CAC Community Action

Helping People
Changing Lives

CAC Service Directory

CAC Helps People Help Themselves
by promoting self-sufficiency and independent living
through intervention, education,
and empowerment.

The Knoxville Knox County Community Action Committee
Serving our community since 1964

Phone: 865-546-3500 Fax: 865-546-0832 www.knoxcac.org
2247 Western Avenue, Knoxville, TN 37921 Email: barbara.kelly@knoxcac.org
The Knoxville-Knox County Community Action Committee (CAC) is a local public agency serving the community with a comprehensive range of federal, state, and locally funded programs. It is a part of the nation’s premier network in building communities, servicing families, and advocating opportunities for low-income people. CAC promotes family self-sufficiency and independent living for low-income and other vulnerable people through caring and efficient delivery of needed services and the development of partnerships at all levels.

Since 1964, when it was created by Knox County and the City of Knoxville, CAC has served to uphold its commitment: Helping People and Changing Lives. CAC is locally governed by a diverse group of citizens who represent the people served by CAC, low-income neighborhoods, government, and the community at large.

Working at CAC
Anyone interested in working at CAC should come to the LT Ross Building in the Central Office reception area during business hours and review the CAC Jobs Book that lists employment opportunities of all CAC programs. Job listings are also online at www.knoxcac.org. Applications may be left at the Central Office reception area or may be mailed to the P.O. Box mailing address below.

Volunteering at CAC
Anyone interested in volunteering with CAC should directly contact the department you wish to volunteer with or by calling 546-3500.

LT Ross Building, 2247 Western Avenue
Mailing Address: P.O. Box 51650
Knoxville, Tennessee 37950-1650
Phone: 546-3500 Fax: 546-0832
www.knoxcac.org

Office hours are
Monday through Friday
8:00 am – 4:45 pm

Throughout this directory, contact and location information for each program is the LT Ross Building contact information (see above) unless otherwise specified under the program name.
NEIGHBORHOOD CENTERS

Neighborhood Centers engage with local agencies and churches to leverage resources to meet vital needs of low-income families. They provide information and referral, emergency services, and case management to stabilize individuals and families.

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<tr>
<th>CENTER</th>
<th>Address</th>
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<tbody>
<tr>
<td>EAST CENTER</td>
<td>4200 Asheville Highway</td>
<td>546-5125</td>
<td>637-3641</td>
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<tr>
<td>SOUTH CENTER</td>
<td>522 Maryville Pike</td>
<td>577-7591</td>
<td>609-7035</td>
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<tr>
<td>WEST CENTER</td>
<td>2247 Western Avenue</td>
<td>524-3345</td>
<td>637-3376</td>
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COMMUNITY LEADERSHIP

2247 Western Avenue | Phone: 546-3500 | Fax: 546-0832
E-mail: communityleadership@knoxcac.org

Community Leadership is a CAC sponsored leadership training opportunity for individuals who live, work or volunteer in low to moderate income neighborhoods and who have demonstrated community commitment through service. These classes strengthen leadership at grassroots levels and challenge individuals to get involved. Interested applicants are encouraged to apply year round by calling CAC. To learn more, visit our website.

CAC AMERICORPS

2247 Western Avenue | Phone: 546-3500 | Fax: 546-0832
E-mail: jason.scott@knoxcac.org

CAC AmeriCorps is part of a network of national service programs that connects 75,000 Americans each year in service to meet our country’s critical needs in education, public safety, health, homeland security, disaster response and the environment. Since 1994, CAC AmeriCorps has served in Knox County to build community and solve problems through environmental service-learning. CAC AmeriCorps educates thousands of youth every year and mobilizes thousands of volunteers in the areas of air and water quality improvement, school solid waste management, urban agriculture and areas of litter prevention. CAC AmeriCorps is open to U.S. citizens who have earned their high school diploma (or G.E.D) and are at least 17 years old. CAC AmeriCorps members earn a monthly living allowance, health insurance, and an educational award of $6,095 for tuition and/or student loan repayments.
HEAD START
Administrative offices at 2400 Piedmont | Phone: 522-2193 | Fax: 522-2338
E-mail: nancy.thomas@knoxvilleheadstart.org

HEAD START is a federally funded program. As of August, 2017 the Knoxville-Knox County Head Start program has 6 centers serving 743 preschool children, 144 infants and toddlers and their families in the Early Head Start program.

