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# CAC Service Directory

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CAC helps people of all ages thrive by promoting a spirit of hope, delivering quality services, and building effective community partnerships at all levels.

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

**Phone: 865-546-3500 | Fax: 865-546-0832**  
**2247 Western Avenue, Knoxville, TN 37921**  
**[www.KnoxCAC.org](http://www.KnoxCAC.org)**

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# CAC Service Directory

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# Knoxville - Knox County Community Action Committee

## WHAT IS CAC?

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 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](http://www.knoxcac.org). Applications may be left at the Central Office reception area, mailed to our P.O. Box mailing address, or submitted to [CACHR@knoxcac.org](mailto:CACHR@knoxcac.org)

## Volunteering at CAC

Anyone interested in volunteering with CAC should directly contact the department you wish to volunteer with by calling 865-546-3500. See page 21 for opportunities.

**Ross Building, 2247 Western Avenue**  
**Mailing Address: P.O. Box 51650, Knoxville, TN 37950-1650**  
**Phone: 865-546-3500 | Fax: 865-546-0832**  
**[www.knoxcac.org](http://www.knoxcac.org)**

**Office Hours:**  
**Monday through Friday**  
**8:00 a.m. - 4:45 p.m.**

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

## **CAC AMERICORPS**

**2247 Western Avenue | Phone: (865) 546-3500 | Fax: (865) 546-0832**

**[jason.scott@knoxcac.org](mailto:jason.scott@knoxcac.org) | [www.knoxcac.org/americorps](http://www.knoxcac.org/americorps)**

Part of a network of national service programs that connects over 100,000 Americans each year in service to meet our country's critical needs in education, public safety, health, economic opportunity, education, disaster response, and the environment. Since 1994, CAC AmeriCorps has served in Knox and surrounding counties to build community and solve problems through service focusing on environmental education, public lands improvement, and poverty alleviation. CAC AmeriCorps members build capacity for over 40 organizations, leveraging thousands of volunteers each year. 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 and an educational award for tuition and/or student loan repayments.

## **COMMUNITY LEADERSHIP**

**2247 Western Avenue | Phone: (865) 546-3500 | Fax: (865) 546-0832**

**[communityleadership@knoxcac.org](mailto:communityleadership@knoxcac.org) | [www.knoxcac.org/community-leadership](http://www.knoxcac.org/community-leadership)**

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 grass-roots levels and challenge individuals to get involved. Interested applicants are encouraged to apply year round by calling, emailing, or submitting their application online.

## **VOLUNTEER INCOME TAX ASSISTANCE (VITA)**

**2247 Western Avenue | Phone: (865) 546-3500 | Fax: (865) 546-0832 |**

**[www.knoxcac.org/vita](http://www.knoxcac.org/vita)**

A free and confidential service offered on a first-come, first-served basis and is open to low-income and moderate-income individuals and families. VITA volunteers are IRS certified and will prepare basic tax forms such as the 1040, however, there are some forms that cannot be prepared by VITA. VITA will file back taxes for the past three years. VITA will also provide assistance with amended returns. VITA provides tax services year-round and by appointment during the off-season.

# KNOXVILLE HEAD START

Administrative offices at 2400 Piedmont Street

Phone: (865) 522-2193 | Fax: (865) 522-2338 | [renee.hauge@knoxvilleheadstart.org](mailto:renee.hauge@knoxvilleheadstart.org)

[www.knoxvilleheadstart.org](http://www.knoxvilleheadstart.org)

A federally funded program with six (6) centers serving over 887 infants, toddlers, and preschoolers per year. Head Start preschool children (3-5 year olds) may be served in 2 different options:

- Part-day option - children attend for four (4) hours per day, Monday through Thursday. There are morning classes and afternoon classes available. Bus transportation is available for most children in this option.
- Extended day option - children attend for 7.5 hours per day, Monday through Thursday. Transportation is not available for children in this option.

Early Head Start (EHS) serves children under the age of three (3) years old in 2 different options:

- Extended day option - EHS children attend for 7.5 hours per day, Monday through Thursday. Transportation is not available for EHS children.
- Home Base option - Home Visitors provide services for infants and toddlers in the home with the parents for 1.5 hours each week. The families attend a Group Play Day (socialization experience) twice each month. Not ALL EHS children are served in the home base option during the summer months.

