire community. The children look at her as a ‘real grandmother’.”

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The diminishment of vision and hearing or the loss of teeth affects seniors’ physical and emotional health and safety 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. In addition, these losses cause many seniors to become withdrawn and isolated, leading to depression and other emotional health problems. Yet many seniors cannot afford the cost of new eyeglasses, hearing aids, or dentures, and the professional examinations that accompany them. Medicare does not pay for any of these appliances, except for when eyeglasses are needed because of certain eye diseases.

The Gift of Sight, Hearing & Dentures program was created as the Gift of Sight in 1985. 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 Citizens Information & Referral Service—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.) Participating ophthalmologists, optometrists, audiologists, and dentists donate their time to provide the service. An interest-free loan fund 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.

During summer 2011 through winter 2012, Gift of Sight, Hearing & Dentures services were temporarily suspended because the loan fund was depleted. In spring of 2012 services were resumed, thanks to funding from a local foundation. The Sight and Hearing programs had minimal waiting lists and were able to start serving those on the waiting lists immediately. The denture program had a much longer waiting list and GOSHD staff were busy recruiting new dentists to the program to reduce the waiting list as quickly as possible.

Number of people served
- 280 people received eyeglasses
- 75 people received hearing aids
- 47 people received dentures

Budget $48,645

Major Sources of Revenue
- Revolving loan fund payments
- Foundations/Grants
- Community contributions
Mr. N is a diabetic who is 78 years of age and is having trouble with his dentures and with his sight. His dentures don’t fit well, he has trouble eating, the enamel is worn off, which affects his appearance as well as his ability to care properly for the dentures. He cannot afford to buy new dentures or the eyeglasses he so badly needs.

In addition to his regular monthly bills, Mr. N is paying for supplemental insurance, and his and his wife’s medications cost more than $150 per month. He is behind on his utility bills as well. Part of the family’s problem is that Mrs. N has recently had to have major surgery and is due to have a total knee replacement in the near future. Their adult daughter recently had to move in with them when she lost her job. She helps out as much around the house as she can, but while she looks for a new job, she is unable to help with the household expenses.

When Mr. N called the Gift of Sight, Hearing, and Dentures, the SCIRS staff member he reached could hear the note of desperation in his voice. He said that he was at his “breaking point with all of these problems.” The staff member immediately helped him fill out an application to the program to receive eyeglasses right away and to get on the waiting list for dentures. Mr. N. now has his dentures and eyeglasses with the GOSH program paying for both the dentures and the eyeglasses due to his financial strain.

In addition to help from the Gift of Sight and Dentures program, the SCIRS staff member also referred Mr. N to other programs that could help him and his family. CAC’s Low-Income Home Energy Assistance Program (LIHEAP) was able to help the family pay off their utility bills. The AMOS program (see pages 8-9) was also able to help to greatly reduce the family’s prescription medications costs. Mr. N’s daughter was referred to the Tennessee Career Center to help her find a job.

Mr. N called the office recently to report that his daughter now has a part-time job while she continues to search for something full time. He says that he can’t believe what he was missing out on before he got his new glasses and dentures—they have changed his life. And, because the family are able to now pay all of their bills on time and still have a little left over, there is a lot less stress in the household. He is now making a monthly payment toward the cost of his eyeglasses and hearing aids.

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The Grandparents as Parents Program (GAPP) was initially funded in August 2000 by a grant from the Brookdale Foundation of New York and the Knoxville-Knox County CAC Office on Aging. The free program is available to any grandparent or other relative who is the primary caregiver of a minor child whose parent is not in the home. A family crisis—often precipitated by parental drug problems, divorce, domestic violence, incarceration, illness, or even the death of a parent—can thrust grandparents into the challenging new role of parenting again, with few community services tailored to assist them. The Grandparents as Parents Program provides help with information, referrals, and activities as well as the opportunity for grandparents to meet monthly for “Grandparent to Grandparent” support sessions.

The Grandparents as Parents Program Volunteer Advocacy Corps, an innovative service created in 2007, has assisted more than 113 families headed by grandparents and other relative caregivers since the inception of the service. GAPP’s Volunteer Advocates offer guidance and information for grandparents to petition for custody or guardianship of at-risk grandparents or help grandparents prepare for and participate in Individual Education Plans for grandchildren with special needs. The carefully screened and trained Volunteer Advocates may also accompany grandparents to their Juvenile Court custody hearings, or to school Individual Education Plans (IEP) meetings for children in special education. Volunteer Advocates often return to court with a grandparent family to offer additional support.

Number of people served

* 470 grandparent and relative caregiver families raising more than 600 children
* 21 families were guided through Juvenile Court or school IEP meetings by Grandparent As Parents Program Volunteer Advocates.
* 80 new grandparent and relative caregiver families raising more than 140 children were enrolled this year.
* An average 26 caregivers attended each monthly GAPP Grandparent to Grandparent support meeting.

Accomplishments/Achievements for the year

* GAPP has continued to experience phenomenal growth since its creation in August 2000, assisting more than 650 grandparent and relative caregiver families raising more than 800 children.
* Assistance and referrals to community services continued to escalate as more families encountered financial difficulties compounded by the increased cost of food, clothing and utilities. The most frequent reasons for the parents’ inability to care for children were drug addiction, incarceration, and mental health issues.
* Monthly Grandparent to Grandparent support meetings provided information and conversation with the opportunity for participants to discuss topics of interest with community resource persons who shared their expertise.

**Budget** $50,769

**Major Sources of Revenue**

- Federal/State
- Foundations/Grants
- Community contributions
A great grandmother, “Louise”, contacted GAPP at the suggestion of her adult daughter to explore the process that would give her the needed “legal status” to parent an adolescent great granddaughter whose safety was of concern. The girl was missing school while her mother moved from place to place, forming relationships among drug addicted friends that left the child, “Adele,” at risk. Louise had persuaded the mother to sign permission for her to care for the child, but it could be revoked at any time. Neither was it sufficient to enroll the girl in school or access medical care for her. Then Louise arranged to meet with a GAPP Volunteer Advocate who reviewed a Petition for Temporary Legal Custody and discussed the Juvenile Court process with her. Louise was much relieved to have the procedure explained, and to have her Volunteer Advocate accompany her to Juvenile Court. The Volunteer Advocate reported that “everything had gone smoothly” because Louise was so well prepared for the hearing. Adele is now doing well and Louise enjoys attending the GAPP support meetings to discuss the challenge of raising a teen with other grandparents.

A few months ago, GAPP received a call from a grandparent couple who had recently moved to Tennessee from out of state to provide care for their three young grandchildren. The grandparents reported that the children’s parents had drug addiction problems that had required the children to be in and out of the grandparents’ care for several years. The grandparents had already received custody of the children from Knox County Juvenile Court and had found a rental house with room to accommodate their enlarged family. Now, they needed information about their new community and the help they could access for the children. The boys were a challenge, they admitted, with ADHD, behavioral problems, and developmental difficulties. Yet the grandparents were determined to make a safe and stable home for the children as long as was needed. They had learned about GAPP from the children’s school and were eager to contact the community resources GAPP could refer them to for the children. They were also pleased to learn about the monthly support meetings they could attend for companionship and information in their new community.

