

*"I have never been in a situation where I got to a point where I couldn't pay my bills. I just wanted to thank you from the bottom of my heart and tell you how much I appreciate the work you guys are doing to help families... so many of us are struggling and feeling helpless with no way to get help. Please know my family is forever appreciative of what you have done. Please go home every night knowing you are helping so many families!"*

*-Satisfied Client*



Knoxville-Knox County

**CAC**

*Helping People. Changing Lives.*

CAC street address | 2247 Western Avenue | Knoxville, TN 37921 | Phone: 865-546-3500 | Fax: 865-546-0832  
CAC mailing address | P.O. Box 51650 | Knoxville, TN 37950-1650

Knoxville-Knox County

**CAC**

*Helping People. Changing Lives.*

**Covid-19  
Impact Report**

# Letter From Our Executive Director

July 1, 2022

Dear Friends,

For almost sixty years, CAC has strived to assist people of our community as they work to live within financial constraint, to help them improve the conditions in which they live, to become financially self-sufficient, with access to quality healthcare, nutrition, education, improved housing and employment options, and the ability to engage in the future of their own community.

A fundamental responsibility of CAC is to respond to the most pressing needs in both Knoxville and Knox County. We have listened to our populace to learn what services have been impacted by the pandemic, and we have acted in tandem with our many partners and donors to provide alternatives to fill community service gaps. Even as other agencies closed their doors, we continued to serve the needs of our community—through the uncertainty of the unknown, and to the brink of exhaustion. And while this pandemic has been unquestionably and inexplicitly difficult for our volunteers and staff, it has also presented many wonderful and unprecedented opportunities for our agency to create new avenues of service.

As businesses, schools, and churches in Knoxville and Knox County are now open and life has almost returned to its pre-pandemic normal, the health and well-being of our community remain at the heart of what we do. CAC continues to focus on improvement for all social determinants of health which contribute to individual and family well-being: nutrition, housing, safety, transportation, childcare, finances, employment, loneliness, and isolation.

The pandemic-inspired innovations and programs at CAC have allowed us to meet the complex needs of our children, most in-need adults, and vulnerable older citizens. As we move forward into a changed city and county, CAC is stronger, more connected, more resilient, and better able to serve our community. Because of the extraordinary and creative team of employees and volunteers, as well as the dedicated CAC Board of Directors and our State, City, and County governments, we at CAC have the ability to continue to make this community a better place for everyone.



Barbara Kelly  
CAC Executive Director

# Covid-19 Vaccinations

December 2020 marked the introduction of the first mRNA vaccines to America, Pfizer-BioNTech and Moderna, in record-time, exactly one year since the first coronavirus symptoms were reported, and these were quickly followed by the Johnson & Johnson/Janssen vector virus vaccine. New Direction Healthcare Solutions, Inc. and the Knox County Health Department were on the forefront of vaccine delivery throughout 2021 and 2022, offering all three vaccines as they were available, and CAC was right there with them. Beginning as a response to help our older population, CAC vaccination outreach originally focused on helping our Mobile Meals clients and AmeriCorps Seniors members, who were notified of appointment slots at vaccine clinics held by New Direction, and of homebound nursing appointments, offered by the Health Department. CAC staff arranged vaccination appointment schedules, and volunteers assisted with phone calls to clients, confirming and reminding of scheduled dates. Transportation to clinics was also made available through CAC Transit or Volunteer Assisted Transportation.

Clinics have been held at multiple locations, including monthly at the CAC Ross Building, our satellite locations, the J.T. O'Connor Center, the East Neighborhood Center, Western Heights, and Montgomery Village. Some vaccine clinics have offered the flu vaccine as well as Covid-19 vaccines; some clinics have targeted seniors and some youth, but all eligible persons have been welcomed at any vaccine event. Initial shots as well as booster shots remain available. Vaccine clinics continue to be held at CAC venues with New Direction on the third Thursday of each month, and homebound vaccination appointments may still be made through the Health Department.



# Nutrition

Lock-down was definitely a shock to the system that no one was prepared for. Isolation and hunger seemed to happen almost instantaneously at the beginning of the pandemic. CAC's Nutrition Department, always able to respond with urgency to crisis, immediately began to address and alleviate these conditions. By using new outreach methods, developing new partnerships, and through the doubled-down efforts of the staff and volunteers, meals and commodities never stopped, and new food distribution outlets were created. From drive-through commodities food distribution to Grab-and-Go Meals for children, all demographic populations were provided uninterrupted, multiple food-source options.