The Six (6) centers are:
- Claxton—West Head Start
- Anderson-South Head Start/Early Head Start
- Kiwanis-East I Head Start
- Kiwanis-East II Head Start/Early Head Start
- LTR-Central Head Start
- North Ridge Crossing Head Start/Early Head Start

Head Start (preschool) children may be served in morning (a.m.) or afternoon (p.m.) classes, 4 hours per day. This is called the part-day option. Head Start (preschool) 4-year-old children may be served in the Kindergarten Enrichment (KEC) option for 7 1/4 hours per day.

Children may be served in a full-day option if their parents are working or in school full time and/or they receive child care certificates. Extended day services are available at the North Ridge Crossing Head Start Center.

EHS children enrolled at the Anderson and East II Head Start Centers are served in the part day option and attend the center from 7:45—11:45, on the same schedule as preschool part day.

Early Head Start (EHS) children enrolled in EHS at the North Ridge Crossing Head Start Center may be extended day, part day, or Home Base. They may be enrolled in extended day services if the parent has a child care certificate. For EHS children enrolled in the Home Base option, Home Visitors provide services in the home with the parents for 1 1/2 hours each week. The families attend a Group Play Day at the North Center twice each month for a group socialization experience. This option is used to serve all EHS children, except those enrolled in full day services, during the summer months.

OFFICE ON AGING
2247 Western Avenue | Phone: 524-2786 | Fax: 546-0832 Website: knoxseniors.org Email: knoxooa@knoxseniors.org

The Office on Aging provides a wide variety of services and information for senior citizens and the family members and professionals who provide care or services for seniors. The office also develops new resources and coordinates existing ones to provide the best possible quality of life for seniors in the community. Among the information resources of the Office on Aging are Elder News and Views, a free bi-monthly newsletter with current news of interest to seniors, and the Senior Service Directory, a comprehensive resource guide to services for Knoxville and Knox County seniors.

AFFORDABLE MEDICINE OPTIONS FOR SENIORS (AMOS)
AMOS is an information and advising service. AMOS assists seniors and people with disabilities to reduce their prescription drug and related costs through free medicine programs, Medicare, Medicare supplements, government programs, and discounts. AMOS also provides a speakers bureau for presentations on these topics.
OFFICE ON AGING continued

BARBARA H. MONTY MOBILE MEALS COMMUNITY KITCHEN
1747 Reynolds Street  |  Phone: 524-2786  |  Fax: 524-6356
Prepares daily meals for the Senior Nutrition Program and the Mobile Affordable Meal Service. Negotiates contracts to provide other meal services.

DAILY LIVING CENTER
3900 Probus Road  |  Phone: 689-8203  |  Fax: 689-8412
The Daily Living Center is an adult daycare program located at North Ridge Crossing, is open Monday-Friday for frail, at-risk seniors who meet financial guidelines. Operated by the O’Connor Senior Center.

FEED A PET
Provides free Pet food to low-income seniors who are homebound.

FOSTER GRANDPARENT PROGRAM
The Foster Grandparent Program coordinates the assignment of volunteers—who must be age 55 or older and physically able to serve 20 hours weekly in programs for children in the Knox and Blount County areas. Volunteers who meet the income guideline receive a stipend, travel reimbursement, a daily meal, insurance, and training.

GIFT OF SIGHT, HEARING & DENTURES
611 Winona Street  |  Phone: 546-6262  |  Fax: 523-7869
Administered by Senior Information & Referral to offer--through a revolving loan fund--exams, glasses, hearing aids, and dentures for persons who cannot afford to purchase them. Hearing aids and glasses are provided for persons age 50 and older, dentures for persons age 60 and older.

GRANDPARENTS AS PARENTS PROGRAM
Provides advocacy, monthly support meetings, referrals to community resources, and information for all grandparents or relatives raising minor children without a parent in the home. Recruits, trains, and assigns volunteer advocates to accompany grandparents or relatives during Juvenile Court custody hearings and school IEP (Individual Education Program) meetings. No age or income restrictions.

KNOX PAWS (PLACING ANIMALS WITH SENIORS)
Project LIVE staff and volunteers help low-income seniors find suitable pets at no charge from a local animal shelter.