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Knox County CAC Transit provides access to community resources and services by providing safe, reasonably comfortable transportation for Knoxville-Knox County residents who do not have access to KAT services. Priority is given to patients of dialysis, cancer therapy, and other medical treatment; therapy for severe arthritis; post-stroke or other trauma; and for grocery store and pharmacy trips and other essential errands. Contracts are also negotiated with nonprofit social service agencies to increase access to community resources and promote coordinated use of vehicles.

**Number of people served**
- 7,526 unduplicated individuals served
- 202,411 total trips provided

**Services**
- 92,240 medical trips, including rides to dialysis; cancer and post-stroke therapy; and medical, dental, and mental health appointments.
- 21,633 essential errands such as rides to the food stamp office, grocery store and pharmacy, as well as delivery of food, medicine, and other essentials by drivers.
- 25,321 rides by contract with the Senior Nutrition Program to transport participants to and from dining sites and deliver meals to homebound elderly. (Augments the volunteer-delivered Mobile Meals program.)
- 1,757 rides by contract with multiple social service agencies for their participants.
- 61,460 employment-related trips through the JOB-RIDE program.
- Special contracts make it possible to take individuals or groups on outings. Special contracts can be arranged and paid for by any individual or group who needs transportation on a large or lift-equipped vehicle.

**Accomplishments/Achievements for the year**
- Number of vehicles: 76
- Average Trips Per Day: 813
- Total Miles Traveled: 1,746,152
- Average Miles Per Day: 6,985
- All vehicles have had Mobile Data Terminals with automatic vehicle locator systems installed in them. These terminals tell the drivers which passengers they are picking up or dropping off next or what their next stop will be. They also increase efficiency by automatically recording the time and mileage information at each stop that the vehicle makes.
- Automated phone call reminders are now made to increase efficiency and reduce the incidence of no-shows.

**Budget** $3,563,178

**Major Sources of Revenue**
- Community Services Block Grant
- Corporation for National Service
- Federal Transit Administration
- Knox County
- Knoxville-Knox County CAC
- Miscellaneous Contracts
- O’Connor Senior Center
- Office on Aging
- Passenger Fare/Contribution
- Rural Public Transportation (through East TN Human Resource Agency)
- Senior Nutrition Program
- Tennova Healthcare
- TennCare
- TN Dept. of Transportation
- Workforce Connections
I am very proud to ride on CAC Transportation. The staff and drivers make me feel like I am important to you and that I matter, which are wonderful feelings. Thank you.

— a CAC Transit passenger

I must say, I do appreciate the excellent help that CAC Transit has given to me. Everyone involved is so efficient, kind, and nice to the passengers. Everyone at CAC Transit seems to always go the extra mile to make everything right. They are a definite asset to the agency. I care for all of you like family. You’re part of my life, and I don’t know what I would do without your good help. Thanks kindly and have a nice day!

— a CAC Transit passenger

CAC Transit is my only way to get to doctor appointments. I really like the new service of giving us riders a call on the day of our ride to let us know approximately what time the CAC bus will be there, and that we are not forgotten. You are so helpful in so many ways. Thank you for your service. It makes my life easier.

— a CAC Transit passenger

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The John T. O’Connor Senior Center, located in Caswell Park, is the focal point in Knox County where senior adults age 50 and older 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, prolong independence, and delay institutionalization.

There is no membership fee to attend the Center. However, contributions are encouraged and, some classes may have a fee. The Center is open Monday through Friday from 8:30 a.m. until 4:30 p.m., with evening and weekend hours for 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.

Number of People Served
- 3,446 unduplicated individuals participated in activities that totaled 75,446 units of service at the O’Connor Center.
- 321 volunteers provided 14,980 hours of volunteer service at O’Connor Center-related activities.

Services
- The O’Connor Center provided 3,231 activities, including recreation, education, physical fitness, and health service and awareness programs.

Accomplishments/Achievements for the year
- The O’Connor Center Painters displayed their works of art at the Emporium throughout the month of August 2011 as part of Knoxville’s First Friday event. More than 2,550 people visited the gallery on opening night, sponsored by East Tennessee Personal Care Service and Tennova.
- During July and August 2011, Center participants walked more than 31-million steps in the Walgreens Walk-A-Thon competition, which was more than any other senior center in the state, garnering a first-place prize of $500 for the Center, which was used to celebrate the victory.
- During the annual Fun in the Sun skin cancer screening event, five people were identified as having some form of skin cancer and were referred for additional consultation and treatment.
- During a visit by the mammogram van, one Center participant was identified as having breast cancer. She underwent surgery and treatment and is once again an active member of the Center. As a result of her diagnosis, her niece also got a mammogram done and was also diagnosed and treated for cancer.

Budget $299,296

Major Sources of Revenue
- Federal/State
- Knox County
- Knoxville
- Foundations/Grants
- Community contributions
- Program income
One highlight of the program of work at the O’Connor Center this year was participation in the August 2012 First Friday Activities by the O’Connor Painters! The O’Connor Painters are students who participate in classes taught by Ann Birdwell, a local artist and instructor for the group of painters at the O’Connor Center. Classes are taught using oils, acrylics, and watercolors, and this group was invited to display their works of art throughout the month of August 2011 at the Emporium Center Balcony on Gay Street in downtown Knoxville.

The event was sponsored jointly by East Tennessee Personal Care Service and Mercy Health Partners, now known as Tennova. The show, entitled Painted Memories was very well attended and more than 2,550 people visited the gallery on opening night and participated in the reception!

After being featured at the Emporium, one O’Connor painter shared, “I am so glad we have this Center that we can come to and visit with our friends. I love learning and have been wanting to start another large painting but I don’t know if I really want to get into that. It takes a long time... I enjoy painting... but mostly I just like coming here to have lunch and to visit with my friends. If we didn’t have this Center we would just be sitting at home alone, and that is not good.”

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The One Call Club began offering services in January 2008 as the One Call Club for Seniors. The program provides one-phone-call access for members to reliable, reasonably priced services that seniors need to remain in their homes. 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. Examples of services include health-related services, home repair and home maintenance, home safety modifications, and other services such as computer installation and tech support, pet-walking, bill-paying, errand services, and junk removal. The program maintains a list of carefully screened service providers, many of whom offer discounts to members. The goal is to assist seniors to remain independent in their homes and avoid being taken advantage of by unscrupulous service providers.

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 arranging services. Members are still responsible for paying for services they receive. The One Call Club is funded by a grant from the Robert Wood Johnson Foundation, with local support from Covenant Senior Health, Mercy Health Partners, Sequoyah Hills Presbyterian Church, and Cedar Springs Presbyterian Church, local foundations, and individuals.