- Mobile Meals assisted an additional 150 clients within the first 3 months, serving 2,400 homebound Knox County older adults just under 530,000 meals.
  - Mobile Meals continued to add clients, allowing for no waiting list during the pandemic.
  - Roughly 30,000 meals were purchased from 12 local small businesses and served to Mobile Meals clients, made possible through grant funding from the Tennessee Commission on Aging and Disability.
- Congregate dining moved to door-to-door delivery in early 2020, and then transitioned to an on-site, meal-pickup model in the Spring of 2021.
  - Over 80,000 meals have been served.
- The Commodities program was expanded to add additional drop-off locations with an increased frequency of delivery.
  - Just under 14,000 Commodities boxes have been distributed.
- 22 meal pick-up locations allowed for food distribution to over 3,000 children, and were possible through partnerships with Knox County Schools Nutrition Services, City of Knoxville Parks and Recreation Department, and local community organizations.
  - Almost 500,000 After-School Snacks and/or Summer Meals were delivered, supporting Knox County Schools' Summer Learning Camps and other community programs.
- Food supplement distribution (Ensure or Boost) continued for our most vulnerable clientele.
  - 5,800 food supplements were given to 100 people during this time.
- Over 5,000 recipients throughout East Tennessee were provided drive-through, winter holiday food basket pick-up, though partnership with the Empty Stocking Fund Board.
- Further combatting isolation, Mobile Meals volunteers and staff reached out to clients by phone, maintaining long-standing friendships and creating new relationships.
  - Over 557,000 phone call wellness checks were made.



# Mobile Meals Kitchen

Covid-19 impacted the immediate need for food throughout the community, in Knox as well as in our neighboring counties. To help alleviate food insecurities, the Barbara H. Monty Mobile Meals Kitchen increased food production, preparing 5-count each frozen food boxes which were provided to clients weekly. Each meal box contained 5 entrées with protein, fruit and vegetables, 5 milks, 5 juices, and 1 loaf of bread. As the Covid-19 vaccine became more readily available, the number of boxes for the CAC Mobile Meals program has decreased, however the frozen meal boxes have continued for the seniors in the surrounding counties.