MOBILE AFFORDABLE MEAL SERVICE (MAMS)
Provides hot, home-delivered noon meals Monday through Friday, $3.50 a meal plus delivery ($20.00 minimum order) for persons of any age who need meals for any reason. Twenty-four (24) hour notice required. Cold supper and weekend meals are available for an additional fee.
1747 Reynolds Street  |  Phone: 524-2786  |  Fax: 524-6356
OFFICE ON AGING continued

O’CONNOR SENIOR CENTER
611 Winona Street | Phone: 523-1135 | Fax: 523-7869
An activity center providing recreation, health services, physical fitness/exercise, and education programming for residents of Knox County, age 50 and older. No membership fee, but some classes have a small fee to cover program costs. A registered nurse provides healthcare screenings, education, and referrals. A diner serves lunch Monday-Thursday. Program schedules are printed in the Elder News & Views newsletter and in “Weekly Update” in the Sunday News-Sentinel. Center hours are Monday-Friday, 8:30 a.m.-4:30 p.m. with evening and weekend hours for special activities.

ONE CALL CLUB
A membership program assisting residents of Knox County and surrounding counties, age 50 and older to maintain their health and independence by having “one phone call” access to reliable, reasonably priced services they need to remain in their homes. Available services include health-related services such as transportation to medical appointments; home-delivered meals and personal care; home repair and maintenance; home safety modifications; and miscellaneous services such as computer installation and service; pet services; and bill paying and errand services. Members pay an annual fee to join and pay for the services they request. A sliding-fee membership plan is available with a revolving loan fund to assist with spreading out the costs of services when necessary for low-income members.

PROJECT LIVE (Living Independently through Volunteer Efforts)
Free in-home assessment and care management for low-income seniors. Minor home repairs provided by volunteers. Provides family support for caregivers of senior adults. Also provides case management at selected KCDC facilities for persons at risk of eviction and homelessness.

RISE ABOVE CRIME
This is a free program supporting older adults who have been victimized by crime. Caring professionals help older adult victims overcome the trauma of physical, sexual, or psychological violence, neglect, economic exploitation and fraud. Victims benefit from case management, legal advocacy and counseling.

RSVP (Retired & Senior Volunteer Program)
Provides adults, age 55 years and older, with information, training, benefits, and placement with organizations that offer volunteer opportunities in the community.

SAVINGS CHECKUP
Comprehensive, confidential, free money-saving tool designed to connect older adults with benefits and resources in their area including healthcare, prescription medication, housing, nutrition, utility assistance and more. Visit www.benefitscheckup.org or call 546-6262 for assistance.
SENIOR INFORMATION & REFERRAL (SIR)
611 Winona Street | Phone: 546-6262 | Fax: 523-7869
SIR links seniors, age 60 and older, and disabled persons with the appropriate community service or agency providing assistance in the areas of health, nutrition, housing, employment, recreation, transportation, legal services, emergency aid, financial aid, in-home services, minor home repair, etc., maintain a comprehensive data base. These services are available to area civic groups, social services agencies, church groups and families of the disabled and older citizens of Knoxville/Knox County.

SENIOR COMPANION PROGRAM
Volunteers, age 55 and older, provide 20 hours a week of companionship and some household help, to adult homebound clients with special needs. Volunteers who meet income guidelines receive a stipend, travel reimbursement, a daily meal, insurance, annual physical, and training.

SENIOR EMPLOYMENT SERVICE
Provides free assistance to seniors looking to enter or re-enter the workforce. Services include resume writing, application assistance, employment workshops, and job referrals.

SENIOR NUTRITION PROGRAM
Provides midday meals (Monday-Friday) for senior citizens. No income restrictions, no charge for meals, but contributions are requested. Night and weekend meals may be purchased.

Congregate Meals
Dining rooms located in senior apartment complexes and centers.

Mobile Meals
Meals delivered to homes throughout Knox County by volunteers. Seniors (age 60-plus) must be unable to prepare meals for themselves and have no one to cook for them.