Number of People Served
- 446 households totaling 766 individual members
- 63 lower-income households were eligible for a subsidy

Services
From July 2011 to June 2012, One Call responded to the following 802 requests:
- Transportation: 145 requests
- Personal Care: 11 requests
- Housekeeping: 28 requests
- Home Repair & Maintenance: 459 requests
- Lawn Care & Landscaping: 62 requests
- Appliance repair: 33 requests
- Car Maintenance: 4 requests
- Miscellaneous services: 60 requests

Accomplishments/Achievements for the year
- Conducted a random survey of member views on the program and received very positive remarks concerning staff customer service and services provided.
- Held three caregiver workshops.
- Presented information about One Call Club at one regional and two national conferences.
- Participated in a national survey of Village organizations that was conducted by UC Berkeley. The purpose of the survey was to learn more about the organizations’ structure and services delivered.

Budget $146,230
Major Sources of Revenue
- Foundations/Grants
- Community Contributions
- Membership Fees
One Call Club Stories

I sure am glad OCC is there for me. I had a desperate need for what I considered an emergency “fix” on my computer when I thought my banking service had been compromised. The immediate house-call service from the computer “guru” you sent revealed some minor glitches, but more importantly, he reassured me the computer was operating without an internal monster. He did some small updates and was on his way within 45 minutes. What a gentleman of efficiency and patience – especially for those of us still at the beginning of the computer learning curve.

A variety of comments from One Call Club members:

“Peace of mind is when I know I can solve my problems without having to call on family and friends.” — Mrs. B

“I could not say enough good things about your service. I tell everyone about you and the service you provide.” — Mr. S

“I feel like I am part of a family and have known the staff forever.” — Ms C

“Thanks for sending us quality service providers who don’t rush the job but take the time needed to do it well.” — Mr. & Mrs. W

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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, caregiver respite, care management, and other supportive services.

Services provided: care 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; 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; caregiver support, which provides care management, support groups, and referrals for respite and other services for caregivers of seniors. Project LIVE also manages Knox PAWS (Placing Animals With Seniors), which helps low-income seniors find suitable pets. See page 41 for a more detailed description of Knox PAWS.

Project LIVE’s Homeless Prevention Case Management Project, which was formerly funded by the Knoxville-Knox County Ten Year Plan to End Chronic Homelessness, continued to receive funding through an extended Homeless Prevention and Rapid Rehousing Grant—and a Community Development Block Grant—through the city of Knoxville. Five 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 continues to have a record of zero evictions onto the streets.

Number of people served
♦ 1366 households served

Services

♦ Care Management: 16,862 hours
♦ Caregiver Support: 230 contacts
♦ Home Repair: 7,182 hours
♦ Chores: 20,492 hours
♦ Visiting: 6,645 home visits

Accomplishments/Achievements for the year
♦ 2,086 volunteers provided 33,549 hours of service.
♦ Partnered with 58 volunteer groups and hosted more than 28 churches that provided services to clients.
♦ Volunteers provided more than 6,266 hours of free labor for minor home repairs.
♦ Received a grant and several private donations to purchase materials for home repairs and home safety items.
♦ Coordinated monthly caregiver meetings that provide support, information, and encouragement for caregivers of seniors.

Budget $545,747

Major Sources of Revenue
Federal/State
Knox County
Knoxville
Foundations/Grants
Community contributions
Mr. M is a 78 year old widower who was living in a temporary shelter due to previous financial exploitation and eviction from his apartment. He struggled with his health with a diagnosis of severe COPD, heart disease, and a history of falls. With Project LIVE case management and the coordination of involved agencies, Mr. M was able to move into safe, affordable housing with supportive services. CAC’s General Assistance Funds helped Mr. M with his security deposit, 1st month rent, and a deposit required for his Life Alert telephone services. Because Mr. M had only a few tote bags containing his possessions his case manager made a referral and we were able to provide furniture for his apartment and basic household items to make his new home livable. In addition, Mr. M was registered with transportation services to get to and from his doctor’s appointments, food stamps, and is scheduled to be visited weekly by student nurses for a semester rotation. LIVE case management will continue to monitor Mr. M’s needs to provide referral services to support independent living.

Ms. L is a 78 year old female who sought help from Project LIVE when she needed help with her utilities. After her Project LIVE case manager got involved and started visiting her on a regular basis, we learned she had been living in an abusive situation with her husband of 34 years. Once she trusted her case manager she requested assistance to flee from her husband. Her case manager worked with the Family Justice Center and Legal Aide and she was assigned an Elder Abuse Advocate who assisted with filing for an order of protection. Once this happened her case manager assisted her with getting her own apartment in senior income based housing. She also helped her set up new bank accounts and start a new life on her own. Once she was in her own apartment her case manager helped her re-connect with her son whom she hadn’t seen in five years. He came from Washington State and purchased new furniture and household supplies for her and they are talking regularly now. Ms. L has remained in her own apartment for the past five months and her LIVE case manager continues to follow up with her.

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RSVP (Retired & Senior Volunteer Program) is part of the Corporation for National & Community Service/Senior Corps. RSVP began in Knoxville-Knox County in 1982. It has a participatory advisory council with representatives from enrolled volunteers to members of the community. The role of RSVP is to match volunteers age 55-plus with community needs. In partnership with nonprofit organizations that meet a variety of community needs every day, RSVP coordinates a volunteer exchange, offering choices that senior volunteers may choose from based on their personal interests and experience.

Number of people served
412 senior volunteers served

Services
♦ 33,327 hours of service were provided.
♦ 63 nonprofit agencies benefitted from having RSVP volunteers.
♦ The volunteer service has an estimated value of $892,964*.

\[\text{\textsuperscript{*}Value estimates from the research of INDEPENDENT SECTOR.}\]

Accomplishments/Achievements for the year
♦ 124 RSVP volunteers provided direct services of 13,579 hours for clients with escorted transportation through Volunteer Assisted Transportation and public safety and well-being checks through Senior Citizens Awareness Network (SCAN) of the Knox County Sheriff’s Department.
♦ 112 RSVP volunteers contributed 12,700 hours in community and economic development that benefitted more than 40 nonprofits such as Boy Scouts, Alzheimer’s Association, Arthritis Foundation, CAC Weatherization & Energy Services, Arts Alliance & Council, Empty Stocking Fund, Second Harvest Food Bank, Knoxville Sports & Tourism, Muscular Dystrophy, and Urban League.
♦ 159 RSVP volunteers contributed 6,861 hours ensuring a healthy future for participants of agencies such as Mobile Meals, AMOS, Grandparents as Parents, hospice, respite care, and homeless services.
♦ 17 RSVP volunteers continued their service with two RSVP signature projects – Habitat Urban Gardens and the Career Closet.
♦ RSVP sponsored its seventh annual workshop on volunteer management. RSVP, in cooperation with the other two partner programs of Senior Corps—Foster Grandparents and Senior Companions—hosted two public events: 1) Tribute to 9/11, the national day of remembrance, promoting safety & emergency awareness education, and 2) a focus on simple household recycling efforts through proper disposal of used plastic grocery bags.

\begin{center}
\text{Budget} \text{ $53,578}
\end{center}

\begin{center}
\text{Major Sources of Revenue}
Corporation for National & Community Service
Knox County
Knoxville
Community contributions
\end{center}
RSVP Stories

A 75 year old RSVP volunteer steps up – and out – every day.