## HEAD START CENTERS

### ANDERSON

4808 Prospect Road  
Knoxville, TN 37920

### ROSS BUILDING

2247 Western Avenue  
Knoxville, TN 37921

### EAST II

2330 Prosser Road  
Knoxville, TN 37914

### CLAXTON

2400 Piedmont Street  
Knoxville, TN 37921

### WESTERN HEIGHTS

1101 West Oldham Ave  
Knoxville, TN 37921

### NORTH RIDGE CROSSING

1008 Breda Drive  
Knoxville, TN 37918

## OFFICE ON AGING

2247 Western Avenue | Phone: (865) 524-2786 | Fax: (865) 546-0832  
knoxooa@knoxseniors.org | www.knoxseniors.org

Provides a wide variety of services and information for older adults and the family members and professionals who provide care or services for older adults. 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 older adults, and the *Senior Service Directory*, a comprehensive resource guide to services for Knoxville and Knox County older adults.

Contact and location information for each Office on Aging program is in the Ross Building (2247 Western Avenue) unless otherwise specified under the program name.

### Programs

- Affordable Medicine Options for Seniors (AMOS)
- Daily Living Center
- Feed-A-Pet
- Foster Grandparent Program
- Gift of Sight, Hearing, & Dentures
- Grandparents As Parents
- Knox PAWS (Placing Animals With Seniors)
- O'Connor Senior Center
- Personal Emergency Response System
- Project LIVE (Living Independently through Volunteer Efforts)
- Rise Above Crime
- RSVP (Retired & Senior Volunteer Program)
- Savings Checkup
- Senior Care Calls
- Senior Companion Program
- Senior Community Service Employment Program (SCSEP)
- Senior Employment Service
- Senior Information & Referral (SIR)
- Supplemental Nutrition Assistance Program (SNAP)
- Tech Smart Knox Seniors

## **AFFORDABLE MEDICINE OPTIONS FOR SENIORS (AMOS)**

A free service that helps older adults and persons with disabilities lower the cost of their medicines and related costs through free medicine programs, Medicare, Medicare supplements, government programs, and discounts. Information, advising, and training is provided by trained staff and volunteers.

## **DAILY LIVING CENTER**

**3900 Probus Road | Phone: (865) 689-8412 | Fax: (865) 689-8203**

A licensed adult day services program that provides community-based services to frail, at-risk older adults who need a structured program. Daily programming Monday-Friday is provided, including meals, games, music and art therapy, exercise and more.

## **FEED-A-PET**

Helps to provide food to eligible older adults and pets they already have in their home. A month's supply of pet food is delivered to participants each month. Veterinary care for the older adults' pets is provided on a case-by-case basis.

## **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 tax-free stipend, travel reimbursement, meal allowance, insurance, and training.

## **GIFT OF SIGHT, HEARING & DENTURES**

**Phone: (865) 546-6262**

Administered by Senior Information & Referral to offer exams, glasses, hearing aids, and dentures for persons who cannot afford them otherwise. 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, support, training, referrals to community resources, and information for all grandparents or relatives raising minor children without a parent in the home. No age or income restrictions.

## **KNOX PAWS (PLACING ANIMALS WITH SENIORS)**

Assists eligible older adults to gain the companionship of a pet. Helps to provide pet supplies, veterinary care, medicines, grooming, and even transportation for these needs to the older individual and their pet.

## **O’CONNOR SENIOR CENTER**

**611 Winona Street | Phone: (865) 523-1135 | Fax: (865) 523-7869**

An activity center providing recreation, health and wellness 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-Friday. Program schedules are printed in the Elder News & Views newsletter and in “Senior Update” in the Sunday Knox News Sentinel. Center hours are Monday-Friday, 8:30 a.m.- 4:30 p.m.

## **PERSONAL EMERGENCY RESPONSE SYSTEM**

Personal Emergency Response System (PERS) helps preserve independence so that older adults can live more confidently knowing that help is available with just the push of a button. Individuals may be eligible for a discount on the purchase of PERS products, which provide benefits including 24/7 monitoring, fall detection, and location detection. Call to find out if you qualify for a discount.

