

CAC STRATEGIC PLAN UPDATE

FY21 – FY22

Transportation

- Transit has continued to increase public awareness using circulation rack, brochures, meeting with individual businesses and social media
- Expanded services to help with increased number of hospital discharges due to the pandemic
- Prioritized services to cancer, dialysis, physical therapies, and other medical appointments
- Further assisted the community by providing temporary suspension of passenger fares during the pandemic.

Housing and Energy Home Repair

- Weatherization/housing program served 600 homes
- Continually worked to reduce home repair list by 5% each year
- Energy & Community Services staff distributed information to an average of 8,545 households each year
- Participated in the Tennessee Eviction and Values Based Investing in Housing Summits
- Engaged 25 new property managers

Seniors

- 150 AmeriCorps Seniors Volunteers attended virtual in-service pandemic care and self-care training weekly
- The Annual *Aging: A Family Affair* resumed as an in-person event in November 2022.
- 300 seniors were provided tablets/laptops
- 128 seniors received digital training and personalized mentoring sessions
- 1,200 applications submitted to the Savings Check Up program assisted seniors with financial assistance for food, utilities, rent, health care benefits and more
- Project LIVE staff provided services to an average of 1,676 seniors

Here are some of
the numbers!

Staff provided
2,462 client's case
management in
2021 &
2,234 in 2022 to
maintain or obtain
affordable housing

283 clients
obtained
information of the
Weatherization/
Housing Program

Over 9,000 trips to
employers have
been provided
through CAC
Transit in
connection with
Connect3E program



Substance Abuse and its Impact

- Transportation provided to Recovery meetings
- Continued participation on opioid task force with KPD
- Provided many referrals to: Metro Drug Coalition, Flatiron, Integrative Care at Cherokee Health, Bradford and Cedar Recovery, etc.
- Linked those in need of Recovery services with Recovery Leaders

Jobs, Living Wage, and Education

- Prepared 106 clients to obtain High School equivalency, associate degree, or a recognized certificate.
- Assisted approximately 500 displaced workers with processing unemployment insurance claims
- Hired 2 Employment Specialists and one Re-Entry Program Coordinator
- Conducted Drive-thru Youth Job Fair with approximately 75 attending
- Conducted Drive-thru job fair with Senior Community Services Employment Program and Workforce Connections with approximately 175 attending
- Continued implementation of online, job readiness training through 2Gen/Resilient Families/Families Together Academy
- Continued the fostering of cross communication and collaborations inside CAC departments

Area for improvement Update:

The effort for CAC to improve getting their stories out to the public, to increase awareness of the many opportunities CAC has to help people and change lives, resulted in the tracking of approximately 46 media covered CAC programs/events between September 2021 – September 2022.

**Here are some of
the numbers!**

**Over 95,000
Wellness Care
Calls made to
senior residents**

**Average of 1,676
seniors were
provided services
through Project
LIVE**

**Average of 8,545
households
received
consumer
education about
cost of utilities
each year**