At Northgate Terrace in North Knoxville, many of the residents look forward to walking every morning. But, instead of just walking around the building, RSVP volunteer Ms. K leads the group on adventures. Sometimes they walk the trail alongside the creek, or form a marching parade at a nearby shopping center. “It’s always fun, and like a treasure hunt,” said one resident. “I really enjoy walking now,” said another. Their daily goal is to achieve 8,000 steps, although some of the participants have a slow gait and some use a cane or walker. Yet they all have adopted the challenge to walk for a better and healthier lifestyle.

Ms. K has been part of the “healthy futures” Active 8 Walking Club for almost two years. The original club became so large that the activity director invited her to be a leader; she accepted the challenge and formed Club 2. Ms. K has been an exceptional volunteer with a variety of projects, and her creative leadership for a healthier lifestyle has inspired 28 residents to step up and out every day.

Ms. A. has been a volunteer most of her adult life, sharing her love for reading with those who have visual impairments. After becoming settled for retirement in her new home in Knoxville, Ms. A called RSVP, seeking a volunteer opportunity. The meeting with a blind resident at an assisted-living facility was so immediately bonding, June returned the next day to read to her new friend. On one occasion, in the middle of their reading time, the resident received a stressful call from her doctor, telling her to report to the hospital immediately for a treatment. However, the granddaughter who usually provided a ride to medical appointments was unavailable that day. Ms. A not only followed the ambulance to the hospital, she stayed with her friend for the procedure and took her back to her assisted-living facility. The staff at the facility say, “Ms. A is wonderful and an exceptional volunteer for our facility. Thank you, RSVP!”

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With one phone call to Senior Citizens Information & Referral Service (SCIRS), seniors in Knoxville and Knox County can get their questions about services answered and be referred to the services they need. The program, begun in 1968 as an independent agency, has long been a provider of information and referral (called “I & R”). In February 2004, SCIRS became a program of the Office on Aging. SCIRS is the entry point into the network of services for people age 60 years and older and persons who have disabilities. SCIRS also provides services to social service agencies, church groups, and families or caregivers of older residents of Knoxville and Knox County. SCIRS links people to services and services to people with as little confusion and as much dignity as possible. Information & referrals are provided in numerous areas including health, employment, housing, transportation, legal services, recreation, support groups, emergency assistance, in-home services, and minor home repair. In 2008, SCIRS assumed responsibility for East Tennessee 2-1-1 (see pages 8-9).

SCIRS also takes applications for and administers the Gift of Sight, Hearing & Dentures (see pages 12-13), and applications for CHIPS and Knox PAWS (see pages 36 and 37).

Number of people served
♦ 2,169 unduplicated individuals
♦ 17,533 units of information and referrals provided, including follow-up calls.

Accomplishments/Achievements for the year
♦ Held 11th annual John J. Duncan Sr. Award for Senior Advocacy at the O’Connor Senior Center. This year’s honorees were Stan Boling and Jim & Frankie Hicks.
♦ Program manager, Jan Johnson-Nelson, maintained her status as a Certified Resource Specialist in Aging.
♦ Program manager serves on the Tennessee Alliance of Information & Referral Services (TNAIRS) Board of Directors.

Budget $96,209

Major Sources of Revenue
Federal/State
Knox County
Knoxville
United Way
Foundations/Grants
Community contributions
Ms J called Senior Citizens Information & Referral Service one day because she was having problems as an apartment tenant. Her living conditions were deteriorating (the last straw had been the night before her phone call to SCIRS, when she had awoken during the night to find a cockroach crawling on her in bed). She had asked the landlord to clean up the apartment complex that he owned, but he had ignored her and other tenants’ requests.

Ms J had a number of disabilities, some of which required her to use a walker. Her disabilities, along with being on a low, fixed income, greatly limited her choices of where she could live. As it was, she lived on the third floor of her current apartment building, which was very difficult, given her mobility problems. As Ms J talked to the SCIRS staff member, it came to light that she was also having trouble paying her medical bills, prescription costs, and was suffering from depression as a result of all of these issues.

The SCIRS staff person who had answered the phone the day of Ms J’s call helped her to resolve her issues, one by one, over a period of six months. First, Ms J was referred to UT Law Student Referral Services for help in dealing with the code violations and bug problems at her apartment complex. SCIRS also referred her to other apartment complexes that could meet her needs as a person with disabilities who was also on a limited income. She was eventually able to move to a first-floor apartment in a newer complex that had a more responsive staff. She was also referred to the AMOS program, which worked with her to help reduce her medication costs. Finally, SCIRS was able to help her get case management services from Project LIVE. Much of Ms J’s depression came from having to face all of her problems alone. With the help of the SCIRS staff and her LIVE case manager, Ms J’s depression began to lift and she became more hopeful. She still checks in occasionally with SCIRS staff just to let us know how well she’s doing.

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The Senior Companion Program is a unique program that has a dual purpose. It provides low-income adults over the age of 55 an opportunity for meaningful volunteer experience, while providing companionship and support to many homebound adults in our community. The trained volunteers are matched up with frail and elderly adults who need help with meal preparation, household management, shopping, and other activities of daily living to maintain their independence and dignity. Senior Companions work with home health clients who are recovering from illness; they are a much-needed source of respite for family caregivers who often have no other support; they provide understanding and comfort to hospice patients; they become the support system and family to those who are alone and ill. The Senior Companion volunteers receive a small stipend for their service that helps them purchase necessities such as food and medicine; however the satisfaction of feeling needed and appreciated is a better reward than any amount of money. A special bond of trust and friendship is formed during the time Companions spend taking care of clients who have no other support system.

Number of people served
- 107 Senior Companions
- 317 homebound adults served by Companions in their homes.
- 48 adults served by Companions at local adult day programs.

Services
- 107 Senior Companions provided more than 68,000 hours of free in-home assistance to frail, elderly adults.

Accomplishments/Achievements for the year
- Enabled residents of KCDC senior housing apartments and developments to help their fellow residents remain independent in their own homes.
- Allowed many home-health patients to receive in-home assistance after the rest of the home health care team had to pull out due to Medicare limitations.
- Provided volunteers to adult day care programs, giving more one-on-one attention to the participants.
- 107 Senior Companions gained a sense of purpose by serving others.
- Companions served 365 frail adults with special physical, emotional, and financial needs. Most were in their late 70s to mid 80s. The oldest client was 103.
- Held annual volunteer recognition luncheon.
- Held Snowflake Ball fund raiser.
- Produced revenue to increase the number of Companions by providing service through the TennCare Choices and Family Caregiver programs.