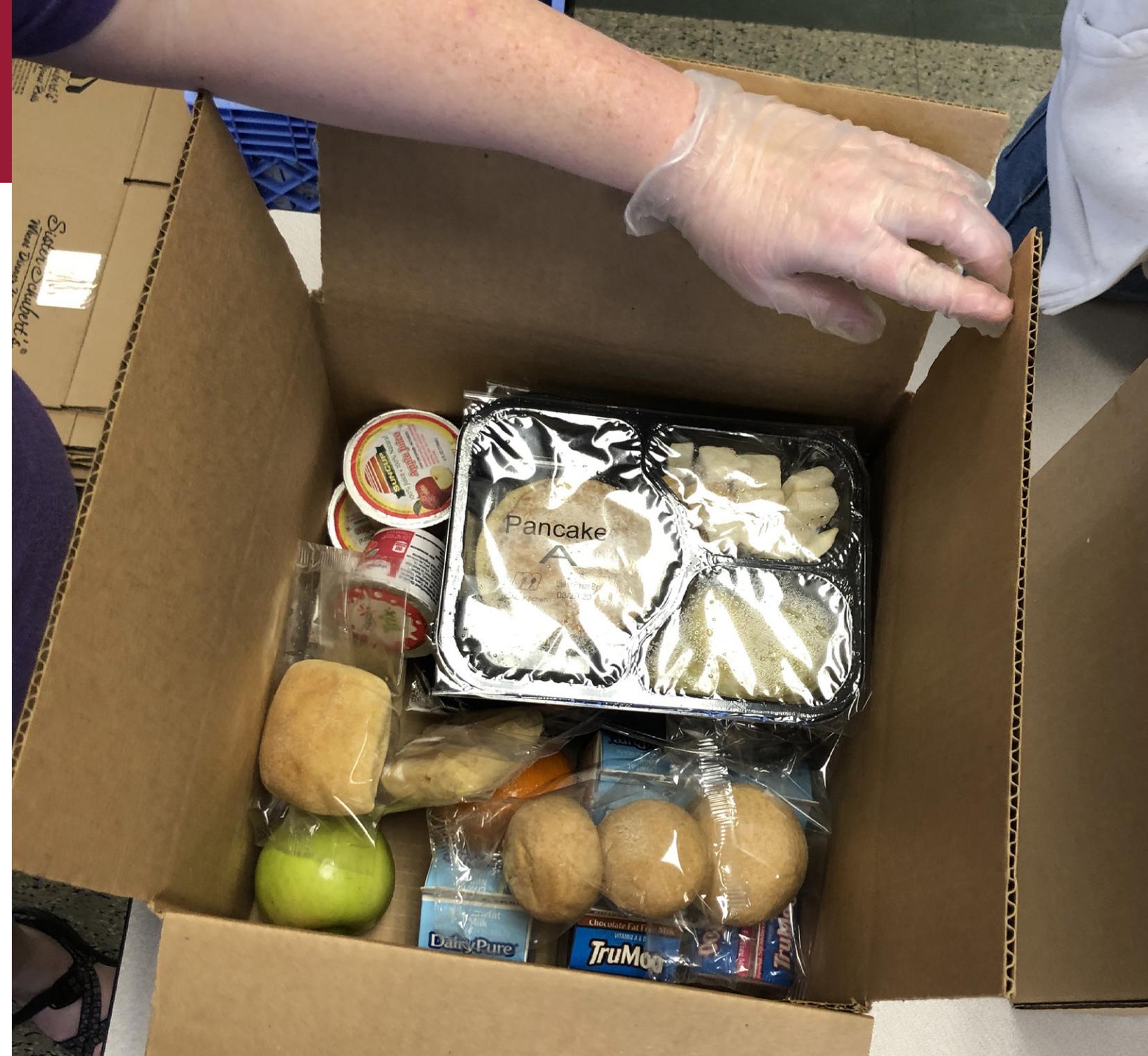
- 62,800 5-count frozen meal boxes have been distributed in Knox and 7 additional counties: Roane, Morgan, Scott, Campbell, Claiborne, Union, Anderson.

The Kitchen also worked closely with staff of the Boys and Girls Club of the Tennessee Valley to make sure their needs were met during the pandemic, as these clubs were classified as being essential to parents who needed to work. Flexibility was key, as there were many changes in menus, location delivery, and the amount of meals provided.

- Said and done, over 210,000 meals and over 221,000 snacks have been delivered to sites in Knox, Blount, Loudon, and Anderson counties.

Additionally, the Barbara H. Monty Mobile Meals Kitchen had to ensure that at least 4 weeks of meals were banked and available for distribution in case of any kitchen closure due to Covid-19. Partnering with community neighbor Sysco® Knoxville, who offered the use of 2 refrigerated tractor trailers, the Mobile Meals Kitchen was able to maintain these levels throughout the pandemic, and no one has had to go without a meal.

- 1.2 million meals have been produced during the Covid-19 pandemic.



# Transit

No CAC department was more front-line than Transit, which immediately implemented detailed Covid-19 precaution protocol (even creating new jobs!) and never had any service disruption. Although Transit rides were initially lessened due to the Shelter in Place orders, regular services were still maintained, and trips to medical appointments, pharmacies, grocery stores, employment for essential workers, etc., continued to be provided.

- Masks were required for both passengers and vehicle operators, and provided to passengers as needed.
- Seating was limited, and all passengers maintained appropriate social distancing.
- Vehicle operators wore gloves and had hand sanitizer readily available.
- Buses were redesigned to include plexiglass partitions between vehicle operators and passengers.
- Vehicle operators sanitized buses with disinfectant wipes between trips.
- Fleet Safety crew thoroughly cleaned and disinfected buses daily.
- Transportation to and from medical facilities and employers was maintained and, over time, grown:
  - Transportation to cancer therapies, dialysis, physical therapy and other medical appointments were prioritized.
  - Transportation was expanded to help with the increased number of hospital discharges.
  - Transportation was added to help passengers get to and from transitional healthcare facilities.
  - Employment transportation was provided to local manufacturing, other assembly-line employers, and various other places of employment.
  - Specialized employment transportation, in partnership with Workforce Connections, resulted in 275 individuals securing employment throughout the community.
- Designated vehicle operators accommodated Covid-19 specific trips:
  - Transportation was provided for Covid-19 testing and vaccination at various locations, including the Knox County Health Department.
  - Covid-19 positive discharge rides from local hospitals have been and are still provided, in partnership with the Knox County Health Department.