2-1-1, EAST TENNESSEE INFORMATION & REFERRAL
For assistance: 211 or 1-866-588-4211
For business inquiries: 611 Winona Street | Phone: 523-1329 | Fax: 523-7869
An easy-to-remember phone number that connects callers to information about critical health and human services or to locate volunteer opportunities available in their community with only one call. 2-1-1 offers referrals to services such as food, clothing, and shelter; physical and mental health resources; employment support; support for children, families, or the elderly; support for people with disabilities; and volunteer and donation opportunities.
KNOX COUNTY CAC TRANSIT
2247 Western Avenue  |  Phone: 524-0319  |  Fax: 546-9013

PUBLIC AND CONTRACT TRANSPORTATION
Provides general public transportation to medical appointments, employment, and other essential services for Knox County residents who live or need to travel outside the Knoxville Area Transit (KAT) service area. There is a fee for services. Contracts are negotiated to provide transportation for the Office on Aging, Senior Nutrition Program, O’Connor Senior Center, TennCare, Department of Human Services, and other nonprofit programs. Wheelchair-accessible transportation is available.

VOLUNTEER ASSISTED TRANSPORTATION
Provides transportation services to seniors and people with disabilities who require aid and assistance to travel safely. Volunteer drivers receive extensive screening and training. While there is a modest fare for the service, no one is turned away based on financial resources, and there are no restrictions on trip purpose.

ENERGY AND COMMUNITY SERVICES
2247 Western Avenue  |  Phone: 637-6700  |  Fax: 637-2953

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)
Provides low-income families with energy assistance. The program operates three components: regular energy assistance or crisis prevention; crisis assistance-utility bill pay or delivery of home heating to prevent disconnection of services or depletion of home delivered fuel; and installation of 5000BTU air conditioners for individuals with medical conditions that are aggravated by summer heat and humidity.

PROJECT HELP & LOCAL HEAT RELIEF
Crisis intervention energy programs.

HOMEWARD BOUND PROGRAMS
2247 Western Avenue  |  Phone: 546-3500  |  Fax: 546-0832 or for local faxes only 637-9146

This department provides a variety of programs to assist the homeless in achieving self-sufficiency. All programs offer comprehensive and integrated case management, outreach, crisis assistance, job, life and basic skills training, GED preparedness, budget management, parenting classes, employability classes, housing placement, transportation assistance and other supportive services related to a customer’s goal of achieving self-sufficiency.
ELIZABETH’S HOME
A HUD funded rehousing program that assists families in transition from homelessness to permanent supportive housing in apartments and single-family homes scattered throughout the Knoxville area. Through tenant-based lease agreements supported by the program, and long-term case management, the families are able to live independently and develop skills to maintain housing. The length of stay for families is up to 24 months, with CAC providing rental assistance to the families (who pay 30% of their income) up to two-year period. The goal of the program is to facilitate the movement of the families to long term permanent housing.

EMERGENCY SOLUTIONS GRANT PROGRAM (ESG)
The Emergency Solutions Grant provides financial assistance when available to eligible families and individuals who are literally homeless or at imminent risk of becoming homeless who are participating in one of CAC’s Case Management programs. Assistance may include utility and security deposits, rental and utility arrearages, moving and storage.

FAMILIES IN NEED (FIN)
A HUD funded re-housing program that offers outreach and case management to families with children who are residing in homeless shelters, streets, hotels paid for by charitable organizations, cars or places not meant for human habitation. Housing placement, advocacy, parenting classes, budgeting, employability, adult education, and assistance with accessing mainstream benefits are some of the supportive services provided. Case management is provided to assist with re-gaining housing and move towards stability.

PROJECT SUCCEED
A HUD funded re-housing program that offers outreach and case management to families with children who are residing in homeless shelters, streets, hotels paid for by charitable organizations, cars or places not meant for human habitation. Housing placement, advocacy, parenting classes, budgeting, employability, adult education, and assistance with accessing mainstream benefits are some of the supportive services provided. Case management is provided to assist with re-gaining housing and move towards stability.

REACH (Resources Extended to Assist the Chronically Homeless)
REACH is a HUD funded street outreach and case management program for individuals who stay in camps, vehicles, and under bridges. The purpose is to bring people into shelters and/or housing, while addressing employability and substance abuse concerns.

RESILIENT FAMILIES
A long term case management program that works with families with children who are in a financial crisis and are homeless or at imminent risk of becoming homeless. A comprehensive family development plan is made and ongoing case management is provided with a goal of providing ongoing support that will move families who are in crisis towards stability.