Budget $392,154

Major Sources of Revenue
- Corporation for National and Community Service
- State of Tennessee
- Knox County
- Knoxville
- Foundations/Grants
- Community contributions
Ms. D is a 95 year-old widow who lives alone in a home she shared with her late husband. She does not have any children and has very limited family support, thus she must rely on agency support to maintain her independent living. Ms. D has dementia, which led to her frail physical health because of poor nutrition and forgetting to take her medications. Her Senior Companion, Ms. M, provided verbal cues to improve her medication management, and cleaned out her refrigerator and provided grocery-shopping assistance to ensure proper nutrition. Ms. M’s assistance in monitoring food intake, led to Ms. D gaining weight and regaining strength. Ms. D’s case manager and physician both indicated that Ms. D will continue living independently in her home due to the support of her Senior Companion.

“Senior Companion Mr. H came into our family over a year ago. My husband was in the last stage of Alzheimer’s, and I needed someone to stay with him while I ran errands. Mr. H immediately became a member of our family. He is a very compassionate and caring person. He was so good, helpful, and kind to my husband. He was also very helpful and encouraging to me when I was feeling overwhelmed. He would do errands and help with whatever I needed. He was always on time, and he came into our life when we so desperately needed him. During the last week of my husband’s life, Mr. H stayed with our family at his bedside. He attended all of the services and was asked to return to our home for a family meal. After my husband passed away, Mr. H called me each night as he knew I lived alone. On some days, he was the only contact I had. If you need help from this program, you will be very grateful and lucky to have a companion like Mr. H come into your life. I feel very blessed to have known Mr. H as our Senior Companion caregiver.”

— Letter from a grateful wife

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Senior Employment Service offers employment workshops for seniors 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 because they want something to do, 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 training in a four-session workshop held each month. Employers come and 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
- 262 people attended employment workshops.
- 149 additional people received job counseling and referrals.
- 67 people were placed in jobs.

Services
- Seniors Seeking Employment workshops. Each four-week workshop offers sessions on attitude and first impressions, interviewing, skills assessment and resumes, dealing with

Accomplishments/Achievements for the year
- Of the 411 persons who attended the employment workshops or received other help with finding jobs, 82 were placed in jobs, resulting in a 20-percent placement rate.
- SES sponsored three job fairs, with 31 employers participating in each fair and about 400 seniors attending each time.
- SES staff helped job candidates prepare resumes, write cover letters, file online job applications, and fax resumes to prospective employers.

Budget $18,312

Major Sources of Revenue
Knox County
Knoxville
John came to the Senior Employment Service in hopes of finding help and employment. While previously he had enjoyed good health, he had experienced some medical problems that had caused him to be downsized while sadly his wife also became seriously ill as well. Suddenly their entire income was lost. Of course, because of his illness, John now had limitations to compound the struggle to find new employment which sometimes involved being overlooked for interviews. Within the span of 1 month, he interviewed for two jobs and was hired at his third interview. His new job accommodates his physical limitations and provides sufficient income to meet his monthly expenses.

**Thank You Notes from Seniors Who Found Jobs Through Senior Employment Service**

“You went above and beyond the call of duty helping me get a part time job. Now we will be able to meet our expenses. Thanks.”

“Thank you for helping me with my resume. I would have been lost without your help.”

“The Senior Employment Service is one of the best things seniors have going for them.”

“I would like to take this opportunity to let you know the heartfelt gratitude and thankfulness that my wife and I have for Senior Employment Service.”

“Thank you very, very much for helping me find a job. I really appreciate what you do.”

“Seniors are at a great disadvantage without help, and this is where the Senior Employment Program comes in. Thank you for your indomitable spirit, good counsel, and everlasting willingness to help. You have made it possible for hundreds of seniors to successfully negotiate their way into employment. This program is a vital part of this community.”

**Notes from Employers**

“The people my company have hired through Senior Employment Service have proved to be confident, dependable and caring employees who have become great assets. I sing your praises for what you do and want to say thank you for allowing us to work with you!”

“It has been my pleasure to be a vendor at the Senior Job Fairs over the past few years. I am always excited about the job fairs because I know I will find good employees. I just wanted to take the time to say how much I appreciate what you do and for the attention you give to my employment needs.”

“Thank you for all you do! You are always so wonderful to work with. No matter how big the task or how short the notice you seem to drop everything to help. Keep up the good work, and continue sending me those great employees.”

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SENIOR NUTRITION PROGRAM

The Senior Nutrition Program serves hot, well-balanced, noontime meals to seniors age 60-plus in Knoxville and Knox County who cannot cook for themselves and have no one to cook for them. Meals are served Monday through Friday, including holidays. The Mobile Meals program had approximately 1,900 volunteers (and some paid staff) who deliver meals. For many, the Mobile Meals volunteer is the only person they will see all day. The meal-delivery program also provides a daily safety check. Seniors who are physically able are served at congregate meal sites, most located in senior apartment complexes throughout Knoxville and Knox County. These meal sites provide an opportunity to enjoy good company while they eat the same nutritious meals served in the Mobile Meals program.

Mobile Meals volunteers are the core of the Senior Nutrition Program. Volunteers deliver meals five days a week, answer phones, sort and pack holiday gifts, and pack emergency and holiday meals. Some volunteers have participated regularly for many years, others help as their schedules permit. Volunteers delivering meals report any problems or concerns, health-care issues, as well as home repair needs, that they encounter in the course of delivering their routes. This enables the office to follow up with additional services or emergency responses when necessary.

The Senior Nutrition Program also contracted with the East Tennessee Area Agency on Aging & Disability to deliver meals to those who qualify for the TennCare Choices program or the Options for Community Living program. This meal delivery allows many individuals to remain in their homes and receive other needed services. An average of 26 individuals received meals every weekday through these two programs in the last year.

Number of people served
- 1,518 persons were served in 9 dining rooms in the congregate meal program.
- 1,418 persons received Mobile Meals (home-delivered meals).
- 11 people were served through the Options for Community Living program.
- 80 people were served through the TennCare Choices program.

Services
- 217,241 Mobile Meals were served, an average of 805 meals per day.
- 67,003 meals were served at congregate dining sites, an average of 258 meals per day.

Accomplishments/Achievements for the year
- The Senior Nutrition Program received a grant from Meals on Wheels Association of America and Walmart to upgrade the menus to improve the quality of meals and allow participants more choice. As a result, labeling equipment and software were purchased and menu choices were initiated.
- 70-plus volunteers delivered meals each day, with a total of 1,950 volunteers serving during the year, including at congregate meal sites.