## **PROJECT LIVE (LIVING INDEPENDENTLY THROUGH VOLUNTEER EFFORTS)**

Serves homebound seniors who have limited support and income through free in-home assessment and care management, provision of minor home repairs by volunteers, and support of family caregivers of older adults. Also offers case management at selected KCDC facilities for persons at risk of eviction and homelessness. Please see the Social Services section for more information.

## **RISE ABOVE CRIME**

This is a free program supporting older adults who have been victimized by or at risk of crime. Case management services are available to help older adult victims overcome the trauma of physical, sexual or psychological violence, neglect, financial exploitation, and fraud.

## **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**

**865-546-6262 | [www.benefitscheckup.org](http://www.benefitscheckup.org)**

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.



## **SENIOR CARE CALLS**

Free telephone wellness check and social support program. Volunteers make weekly check-in calls with older adults who are homebound, isolated, and lonely.

## **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 tax-free stipend, travel reimbursement, meal allowance, insurance, and training.

## **SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)**

Federal job training program for unemployed low-income individuals age 55 or older who face barriers to employment. SCSEP places adults in part-time paid community service assignments for on-the-job training.

## **SENIOR EMPLOYMENT SERVICE**

Provides free assistance for individuals 50 and older looking to enter or re-enter the workforce. Services include resume writing, application assistance, job-search assistance, employment workshops, job fairs, and job referrals.

## **SENIOR INFORMATION & REFERRAL (SIR)**

**Phone: (865) 546-6262**

SIR links individuals age 60 and older and persons with a disability to 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. These services are available to older citizens, family members, persons with disabilities, area civic groups, social services agencies, church groups, and the general community of Knoxville/Knox County.

## **SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)**

Assists older individuals with applying for SNAP benefits to provide extra money to buy nutritious food needed for good health. Educates individuals on how to apply for SNAP, dispels myths about the program, and helps individuals through the application process.

## **TECH SMART KNOX SENIORS**

Individuals, aged 60 and over, receive digital training, access to digital tools, and connectivity support to gain the skills and confidence needed to navigate technology. Classes are held at various locations each month. The class series is 15 hours per week led by a Digital Literacy Coordinator and a trained Tech Smart Volunteer.

## **NUTRITION SERVICES**

**2247 Western Avenue | Phone: (865) 546-3500 | Fax: (865) 546-0832**

**[www.knoxcac.org/food-resources](http://www.knoxcac.org/food-resources)**

Provides healthy and nutritional food resources for individuals and families living in the Knoxville and Knox County area.

Contact and location information for each Nutrition Services program is in the Ross Building (see above) unless otherwise specified under the program name.

### **Programs**

- After School Snack
- Barbara H. Monty Mobile Meals Kitchen
- The Caring Plate
- Commodity Supplemental Food Program
- Congregate Dining
- Emergency Food Helpers
- Empty Stocking Fund
- Mobile Affordable Meal Service (MAMS)
- Mobile Meals
- Summer Food Service
- Supplement Program

### **AFTER SCHOOL SNACK PROGRAM**

**[distribution@cacnutrition.org](mailto:distribution@cacnutrition.org)**

CAC partners with Knox County afterschool programs provide USDA approved snacks to at-risk youth in our community. Each program must complete a site application, complete required training, and submit weekly forms to participate in the program. Snacks are provided by CAC Mobile Meals Kitchen. Contact the CAC Food Distribution Office to begin the application process. Visit [USDA.gov](http://USDA.gov) to learn more about the federally funded Afterschool Snack component of the National School Lunch Program.

### **BARBARA H. MONTY MOBILE MEALS COMMUNITY KITCHEN**

**1747 Reynolds Street | Phone: (865) 524-2786 | Fax: (865) 524-6356**

Mobile Meals Kitchen prepares and packages over 3,000 meals every day for the CAC Senior Nutrition Program, Mobile Meals, and for other programs and community organizations throughout East Tennessee. The kitchen negotiates contracts to provide other meal services.

## **THE CARING PLATE**

**Phone: (865) 244-3217 | [www.provisioncares.org/TheCaringPlate](http://www.provisioncares.org/TheCaringPlate)**

A program for individuals currently receiving cancer treatment that have been referred by their physicians. Recipients receive healthy, nutritious meals for themselves and their family. Affiliated healthcare organizations and physicians can learn more about how to refer a patient, or about how to become an affiliated healthcare partner, by calling or visiting the website listed above.