As Covid-19 vaccines have become available and easily accessible, both trips and passengers have continually increased, and now are close to pre-pandemic levels:

- Over 225,000 trips for over 6,000 passengers have been provided by Transit during the first two years of the pandemic.
- Monthly passengers now average pre-pandemic numbers, at approximately 12,000 per month.
- New transportation services continue to be developed throughout the region.

To further help our community during this time of economic insecurity, passenger fares were temporarily suspended, to be reinstated in the Fall of 2022.



# Energy & Community

Electricity, gas, and water—energy that most of us take for granted. When you lose your job, or your work hours are reduced, that doesn't lessen the cost of simply living in your home. And that is certainly what everyone in our community did the first year of the pandemic. KUB, thankfully, did what they could, for as long as they could, to help local residents by not disconnecting power to homes if their bills went unpaid. But that didn't mean that the bills were forgiven.

After the federal government provided financial assistance, requests for help came pouring in to the Energy and Community Services Department. Staff worked tirelessly to process applications and identify residents who were eligible for utility assistance, tapping into and draining every source of funding that came their way.

New methods of assistance were created: Instead of the in-person group application appointments everyone was accustomed to attending, phone calls, mailings, drop-off boxes, and an online energy assistance application were all implemented. The CAC website highlighted these available methods.

Because of the increased funding and the creative approaches taken to reach our populations in need, Energy and Community Services has been able to provide, during the first two years of the pandemic:

- Utility assistance of over 10 million dollars to almost 12,000 households.
  - \$1 million in CARES Act funding.
  - \$2 million in American Rescue Plan Act funds.
  - \$7 million in LIHEAP funds.
    - Almost \$1.3 million in Emergency and Supplemental funding.
  - \$75,000 in local community contributions through Project Help.



# Social Services

Just because the world seemed to slow down and stop, didn't mean the bills weren't still due or that people still weren't struggling. For many in our community, Covid-19 caused overwhelming financial crisis as well as housing and employment instabilities. Throughout the pandemic, however, both community and government partnerships allowed CAC Social Services to help our Knox County and City residents with financial, housing, and employment resources. Because of specially-allocated Covid-19 relief funding and/or services provided by the City of Knoxville, Knox County Government, KUB, the Knox Housing Assistance Program, Tennessee Valley Authority, and FEMA, staff have helped local residents, landlords, businesses, and churches to keep the lights on and roofs over heads.

From getting families directly off the streets and into hotels, to paying utility and rental or mortgage arrears so that people can stay safely in their homes, these services continue today:

- \$107,500 has been provided in mortgage assistance, helping 59 homeowners, to date.
- Over \$7 million to date has been provided in utility assistance, helping more than 10,000 households.
- \$1.2 million has been paid to get over 400 households off the streets and into temporary shelter.
- Over \$30 million has been allocated for rental assistance, helping over 10,000 households.

CAC's Social Services Department has worked seamlessly throughout the pandemic, adapting procedures, as needed, to continuously serve our community. Always on the front line, staff seemingly tirelessly provided emergency services and intensive case management, whether in shifts, remotely, or in-office. Applications for assistance were offered on the CAC website, and were mailed or emailed to clients. Staff pinch-hit when needed, transferring their skills to other departments, and even delivering food for Mobile Meals.

From virtual support groups and trainings, to limited on-site assistance, to a post-pandemic return to near-normal outreach and operations, staff strives to help our community members achieve their stabilization and self-sufficiency goals. From the onset of the pandemic, to date:

- 4,550 households, and over 9,000 individuals, have been provided case management services to help them achieve their goals. This number includes:
  - More than 3,000 children, as well as 1,200+ adults over the age of 60.
  - Over 1,000 homeless households, including more than 200 unaccompanied youth.
- More than 700 individuals or families have secured safe, permanent housing.
- Over 400 households have secured safe, temporary shelter.



- 285 adults have improved life skills through completion of virtual and/or in-person court-recommended courses, such as Parenting, Anger Management, and Keys to Fatherhood.
- 180 children have attended City of Knoxville Summer Recreational Camps.
- 60 children have continuously attended virtual and/or in-person tutoring sessions.
- 50 adults have been helped to continue their post-secondary educational goals.

# Income

Money. A steady stream of income—this is perhaps the most obvious way to help pull a family out of poverty. Multiple CAC programs address increasing income, but, early during the pandemic, we had to get creative and develop new strategies to help people. The rapid, unexpected closure of many business resulted in waves of furloughed jobs and lost income. Workforce Connections, always striving to help people find employment, switched into reverse and began to help our suddenly displaced workers apply for Unemployment Insurance benefits:

- Roughly 500 displaced workers were assisted in processing unemployment insurance claims.

When businesses started to open back up, and the city found itself with available jobs but a shortage of workers, Workforce Connections, including Ticket to Work, shifted back into drive and our employment specialists—with the help of community business partners AlSCO, Denso Manufacturing, Hearthside Bakery, and Lifetime Products—quickly began placing people in jobs, with the average wage of \$14/hour. An anonymous donor launched the Workforce Connections program Connect3E, which connects employees to employers though provided transportation—and CAC Transit stepped up, again, to be that means of transport.

- 275 Workers have found job placement since the beginning of the pandemic.
- Over 9,000 trips to employers have been provided.
- \$1 million in wages has been earned.

Access to Benefits helps disabled individuals who are unable to work, or continue to work, to obtain disability benefits. Incorporating the fast-track program SOAR Works, disability specialists work specifically with those who are homeless or at risk of homelessness and who have mental health diagnoses. Client referrals are provided by other CAC case managers, who continue working with the client to meet their additional needs. Access to Benefits has continued throughout the pandemic to assist people through phone interviews and face-to-face meetings, as Covid-19 protocol has allowed.

- 100 disabled individuals have been helped with disability claims.
- \$275,000 won in back-pay and/or continuous income has helped to change lives for the better.

Volunteer Income Tax Assistance (VITA) is a well-known and much-loved CAC program. Year after year, loyal volunteer tax specialists and accountants return to CAC to help moderate- to low-income individuals file their Federal Tax Returns for free. This program was not spared its share of obstacles when Covid-19 shut down much of the City of Knoxville. But as the tax-man never sleeps, neither did our VITA volunteers. Completely revamping procedures, VITA moved to appointment-only tax sessions, staggered days of operation, with rotating volunteers. Clients were asked to provide all required documentation and wait in their cars while their tax returns were processed, with volunteers phoning them when paperwork was complete.



- Almost 7,000 Tax Returns have been filed and accepted by the IRS, bringing millions of dollars back into the local economy:
  - \$10.4 million in tax refunds includes
    - \$3 million in Earned Income Tax Credit for the very low-income.
    - \$2.5 million in Child Tax Credit for families with children.
- Additionally, 7,000 financial literacy books have been distributed to the public.

# Office on Aging

The Office on Aging faced unique service barriers during the early pandemic: not only was our senior population incredibly vulnerable to the contagion of Covid-19, they were made more vulnerable because of the Covid-19 precaution-prevention guidelines themselves. Loneliness caused by extreme isolation, resulted, for many, in greater levels of depression and anxiety. Thinking outside the box, staff created new means of contact, providing remote assistance by phone with Senior Care Calls, 211 Chat bot conversations, electronic contact through smartphone applications, provision of tablets, laptops, and the training on how to use them. Regular, drive-through events promoted resource information, food provision, and continued socialization.

- Over 95,000 Wellness Care Calls were made to senior residents.
- Over 45,000 Information and Referral resource phone calls were answered and assisted.
  - More than 25,000 calls through our city partnership with 211 were addressed; Over 3,000 electronic chat bot conversations held.
- 550 Grandfamilies received monthly updates through the Grandparents as Parents newsletters; 350 were emailed weekly newsletters.
- 175 seniors were assisted in keeping pet companions fed and healthy throughout the pandemic.

Additionally, CAC staff and volunteers stepped up to provide tools and services to help our seniors navigate the pandemic:

- 1,200 separate applications for financial assistance were submitted by the Savings Check Up program, helping people receive food, utility, rent, health care benefits, and more.
- 1,000 seniors were signed up for Covid-19 vaccinations, and many were provided transportation to the vaccine clinic or provided in-home vaccination.
- More than 800 urgent Senior Crisis Calls were answered by volunteers, who arranged for emergency food, transportation, and assisted with health care needs.
- 500 pandemic-relief bags were given to individuals age 60 and older, including items such as hand sanitizer, disinfectant wipes, and masks.
- 300 individuals were provided digital devices—tablets or laptops—and 128 people given digital training and personalized mentoring sessions.
- 200 potential victims of elder abuse were safeguarded through the Rise Above Crime program.
- 150 AmeriCorps Seniors volunteers attended weekly, virtual in-service pandemic care and self-care training to better assist the residents they serve.
- 115 drive-through meal distributions events for older adults have been held, to date.



# Urban Agriculture

Urban agriculture was never more appreciated than it was in the Spring 2020. Food shortages across the country led to greater dependence on locally-grown, fresh produce—and Beardsley Farm met this challenge head-on. From produce grown on the farm to rescued produce from Nourish Knox and Second Harvest Food Bank, thousands of pounds of fruits and vegetables were delivered to individuals for personal consumption, and to agencies for greater distribution. New partnerships were formed, and old partnerships strengthened, as staff engaged Centro Hispano, Bridge Refugee Services, many local schools and churches, and KCDC in activities and food distribution, allowing positive interaction with diverse populations within our community. Since the beginning of the pandemic:

- 18,000 pounds of produce have been cultivated by staff—and over 1,600 volunteers—from Beardsley Farm, and over 1,400 fresh, cage-free eggs gathered and distributed to community members.
- Approximately 68,000 pounds of produce and eggs have been acquired off-site through Second Harvest and/or local area farmers.
- Over 100,000 shelf-stable meals (almost 60,000 pounds of food) have been provided to 24 local food pantries by the Emergency Food Helpers.

Beardsley Farm has made it possible for our community to grow their own gardens, helping individuals and community groups, alike:

- Roughly 40,000 vegetable seed packets have been distributed, with instructions on how to plant them.
- Over 35,000 vegetable seedlings have been provided to the community, including culturally relevant seedlings for the refugee community.
- Over 30 community gardens have been assisted with tilling, raised beds, seeds and/or plants.
- 15+ cubic yards of compost have been supplied to gardeners.
- 35 raised beds have been built off-site for community gardens and schools, making gardening handicapped-accessible.
- On-site refugee gardens have been expanded from 12 to 35 plots, with translators available for the community garden sign-up day.
- Water lines have been extended to make them more accessible to the garden and the gardeners.

In addition to tilling the land, sowing the seeds, and working the farm, Beardsley staff and AmeriCorps members have expanded educational opportunities for youth and adults, alike:

- Virtual instruction was uploaded to YouTube, including cooking videos (with nutritionally-balanced recipes) and gardening tips, and has garnered over 2,600 views.
- Over 4,000 Beardsley Boxes provided lessons and healthy snacks to school-age children when the schools closed early in 2020, helping families to bridge the food gap.



- Beardsley Bookworms, begun at the beginning of the pandemic, continues to deliver books, provide on-site lessons, and healthy, farm-grown snacks to school-age children.
- 1,744 different students, to date, have received a variety of individual lessons, as well as lessons in a series.
- As Covid-19 precaution restrictions have lifted, cooking, gardening and nutrition classes have been held at the farm, at local schools, and at nearby agencies:
  - Farm tours and Farm Camp have resumed.
  - The Farm Apprenticeship program was developed for high-school aged youth.
  - A new educational, satellite program—addressing gardening and cooking—is being held at three local elementary schools.

# Housing & Energy

Housing and Energy Services has faced unique barriers during the last two years. Material costs have risen drastically, due to supply and demand and other supply chain issues. Worker shortages have resulted in fewer licensed, qualified contractors. PPE has always been a part of this department, but Covid-19 and subsequent, increased safety precautions have resulted in higher PPE costs.

Regardless of these obstacles, however, the Housing and Energy Services department has continued to meet the needs of the community, providing home repairs and weatherization improvements to help residents maintain safe housing. Although service provision may have been limited during the pandemic, it has never stopped.

One example involves an elderly resident who had downed trees that blocked her long, gravel driveway, and large ruts that made driving it treacherous. The heavily wooded area around the drive made even walking around these obstacles unsafe, and CAC's Mobile Meals volunteers were unable to provide meal delivery. Housing and Energy Services stepped in, removed the trees, repaired the ruts and resurfaced the driveway with new gravel so that she could receive much-needed Mobile Meals.

- 400 homes have had structural and health and safety repairs made, such as replacing roofs and flooring, installing new toilets, showers, and associated plumbing, and lead based paint abatement.
- 200 homes have reduced energy burden due to weatherization efforts, such as insulating homes, duct and air sealing, installing energy efficient HVAC systems, hot water heaters and windows, and repairing water leaks.



# Head Start

Rapid community spread of Covid-19, as well as CAC implemented precautions, immediately impacted conventional delivery of the Head Start/Early Head Start program. As a result, center-based classes and in-person meetings and conferences were suspended during the Spring of 2020, while staff continued to regularly maintain contact and provide assistance to Head Start families. Some of their basic needs were addressed through center-based or home-delivery of food, diapers, and other essentials.

In response to the Office of Head Start, the Knox County Health Department and the CDC's Covid-19 safety precaution guidelines, when Fall programming resumed, entirely new designs and approaches to education and service provision were implemented. Different program options were available throughout the different phases of the pandemic. From center-based or virtual classroom options, to smaller class sizes, virtual parent conferences and meetings, and the distribution of tablets to every family, Head Start staff stepped up to the plate. Meal provision also continued, through varying delivery approaches. Methods used included Grab-and-Go meal sites, the CAC Summer Feeding Program, and Head Start Center in-person, socially-distanced group meals, and take-home meals.

During the first two years of the pandemic:

- Over 1,300 children, from roughly 900 families, were served in Head Start/Early Head Start.
- These children received 76,000 breakfasts, 94,000 lunches, and 68,000 snacks at either Head Start Centers or as take-home meals.
- Approximately 4,500 virtual parent conferences and 2,200 virtual home visits were conducted during this time frame.



# AmeriCorps

Volunteers are the backbone of many of CAC's programs—and not only for CAC: volunteers support the efforts of so many of our community charities, churches, and agencies. AmeriCorps could be called the backbone of our volunteer network, it's many members and alumni helping to continuously better the communities in which they serve.

Local AmeriCorps members, serving through CAC, strengthen our community by connecting volunteers in services that help meet educational, environmental, public safety, health, and poverty alleviation needs. Although finding the right new members became a challenge during the early days of Covid-19, CAC AmeriCorps was still able to recruit nearly 100% of its 80+ membership, and they have provided critical support to more than 40 community partners—from the City of Knoxville to the Great Smoky Mountains National Park. Through constant fortification of our community and its evolving needs, the AmeriCorps program has:

- Provided environmental education for nearly 1,000 K-12 students, both in-person and virtually.
- Improved thousands of acres of public lands.
- Harvested hundreds of pounds of produce and helped with its distribution.
- Packed countless Mobile Meals and commodities boxes.
- Helped partner organizations to leverage thousands of dollars in cash grants and in-kind donations.



# Census 2020

April 2020 was the scheduled launch date for CAC's involvement with Census 2020. Crucial to future state and local government federal funding provisions, and to CAC, it was imperative that Knox County get as accurate as possible a count of its total population. Covid-19 was still new—vaccines not yet a possibility—and so much was still unknown about the contagion. Even so, with other agencies closed and unable to assist, and potentially endangering their own health, CAC staff and volunteers provided census outreach and education throughout our community.

From April through October 2020, masked up, gloved up, carrying hand sanitizer, and maintaining social distancing, we routinely provided opportunities for people to complete and submit their household census form at multiple venues, such as Head Start Centers, Mobile Meals Grab-and-Go sites, the Ross Building, the J.T. O'Connor Senior Center, and in KCDC's Montgomery Village. From drive-through events to flu vaccine clinics, held from Farragut to Five Points to Holston Hills, from Colonial Village and Vestal to Old North Knoxville and Fountain City, we did our utmost to help Knoxville-Knox County be accurately represented.