Budget $1,816,773

Major Sources of Revenue
Federal/State
Knox County
Knoxville
United Way
Empty Stocking Fund
Foundations/Grants
Community contributions
Mr. G is a 63-year-old divorced man who lives alone. Extensive health problems caused Mr. G to be homebound and unable to take care of his many "activities of daily living" (personal care needs), such as preparing meals. His health problems came up quickly, resulting in a loss of not only his physical abilities but also a loss of contacts with friends and neighbors. He became very isolated and lonely. The daily visit by the volunteer who delivers his meals is one of his main social contacts for the day, as well as providing a hot, nutritious meal. Mr. G sent a note to the Mobile Meals office that read only, "Thank you for saving me."

Mrs. M, age 76, lives alone in a big farmhouse. When the volunteer arrives with her meal each day, Mrs. M is lying in her hospital bed in the living room. The volunteer takes the meal inside and calls to Mrs. M to announce her arrival. Mrs. M gets out of her bed, and with the aid of a walker, meets the volunteer in the kitchen to receive her meal. Some days, the Mobile Meals volunteer is Mrs. M’s only visitor and her only reason to get out of bed. A warm smile, a friendly greeting, and a hot, nutritious meal always brightens Mrs. M’s day.

I wish to thank you for the kind and compassionate service of meals that you provided to my brother during his months of illness in 2011 and 2012. We especially appreciated the call we received from Mobile Meals when he did not answer the door or the phone when you tried to deliver his meal for the day. We came to Knoxville immediately. We found that he had passed away, sitting in his recliner. Since we live out of town, if it had not been for the Mobile Meals volunteer’s vigilance, it might have been days before we or anyone else had discovered him. Thank you for this marvelous service!

—A grateful sister

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Volunteer Assisted Transportation is entering its fourth year as a unique transportation option for Knox County seniors and people with disabilities. The program is designed to serve those who require aid and assistance to travel safely. Volunteers drive agency vehicles and receive extensive screening and training so program riders can be assured they are in the hands of ‘professional’ drivers who have the rider’s safety first and foremost in their minds. Training includes AAA’s Driver Improvement Program, certification in CPR and First Aid, passenger assistance techniques for safely assisting seniors and people with disabilities, and a comprehensive vehicle orientation. While there is a modest fare for the service, no one is turned away based on finances. There are no restrictions on trip purpose, but more than 75 percent of the trips have been for medical appointments and related errands. The fleet is made up of five Toyota Prius hybrid sedans and two wheelchair-accessible minivans.

Number of People Served
♦ 188 people received transportation.
♦ 815 individuals received transportation counseling, information, and referrals.

Services
♦ The program’s 43 volunteers provided 5,000 hours of service while providing assistance and transportation to 188 riders on 4,441 trips and traveling 61,552 accident-free miles.
♦ The program sponsored 1,027 rides for seniors and people with disabilities to various social, recreational, and entertainment venues, using the services of CAC Transit.

Accomplishments/Achievements for the Year
♦ Volunteer drivers logged 329 hours of training.
♦ 796 riders—seniors and people with disabilities—are enrolled in the program. Sixty percent of program ridership are more than 75 years of age. Thirty percent are female.
♦ Staff addressed the annual Southeast Association of Area Agencies on Aging conference.

Budget $255,299

Major Sources of Revenue
Federal/State
Knox County
Passenger Fares
Community Contributions
Volunteer Assisted Transportation Stories

“You all strive hard to take care of me”

Mr. P is a Korean War veteran, a multiple stroke victim with heart and breathing issues, and now fighting cancer. He and his wife L have many things to worry about, but transportation is not one of them. He uses VAT services to get to doctor appointments at the VA clinic and for grocery and pharmacy needs. He says, “without Volunteer Assisted Transportation, I wouldn’t have a way of getting around.” He describes transportation resources like VAT as “vital to people like me,” and a “real blessing.” Mr. B, a retired naval aviator himself, is one of the regular volunteer drivers who transports Mr. P. They served in the Navy at different times, but both felt an instant connection and enjoy telling ‘war stories.’

“VAT is my life support”

Mr. S, who was diagnosed with adult-onset diabetes 17 years ago, began going blind five years ago. He left his job as an alignment tech for a local tire company and began to prepare himself for what was coming. “I was mostly scared, you know, and began trying to learn the steps and paths around my home and places I had to get to.” He had friends and family to call on for transportation and assistance, but he says, “I knew in my heart I would be a nuisance.” He withdrew from asking for help. He didn’t feel like he could manage the bus system alone. When someone from a local agency told him about VAT he enrolled right away. “It was the greatest thing that could have happened for me. ‘Life support’ is the best way I could express it!”

“I am able to focus on work”

Ms. K, a special educator and personal trainer, recently applied to VAT to assist her mother, Mrs. E., to get back and forth to various appointments.

Mrs. E, who has frontal lobe dementia, is a retired bookkeeper and homemaker, and soon-to-be great-grandmother for the fourth time.

Ms. K related the difficulties she was having balancing work, home, and taking care of her mother’s increasing needs:

“I was having severe problems focusing on work and having digestive problems until I began using the VAT program. VAT has helped me tremendously during the school year. I didn’t have to ask to leave work or miss a single day due to VAT’s superior service. I was able to focus on work and my digestive problems disappeared.”

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CHIPS: COMPUTERS FOR HOMEBOUND & ISOLATED PERSONS

CHIPS provides donated computers to seniors who are isolated by illness, disability, or by their role as a full-time caregiver of a homebound senior. The CHIPS program equips homebound and isolated persons who are age 55 and older to use e-mail and the Internet to overcome social isolation, connect with people and resources, assert more control over their own lives, and contribute to their community. Volunteers are recruited and trained to refurbish donated computers, to install the equipment, and to serve as mentors to help the participants learn to use and maintain the equipment. Participants learn how to use e-mail, search engines, and safely use the Internet. The use of e-mail is a great way to overcome loneliness by providing a point of contact with friends, family members, and neighbors.

Senior Citizens Information & Referral Service takes all requests for CHIPS and gathers basic application information. Office on Aging assessors make a home visit to assess each applicant to determine eligibility and identify any special needs for using a computer.

Number of people served
- 13 seniors received computers
- 20 seniors received technical assistance from CHIPS volunteers.

Accomplishments/Achievements for the year
- Three full-time caregivers were able to use the computer to participate in online social support services to help alleviate the stress of caregiving.
- Computers were provided to a subsidized-rent senior housing facility to establish a computer lab for residents to use.

“I want to thank you for providing me with the wonderful computer system. The volunteer that set it up has an amazing heart and he put so much time into setting everything up for me and checked it twice. Your generosity has provided me with the ability to regain contact with my friends and family, pay my bills quicker and easier without the worry of not having or being able to buy a stamp. All of this I could never afford nor put a price tag on. So just saying ‘Thank you’ clearly doesn’t seem enough.”

—letter from a CHIPS recipient

Budget $5,039
Major Sources of Revenue
Knox County
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 the Young-Williams Animal Center to match senior pets with senior citizens. Office on Aging’s Project LIVE staff match income-eligible seniors with adoptable older pets. The program depends on contributions from the community. The program also expanded its partnerships to other local shelters and rescue groups in Knoxville and formed relationships with additional veterinarians in the community.

To be eligible, 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 the UT College 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
- 9 seniors received pets

Accomplishments/Achievements for the year
- Seniors receiving pets reaped an untold health reward. Pet ownership has many demonstrated health benefits.
- 9 older animals found loving homes instead of being euthanized as “unadoptable.”
- The program held its second annual PAWS Among the Blooms fund raiser at Stanley’s Greenhouse and raised more than $1,791 for the program.
- PAWS applied for additional grants and is expecting to hear from these potential new funding sources in the coming fiscal year.

“"My pet, Peanut, has brought me the greatest joy in a pet I have ever known. I have to give PAWS the thanks for helping me to get Peanut, my baby boy. I want to thank the PAWS staff person for her devoted time that she spent and for getting me the joy of my life. Peanut is the greatest pet anyone could have. He has brought me more happiness and joy than I thought possible. He is my family, my friend, and most of all, the joy in my life. He is by my side every minute of the day and night. He knows everything I say and is full of cute little ways of making me feel loved."

“It has brought me happiness that I can’t even explain. I was so lonely, but now I am the happiest person in the world. I hope that everyone who adopts a pet can get one like Peanut, because you will have happiness and you will no longer be lonely or depressed. You will have the happiness and joy that you have always needed and wanted. Thanks to PAWS for all they did. He is my ‘baby.’ He even has to be rocked to sleep, just like a baby.”

—Quote from Peanut’s satisfied new owner
Living Well with Chronic Conditions is a program that helps individuals learn ways to take charge of their own health and better manage their chronic disease or condition. The Office on Aging, in cooperation with the East Tennessee Area Agency on Aging and Disability (ETAAAD), offered this six-week series of workshops in various locations around Knox County. This is an evidence-based program developed by Stanford University, with extensive research to document that it is effective.

The participants in each workshop series meet once a week for approximately 2½ hours with classes led by two trained leaders. The workshops are open to any adult with a chronic condition as well as family members and caregivers of persons with chronic illnesses. During the workshop series, individuals learn the practical skills they need to live well with chronic health conditions such as arthritis, heart disease, COPD, diabetes, asthma, cancer, emphysema, depression, chronic pain, muscular dystrophy, obesity, anxiety, multiple sclerosis, stroke-related impairments, or any other chronic condition. Through the weekly meetings, the series provides support for continuing normal daily activities and dealing with the emotions that arise from having a chronic condition. Participants generally report that they feel better, more in control, and able to do more of the things they want to do after completing the workshop series.

Number of people served
- Three six-week workshop series were held in various locations around Knox County.
- 47 individuals with a wide variety of chronic conditions participated in the workshops and benefited from the training.

Accomplishments/Achievements for the year
- Six volunteers underwent four days of intensive training to become team leaders for the Living Well with Chronic Conditions series.
- Thanks to ETAAAD, workshop participants received a free copy of the book Living a Healthy Life with Chronic Conditions as a future reference guide.
- Planning is under way to offer the workshop series more frequently in as many areas of Knox County as possible.

“Most of the participants reached their weekly goals, but even if they didn’t, they learned new skills and ways to modify their goals to make them more realistic and reachable.”
—A workshop leader

“The participants had a wide variety of illnesses and conditions, some very serious and debilitating and others somewhat mild. I was surprised how much I learned about taking care of myself, both as a person with a chronic condition and as a caregiver.”
—A workshop participant
MOBILE AFFORDABLE MEAL SERVICE

The Mobile Affordable Meal Service (MAMS) provides meals (the same menu as Mobile Meals) five days a week for individuals who pay a fee for the service. There are no public funds involved and no eligibility requirements. The Senior Nutrition Program administers MAMS, and meals are delivered by the CAC Transit Program. The cost is $3.50 per day for lunch, plus $2.50 for delivery, with an initial minimum order of $30.00. A cold supper and breakfast are also available for an additional cost. Every effort is made to keep the cost affordable. In some cases, the cost of MAMS is covered by churches, by relatives or neighbors, or by agencies, such as the Medicaid Waiver and Options for Community Living. MAMS has helped meet the needs of individuals who are not eligible for Mobile Meals because they are too young or because their situation does not meet the criterion that there is no one in the home who can cook. Family members will sometimes order MAMS to be delivered to their older relative while the family is at work or for people who are temporarily unable to cook for themselves while they recover from an illness or an injury.

Number of people served
♦ 42 unduplicated clients
♦ An average of 18 individuals received meals every weekday throughout the year.

Services provided
♦ The program served 3,304 meals to people enrolled in the program.

Mr. and Mrs. D, both in their early 60s, have always been active in the community. Then Mrs. D became sick and had to drop out of her activities. She began having medical treatments for her illness, to which Mr. D took her each week—or more often, if needed. Because it was so important that Mrs. D get good nutrition during her illness, and that Mr. D take care of himself while caring for her, they decided that they needed to get healthful meals delivered to their home. They called Mobile Meals, and learned about Mobile Affordable Meal Service, which they felt was perfect for them. They were able to pay the fees involved, and they liked the flexibility of the program.

As she began to get her strength back, Mrs. D wrote the following to the MAMS program: “My husband and I want to thank you for the healthy and tasty meals you provide for us, and the faithful people who deliver them. We really appreciate this service, but hope that my health will improve so that I am able to cook again.”
The Mobile Meals Kitchen opened in August 2003 to prepare and package meals for the Senior Nutrition Program and for other nonprofit programs in the community. Meals must be nutritious, safe, and sanitary, but above all, they must taste good and be attractive to tempt the sometimes poor appetites of seniors. Keeping the costs low is a high priority so that the maximum number of seniors can be served with the available funds. Contracts with nonprofit programs help to cover the fixed costs of utilities and staffing, keeping the costs low for everyone.

The kitchen produced an average 2,097 meals/snacks per day for a total of 524,337 for the fiscal year. It was designed and built with the capacity to produce 5,000 meals each day, in order to be prepared to meet the needs of the growing senior population in the years to come.

On July 14, 2011, the staff at the kitchen began to realize that the ceiling was sagging. Structural experts came immediately to evaluate what was happening and recognized that there was significant structural damage to the kitchen’s roof supports, caused by a tornado that had touched down in the area about two weeks earlier. There was an immediate emergency evacuation of the kitchen staff, along with valuable equipment. The kitchen staff rose to the crisis and the next day and every day since, they managed to serve 1,800 meals to Knox County Mobile Meals and to programs in surrounding counties.

Repairs to the kitchen began in the spring with funds from Knox County. We can’t overstate our gratitude toward Mayor Burchett and the county for making the roof repair possible. He really is our hero!

Number of meals prepared
- 232,020 Mobile Meals
- 77,891 congregate meals
- 142,364 contract meals
- 61,343 after-school snacks
- 10,719 after-school “healthy” snacks

Accomplishments/Achievements for the year
- The kitchen had contracts to provide meals at three adult daycare facilities, and a contract to provide an after-school snack program for City of Knoxville Recreation Centers. In addition, 10,719 healthy snacks were provided through a grant from the Knox County Health Department.
- The Kitchen prepared cold lunches that could be refrigerated and heated later for seniors who wanted to eat a little later in the day. Meals that are going to be consumed later are safer when delivered cold rather than hot meals that are allowed to cool.
- The Kitchen provided approximately 64 weekend meals to seniors through private and state contracts.
- The kitchen provided an average of 512 meals per day for six senior meal programs in surrounding counties.

Budget $1,509,975

Major Sources of Revenue
- Foundations/Grants
- Community contributions
- Contract sales
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 fund-raising activities and grant opportunities
- Public awareness and information, which includes
  - Participating in health fairs, community exhibits, and church mission fairs
  - An Office on Aging web site: http://knoxseniors.org, which is home to the online versions of the Senior Service Directory and Elder News & Views (see below for both).
  - Maintaining a speakers’ bureau
  - Offering aging information periodically through local media, including Community Television’s Aging Advantage, composed of 15-minute interviews of aging-network professionals
  - In November 2011, the Office on Aging offered its annual workshop, Aging: A Family Affair, for the 27th year. The workshop offers practical advice on issues of interest to senior citizens and caregivers, both family members and professionals. In 2011, the keynote speaker, UT history professor Bruce Wheeler, was a huge hit with his talk on Knoxville history. Nine workshops were offered in three sessions throughout the day. Participants chose one workshop per session to attend. The 2011 event was a huge success, with more attendees than ever before, and extremely positive evaluations from those who attended.
  - 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 printed 50,000 copies of the 17th edition in March 2011. The directory is distributed free of charge. The 17th edition of the directory is online at http://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 about 17,000 copies of the 12-page newsletter six times during the year. Printing and mailing was supported by Mercy Health/Tennova Healthcare and the Knoxville News Sentinel. 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.
Volunteers are a powerful tool for change across the nation, as many of them provide economic and social benefit to the community. The Office on Aging volunteers are no exception. Through 13 different OOA programs, more than **5,198 volunteers** completed more than **303,227 hours** of service this year, with a conservative estimated value of more than **three million dollars**. Office on Aging volunteers offer helping hands, compassionate hands, caring hands; they offer a hand to steady, a hand to comfort, and a hand to reassure.

Project Live volunteers helped homebound adults with 33,549 hours of chores such as deep cleaning, decluttering, yard work, painting, and other home repairs.

More than 1,800 Mobile Meals volunteers delivered meals to homebound seniors.

Senior Corps volunteers completed 207,490 hours of service helping seniors remain independent at home, tutoring and mentoring school age children, and helping retired seniors find meaningful volunteer opportunities in the community.
Office on Aging staff
(as of June 30, 2012)

**OOA Admin & Support**
Barbara Monty, Director
Fred Massingill, Asst. Director
Sharon Brown
Kathy Burke
Ann Connelly
Kelley Hampton
Nancy Lofaro
Elizabeth Prater
Jennifer Russell

**Affordable Medicine Options for Seniors**
David Holden, Manager

**Daily Living Center**
Wendy Neloms, Coordinator
Rachel Martin

**Foster Grandparent Program**
Carolyn Walls, Manager
Lisa Bush

**Grandparents as Parents Program**
Edna Eickman, Manager

**Mobile Meals Kitchen**
Karen Estes, Senior Manager
Gina Delk, Manager
Steven Allen
Gregory Cazalet
Kateena Davis
Marcus Garrett
Carlos Hendricks
Linda Jones
Andrea Kemp
Kenneth Michel

**Project LIVE**
Misty Goodwin, Senior Manager
Scott Bennett
Susan Bradford
Kim Brookshire
Melinda Bryant
Jarrett Bush
Angelia Eastern
Pete Ferri
Rachel Gentry
Yolanda Grant
Crystal Holt
Bruce Jackson
Carol Lamb
Lutherine Logan
Ann Payne

**O'Connor Senior Center**
Sue Massingill, Manager
Rebecca Chandler
Cathy Gonzales
Claudia Jewell
Elbert Kern

**One Call Club**
Kathy Sergeant, Manager

**Retired & Senior Volunteer Program**
Rebecca Hare, Manager

**Senior Citizens Information & Referral Service/2-1-1**
Jan Johnson-Nelson, Manager
Wanda Evans
Karen Hedden

**Senior Companion Program**
Deisha Finley, Manager
Florence Dills

**Senior Employment Service**
Bonnie Lyle, Coordinator

**Senior Nutrition Program**
Alison Taylor, Manager
JoAnn Buchanan
Lucille Caughron
Pamela Chambers
Teresa Coning
Judy Pate
William Holden
Marleta Holton
Emil Jones
Chad Lawson
Jennifer Oakes
Judith Pelot
Melissa Poole
Ashley Rex
Laurenita Young

**CAC Transit Program**
Karen Estes, Senior Manager
Kathy Cunningham, Asst. Manager
Kevin Atkins
Denise Battle
Mark Berry
Lee Blackburn
Micky Blakley
Carolyn Bomar
Jerry Cagley
Robert Colquitt

**CAC Transit (cont’d.)**
Heather Davis
Freda Dean
Kenneth Foster
Venissa Garner
Kimberly Greene
J. C. Gullett
Latasha Hall
Beverly Harris
Kimberly Hatchett
Daniel Hodges
Dartrice Holloway
Sam Hopkins
Clara Howe
Michael Humphrey
Stan Jones
Ronald Martin
Charles Merritt
Crystal Mills
Jason Nelson
Ralph O’Neal
Terrie Parrott
Donnie Peels
Lisa Perry
Billy Pratt
Cheree Robinson
Linda Savage
Teddy Scarbrough
Gary Shoffner
Doyle Shultz
Leonard Smith
Donnas Waller
Eric White
Jesse Whitehead
Tony Whiteside
Michelle Wilkins
Perry Williams
Cherena Williamson
Laura Williamson

**Volunteer Assisted Transportation**
Warren Secrest, Manager
McDonald Vandyke
Nancy Welch
A round of applause
for Office on Aging programs, staff, and volunteers from those who are served.

If your program is doing half as good a job for your other members as you’ve done for me, then I know that we are all well pleased with the One Call Club.
—A One Call Club member

Thank you for all of your help and hard work! I really appreciate you; you seem to know how to talk to me when I’m in need, and calm me down. Everyone has a purpose in life—I firmly believe you’ve found yours!
—A letter to a Project LIVE case manager

Thanks to all of you for your loving care and the meals you prepare and deliver to me.
—A Mobile Meals participant

I had no one to turn to with my many problems, and I had no idea where to call to even find out how to get help. I saw your number on the cover of a senior directory in my doctor’s office. What a life-saver you’ve been to me! If only more people knew about the great service you offer!
—A caller to Senior Citizens Information & Referral Service

I have no job or income. Thank you for helping me through all of these hard times. I really do appreciate what you do for me.
—A client of CAC Transit