## **COMMODITY SUPPLEMENTAL FOOD PROGRAM**

**[distribution@cacnutrition.org](mailto:distribution@cacnutrition.org)**

In three locations across Knox County, 1-2 bags or boxes of shelf stable USDA foods are distributed every other month at no cost to Knox County residents. Recipients should be prepared to provide proof of residency and to self-declare their household income. Call (865) 546-3500 or email [distribution@cacnutrition.org](mailto:distribution@cacnutrition.org) to learn more about receiving commodities, our next distribution date, what to do if you cannot make it to a distribution, how to volunteer, or how to become a commodities distribution site. Visit [USDA.gov](http://USDA.gov) to learn more about the federally funded commodities program.

## **CONGREGATE DINING PROGRAM**

**Phone: (865) 524-2786**

Offers free healthy meals, social engagement, access to community resources, and volunteer opportunities to eligible participants. Congregate meal sites operate out of senior centers, housing complexes, and other community settings. If you are resident of a congregate meal site and are aged 60+ or disabled and would like to learn more, either visit your meal site during their service hours or contact your building's social worker or resource coordinator. Please call for current meal schedules.

## **EMERGENCY FOOD HELPERS**

**Phone: (865) 658-9136**

A coalition of food pantries in Knox County working together to alleviate hunger in the community. Pantries that are members of the Emergency Food Helpers receive an annual distribution of shelf-stable EFSP Emergency Foods.

## **EMPTY STOCKING FUND**

**Phone: (865) 293-4761 | [distribution@cacnutrition.org](mailto:distribution@cacnutrition.org) | [ESFKnox.org](http://ESFKnox.org)**

A partnership between Knoxville-Knox County CAC and News Sentinel Charities, where low-income households in East Tennessee apply to receive a holiday food basket each December. Empty Stocking Fund recipients receive over 25 food items, including a 4-pound ham, to provide for Christmas dinner as well as other meals during the holiday season. Applications open mid-November each year.

## **MOBILE AFFORDABLE MEAL SERVICE (MAMS)**

**Phone: (865) 524-2786**

MAMS utilizes the Mobile Meals delivery system to deliver hot, chilled, or frozen meals up to five days a week to Knox County residents for a fee. This service is ideal for those who are unable to cook for themselves due to illness or injury or prefer a flexible solution for meal service. Delivery can be set to your desired schedule and start within 2-3 business days from your completed registration. Call for more information and to sign up. No in-home assessment is required.

## **MOBILE MEALS**

**Phone: (865) 524-2786 | [www.knoxseniors.org/mobile](http://www.knoxseniors.org/mobile)**

A community of clients, volunteers, donors, and staff brought together by the need to combat food insecurity among homebound and isolated older adults in Knox County. Daily, over 100 volunteers commit to delivering hot, nutritious meals to over 1,100 seniors who are unable to prepare meals and experience limited social contact. In addition to providing a home delivered meal, Mobile Meals volunteers offer friendly social interactions and daily safety checks that help clients continue living independently in their own homes. If you know, care for, or are a homebound senior (60+) or disabled person who could benefit from Mobile Meals, please call to apply.

## **SUMMER FOOD SERVICE PROGRAM**

**[distribution@cacnutrition.org](mailto:distribution@cacnutrition.org)**

Summer Food Service Program (SFSP) utilizes USDA funding to serve youth (18 years or younger in Knox County) breakfast, lunch or snack during the months of June and July. CAC partners with community organizations and programs to serve as meal service locations. Interested programs and camps can apply with the CAC Food Distribution Office. Applications are available beginning in March of each year. Visit [USDA.gov](http://USDA.gov) to learn more about the federally funded Summer Food Service Program.

## **SUPPLEMENT PROGRAM**

**[supplementprogram@cacnutrition.org](mailto:supplementprogram@cacnutrition.org)**

Supplements are provided to individuals unable to meet their nutritional needs through food resources and who have been referred by their physician. Distribution of these liquid supplements is held the first week of January, March, May, July, September, and November. Applications can be requested via phone or email.

## **HOUSING & ENERGY SERVICES**

**2247 Western Avenue (Lower Level) | Phone: (865) 244-3080 | Fax: (865) 544-1647**

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.

Contact and location information for each Housing & Energy Services program is in the Ross Building (see above) unless otherwise specified under the program name.

### **Programs**

- Emergency and Minor Home Repair Program
- City of Morristown Emergency Home Repair Program
- Knoxville Lead-Safe and Healthy Homes Program
- Knox County Home Rehabilitation Program
- Septic Repair Program
- Water Savings Program
- Weatherization
- Training House
- Contractor Opportunities

### **EMERGENCY AND MINOR HOME REPAIR PROGRAM**

Provides minor home repairs to eligible homeowners located within the City of Knoxville limits.

### **CITY OF MORRISTOWN EMERGENCY HOME REPAIR PROGRAM**

Provides minor home repairs to eligible homeowners located within the City of Morristown limits.

### **KNOXVILLE LEAD-SAFE AND HEALTHY HOMES PROGRAM**

If your home was built prior to 1978 and a child under the age of 6 resides or spends any time at your home, that child may be exposed to lead-based paint hazards and at risk of being lead poisoned. The Lead-Safe and Healthy Homes Program provides free assistance to homeowners, landlords, and tenants who want to protect themselves and their family from lead-based paint hazards.

## **KNOX COUNTY HOME REHABILITATION PROGRAM**

Provides home repairs to eligible Knox County homeowners located outside the City of Knoxville and Town of Farragut limits.

## **SEPTIC REPAIR PROGRAM**

Phone: (865) 215-5000

Across Knox County approximately 150-200 septic system failures are inspected per year by the Knox County Health Department. Of these, approximately 15-20 are owned by households that are unable to pay for the repairs due to financial hardships. CAC Housing and Energy Services Department, in partnership with the Knox County Health Department, is providing support for the Septic Repair Program. CAC Housing and Energy will provide administrative support in the form of receiving, reviewing, and approving documentation relating to eligibility verification. Contact the Knox County Health Department for more information.

## **WATER SAVINGS PROGRAM (WSP)**

Improves the quality of life for low-to-moderate income homeowners and renters by increasing the water and energy efficiency. Participants receive an in-home assessment to determine needs. WSP services may include the installation of low-flow toilets and the repair of minor water leaks. Rental units require landlord permission. Household income must meet income requirements.

## **WEATHERIZATION & ENERGY EFFICIENCY**

Aims to reduce the energy costs of low-income homeowners and renters located in Knoxville, Knox County, Roane County, Loudon County, Blount County, and/or KUB gas/electric service area. Approved homes will receive an energy efficiency audit to review how to reduce home energy costs and increase home energy efficiency.

## **TRAINING HOUSE**

The Knoxville-Knox County Community Action Committee Training House is designed to train participants in the newest weatherization, lead safety, and home repair techniques. Its unique design allows one to see the different types of construction and to model a variety of training scenarios.

## **CONTRACTOR OPPORTUNITIES**

The CAC Housing & Energy Department utilizes qualified licensed contractors to implement services in our programs. Services include home repair, water efficiency and leak repairs, weatherization assistance, and lead hazard control.

Minority-owned, women-owned, veteran-owned, and Section 3 businesses are encouraged to participate.

## **SOCIAL SERVICES**

**2247 Western Avenue | Phone: (865) 544-5200 | Fax: (865) 637-9146**

CAC Social Services provide case management and care services including finding housing, neighborhood resources, employment, higher education, academic tutoring, and mentorship. The Social Services department works with clients to help them set personal goals to meet their needs and advocates to the elimination of barriers in their path to success. Contact and location information for each Social Services program is in the Ross Building (2247 Western Avenue) unless otherwise specified under the program name.

### **Programs**

#### **Homeward Bound:**

- Families In Need
- REACH
- Elizabeth's Home
- Youth WINS
- Youth Action Board (YAB)
- Emergency Solutions Grant
- Project LIVE
- Case Management Project
- Transforming Western

#### **• Access to Benefits**

- Families Together Academy
- Resilient Families
- Tutoring
- Neighborhood Centers

#### **Workforce Development:**

- Workforce Connections
- Workforce Re-Connections
- Connect 3E
- Ticket to Work

## **HOMEWARD BOUND**

Families and youth experiencing homelessness are provided supportive services and case management so they can obtain or retain housing and achieve sustainable stability and eventual self-sufficiency. Services include housing placement, education and employment assistance, advocacy, and connection to resources.

## **FAMILIES IN NEED**

This case management program offers re-housing services to families with children who live in shelters, streets, hotels paid for by charitable organizations, cars, or other places not meant for human habitation.

## **REACH**

Street outreach and case management that assists the chronically homeless living in camps, vehicles, and under bridges to access emergency shelters, and/or safe housing.

## **ELIZABETH'S HOME**

Re-housing program that offers financial support and case management to families as they transition from homelessness to permanent housing.

## **YOUTH WINS (WHEN IN NEED SUCCEED)**

Serves unaccompanied youth ages 18-24 (including those in high school) who struggle with housing insecurities or homelessness. They are provided outreach and comprehensive guidance to help them access housing, education, and job resources.

## **YOUTH ACTION BOARD (YAB)**

Empowering youth through leadership and engagement, Youth Action Board (YAB) members who have experienced homelessness advise community leaders on the diverse challenges homeless youth face and impact community change. The YAB is part of the Knoxville-Knox County Homelessness Coalition (KKCHC). The YAB meets twice a month at the Ross Building located at 2247 Western Avenue on Thursdays from 5:00 to 7:00PM. Life skills classes are from 5:00 to 6:00PM and the full meeting is from 6:00 to 7:00PM.

## **EMERGENCY SOLUTIONS GRANT**

This federal grant helps CAC to better serve its unsheltered program participants. Assistance regularly includes payment of housing deposits, first month's rent, utility deposits, and other supportive services.

## **PROJECT LIVE (LIVING INDEPENDENTLY THROUGH VOLUNTEER EFFORTS)**

Project LIVE (Living Independently Through Volunteer Efforts) serves participants who are 60 years and older facing housing insecurities and/or homelessness are assisted in finding or maintaining safe and secure housing. Case management offers connection to resources so they may continue to live independently. Eligibility guidelines apply.

## **CASE MANAGEMENT PROJECT**

Case management services are provided to residents of three local high-risk apartment buildings to help prevent eviction. Services are offered in partnership with City of Knoxville and Knoxville Community Development Corporation (KCDC) properties, including Cagle Terrace, Guy B. Love and Isabella Towers.

## **TRANSFORMING WESTERN**

CAC has partnered with the Knoxville-Community Development Corporation to serve as the "People Lead" for the Department of Housing and Urban Development's (HUD) Choice Neighborhood Grant. As the People Lead, CAC will work to empower and support the residents of Western Heights as they strive to improve their education, health, youth opportunities, economic stability, and food security. Specifically, we will provide case management and community programming.



## **ACCESS TO BENEFITS (A2B)**

The Access To Benefits program (A2B) utilizes the SOAR (SSI/SSDI Outreach, Access, and Recovery) method to increase access to the disability income benefit programs administered by the Social Security Administration (SSA) for eligible adults and children who are experiencing or at risk of homelessness and have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder. Individuals already working with CAC Case Management staff may be assisted through this program.

## **FAMILIES TOGETHER ACADEMY**

Free, family-oriented, on-site and/or virtual classes vary monthly, and include Knox County court-approved certification classes, such as Anger Management and Parenting. Schedules may be requested.

## **NEIGHBORHOOD CENTERS**

**Neighborhood Centers** engage with local agencies and churches to leverage resources to meet vital needs of low-income families. They provide information, referrals, emergency services, and case management to stabilize individuals and families. Located in East, South, and West Knoxville neighborhoods, individuals and families are helped to achieve and maintain self-sufficiency through connection to community resources.

### **EAST CENTER**

4610 Asheville Highway  
Knoxville, TN 37914

p: (865) 546-5125

f: (865) 637-3641

### **SOUTH CENTER**

522 Maryville Pike  
Knoxville, TN 37920

p: (865) 577-7591

f: (865) 609-7035

### **WEST CENTER**

2247 Western Avenue  
Knoxville, TN 37921

p: (865) 524-3345

f: (865) 637-3376

## **RESILIENT FAMILIES**

Whole-family approach case management helps selected families with children move from crisis to stability and long-term, financial self-sufficiency by offering comprehensive assistance addressing employment, education, childcare, transportation, and more.

## **TUTORING**

K-8th graders are offered tutoring in mathematics and English language arts. For more information, call the CAC East Neighborhood Center at: (865) 546-5125.

## **WORKFORCE DEVELOPMENT**

Workforce Development offers a variety of programs designed to assist all job seekers and to help employers to meet their hiring needs.

## **WORKFORCE CONNECTIONS**

Workforce Connections works with job seekers to maximize their ability to compete in the current labor market and find employment opportunities. Employment specialists will develop a service plan to determine the most effective strategies to assist job seekers.

## **WORKFORCE RE-CONNECTIONS**

Re-Connections assists justice-involved individuals to obtain and maintain employment by helping them overcome barriers to employment resulting from a record of arrest or conviction. Services include career assessments, information on training opportunities and adult education, employability workshops as well as job referrals.

## **CONNECT 3E**

Connect 3E provides employees transportation to local jobs using CAC Transit. Employers that have identified employee lack of transportation as a barrier to recruitment may be able to connect employees to an existing Transit route or a newly established one.

## **TICKET TO WORK**

The Ticket to Work Program supports career development for people ages 18-64 who receive Social Security disability benefits (SSDI/SSI) and want to work. The program is a great fit for people who want to improve their earning potential and are committed to preparing for long-term success in the workforce.

## **Social Services Utility Assistance**

### **UTILITY ASSISTANCE**

**2247 Western Avenue | Phone: (865) 637-6700 | Fax: (865) 637-2953 |**

**[www.knoxcac.org/utility-assistance](http://www.knoxcac.org/utility-assistance)**

Utility assistance payments will be made directly to your utility provider and will be credited on your bill. The fastest way to apply is online at [www.knoxcac.org/utility-assistance](http://www.knoxcac.org/utility-assistance) or by e-mail to [liheap.intake@knoxcac.org](mailto:liheap.intake@knoxcac.org). Be prepared to upload the required documents if you choose online or email. Contact and location information for each Utility Assistance program is in the Ross Building (see above) unless otherwise specified under the program name.

### **LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)**

LIHEAP is designed to provide assistance to eligible low-income households for their home energy costs. LIHEAP's program year runs Oct. 1 through Sept. 30. Eligible applicants may be assisted only one time between these dates, pending availability of funds or as other funds become available. In order to qualify, you must meet income guidelines and submit required documentation with your application.

## **LOW INCOME HOME WATER ASSISTANCE PROGRAM (LIHWAP)**

The purpose of the LIHWAP funds is to restore or prevent disconnections of water services to eligible households, by providing funds directly to the utility company, operators of public water systems or treatment works, to bring the household's account current and help reduce the water and wastewater burden by assisting with current bills. A complete LIHEAP application and the LIHWAP form are needed to apply for water/wastewater assistance.

## **PROJECT HELP**

Project Help is an emergency energy assistance program that provides temporary assistance for people in need living within the KUB service area, regardless of the energy source in their home (electricity, natural gas, propane, heating oil, wood, or coal). In order to qualify, you must have a final utility notice and meet income guidelines.

## **KNOX CAC TRANSIT**

**2247 Western Avenue (Lower Level) | Phone: (865) 524-0319 | Fax: (865) 546-9013**  
**[www.knoxcac.org/transportation](http://www.knoxcac.org/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, Nutrition Services, O'Connor Senior Center, TennCare, Department of Human Services, and other nonprofit programs. Wheelchair accessible transportation is available.

## **VOLUNTEER ASSISTED TRANSPORTATION**

**2247 Western Avenue (Lower Level) | Phone: (865) 673-5001 | Fax: (865) 546-9013**  
**[www.knoxcac.org/transportation](http://www.knoxcac.org/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.

## **URBAN AGRICULTURE**

**1741 Reynolds Street | Phone: (865) 546-8446 | Fax: (865) 546-0832**  
**beardsleyfarm@gmail.com | www.beardsleyfarm.org**

All programs of the CAC Urban Agriculture department are designed to provide access to fresh produce, accessible education, and land and resources for gardening. For more information visit their website or call them Monday through Friday, 8:00 am to 4:45 pm

### **Urban Agriculture Programs**

#### **BEARDSLEY COMMUNITY FARM**

An urban demonstration farm and community garden which distributes about 60,000 pounds of produce annually (both grown on-site and procured off-site) with the help of over 1,500 local community volunteers. All produce is donated to local food pantries, kitchens, school families, refugees, and seniors in need of fresh produce. The farm also provides educational opportunities year-round for youth and adults.

#### **BEARDSLEY COMMUNITY GARDEN & GREEN THUMB PROGRAM**

Promotes self-sufficiency through home gardening and distributes free seeds and plants to approximately 1,000 households in Knoxville and Knox County each year. Recipients also receive gardening assistance and nutrition information. This program encourages individuals and families to garden together in public housing developments and other community locations.

#### **BEARDSLEY SCHOOL GARDEN PROGRAM**

Provides nutrition and garden education, distributes produce, and maintains an on-site garden at South Knox Elementary, Beaumont Elementary, and South Doyle Middle Schools, and the Western Heights Boys & Girls Club.

#### **FRESH PRODUCE DISTRIBUTIONS**

CAC Beardsley Community Farm donates its harvest to local hunger relief organizations. Please see the Urban Agriculture section for more information.

# VOLUNTEER OPPORTUNITIES

CAC has a wide variety of volunteer opportunities for both groups and individuals. Contact and location information for each opportunity is listed under each program name below.

## **Improve The Lives of Local Seniors**

**Phone: (865) 524-2786 | Visit: [www.knoxseniors.org/get-involved/](http://www.knoxseniors.org/get-involved/)**

Fit volunteering to your schedule and choose how you want to give back. Connect with local seniors through a wide variety of ongoing and one-time service opportunities just for you.

## **Deliver Meals**

**Phone: (865) 524-2786 | Visit: [www.knoxcac.org/food-resources/](http://www.knoxcac.org/food-resources/)**

**Email: [mobilemealsvols@cacnutrition.org](mailto:mobilemealsvols@cacnutrition.org)**

Just two hours of your day can help deliver a meal and a smile to a homebound senior. Whether you're available once a month or once a week, we need your help.

## **Give A Ride**

**Phone: (865) 673-5001 | Email: [nancy.welch@cactrans.org](mailto:nancy.welch@cactrans.org)**

Volunteer drivers needed! Drivers use CAC vehicles to help individuals who may otherwise not be able to leave their homes.

## **Grow Community**

**Email: [beardsleyfarm@gmail.com](mailto:beardsleyfarm@gmail.com) | Visit: [www.beardsleyfarm.org/get-involved](http://www.beardsleyfarm.org/get-involved)**

Do you love to garden? CAC's Beardsley Farm is a 4-acre farm located in center-city and includes community gardens throughout Knox County. We have year-round volunteer opportunities available.

## **Foster Civic Engagement**

**Visit: [www.cacamericorps.org/opportunities/](http://www.cacamericorps.org/opportunities/)**

Make a lasting difference with AmeriCorps. Service members are focused on addressing a variety of environmental and social needs through activities like education, community assessments, and land improvement.

## **Prepare Taxes**

**Email: [terry.reed@knoxcac.org](mailto:terry.reed@knoxcac.org)**

Our Volunteer Income Tax Assistance (VITA) program needs volunteers to help low-to-moderate income residents prepare and file their taxes. Volunteers will be provided with IRS certified training.

## **Donate Essential Items**

**Email: [misty.goodwin@knoxcac.org](mailto:misty.goodwin@knoxcac.org)**

You or a group supply drive can help individuals and families achieve housing stability by donating basic essentials and housewares that many of us take for granted (like hygiene, luggage, cleaning supplies, cookware, and bedding).

## **Special Opportunities**

**Email: [lisa.higginbotham@knoxcac.org](mailto:lisa.higginbotham@knoxcac.org)**

We're busy and could use your help! Seasonal and unique service work is always in need. If you or your group are looking for a rewarding way to give back to the community, contact us for our current volunteer opportunities.

# OUR MISSION

CAC helps people of all ages thrive by promoting a spirit of hope, delivering quality services, and building effective community partnerships at all levels.

## 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 and each other.



The Knoxville-Knox County Community Action Committee (CAC) is one of over 1,000 agencies that make up the national Community Action Partnership (CAP). The CAP is the preeminent community building, human services delivery, and low-income advocacy network in America.

**Phone: 865-546-3500 | Fax: 865-546-0832**  
**2247 Western Avenue, Knoxville, TN 37921**  
**[www.KnoxCAC.org](http://www.KnoxCAC.org)**