YOUTH WINS
Youth WINS (When in Need of Support Services) assists unaccompanied youth who are experiencing homelessness through intensive case management and linkage to community resources.
The program assists youth who are homeless gain housing, increase school attendance, graduate and pursue further education, skills training, or employment.

**HOUSING & ENERGY SERVICES**
2247 Western Avenue (Lower Level) | Phone: 244-3080 | Fax: 544-1647
www.cachousing.org
All services of the Housing & Energy Services enable people to stay in their homes and to remain independent. Applicants must meet income and other eligibility requirements.

**CITY OF KNOXVILLE MINOR HOME REPAIR LOAN PROGRAM**
A program designed for City of Knoxville homeowners. It provides minor home repairs in cooperation with the City of Knoxville Community Development program.

**CITY OF KNOXVILLE EMERGENCY HOME REPAIR PROGRAM**
A program designed for City of Knoxville homeowners. It provides emergency home repairs (a one system failure) in cooperation with the City of Knoxville Community Development program.

**KNOX COUNTY MINOR HOME REPAIR LOAN PROGRAM**
A program designed for Knox County (outside the City) homeowners. It provides minor home repairs in cooperation with the Knox County Community Development program.

**KNOX COUNTY REHABILITATION/RECONSTRUCT PROGRAM**
A program designed for Knox County (outside the City) homeowners to provide major home repairs and in some instances a complete rebuild of the home.

**KNOX COUNTY EMERGENCY HOME REPAIR PROGRAM**
A program designed for Knox County (outside the City) homeowners. It provides emergency home repairs in cooperation with the Knox County Community Development program.

**WEATHERIZATION ASSISTANCE PROGRAM (WAP)**
This program aims at securing long term savings for low-income homeowners and renters by weatherizing their homes to reduce energy consumption, and thereby, reducing utility bills.

**FOOD AND NUTRITION PROGRAMS**
2247 Western Avenue | Phone: 546-3500 | Fax: 546-0832
CAC maintains information on hunger and poverty in the community and coordinates with other programs and agencies to make more and better quality food available at lower prices to low-income families. It provides staff support for Emergency Food Helpers. It coordinates the distribution of emergency food through the Emergency Food and Shelter Program of the Federal Emergency Management Agency.
THE URBAN AGRICULTURE PROGRAM & BEARDSLEY COMMUNITY FARM
An urban demonstration farm and community garden which grows over 10,000 pounds of produce with the help of local community volunteers. All food grown at Beardsley Community Farm is donated to local food pantries, shelters and kitchens. Call to schedule a tour or to volunteer, 546-8446, Monday through Friday, 8:00 a.m.-4:45 p.m.

THE GREEN THUMB PROGRAM
Promotes home gardening and provides 1,000 sets of free vegetable seeds and plants to eligible gardeners in Knoxville and Knox County.

COMMUNITY GARDEN PROGRAM
Encourages individuals and families to garden together in public housing developments and other locations. Provides gardening assistance and nutrition education.

USDA PROGRAMS: COMMODITY PROGRAM
Distributes USDA surplus food to low-income families in Knox County.

SUMMER FOOD SERVICE PROGRAM
Provides meals to children at a variety of sites within Knox County.

THE CHRISTMAS CLEARINGHOUSE
Coordinates agencies, organizations, and churches that wish to help families during the holiday season. The Clearinghouse works to eliminate duplication in order to serve as many needy families as possible. Applications for the Knoxville News Sentinel Empty Stocking Fund are taken by the Clearinghouse staff.

THE NEWS SENTINEL MILK FUND
Provides nutrition supplements to low-income individuals who have a medical need. The program is supported by the readers of the Knoxville News Sentinel.

WORKFORCE CONNECTIONS
2247 Western Avenue  |  Phone: 544-5200  |  Fax: 544-5269
Provides information about programs offering employment and related training and support services for Knox County. Workforce Connections administers the American Jobs Centers and the WIOA Youth Program in the Northeast Workforce Development Area. Ticket to Work provides a Disability Resource Coordinator to assist individuals with disabilities pursuing employment. Individuals receiving a “Ticket” from Social Security may be eligible for specific employment assistance.
The Promise of Community Action

Community Action changes people’s lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves.