

Knoxville-Knox County CAC Office on Aging

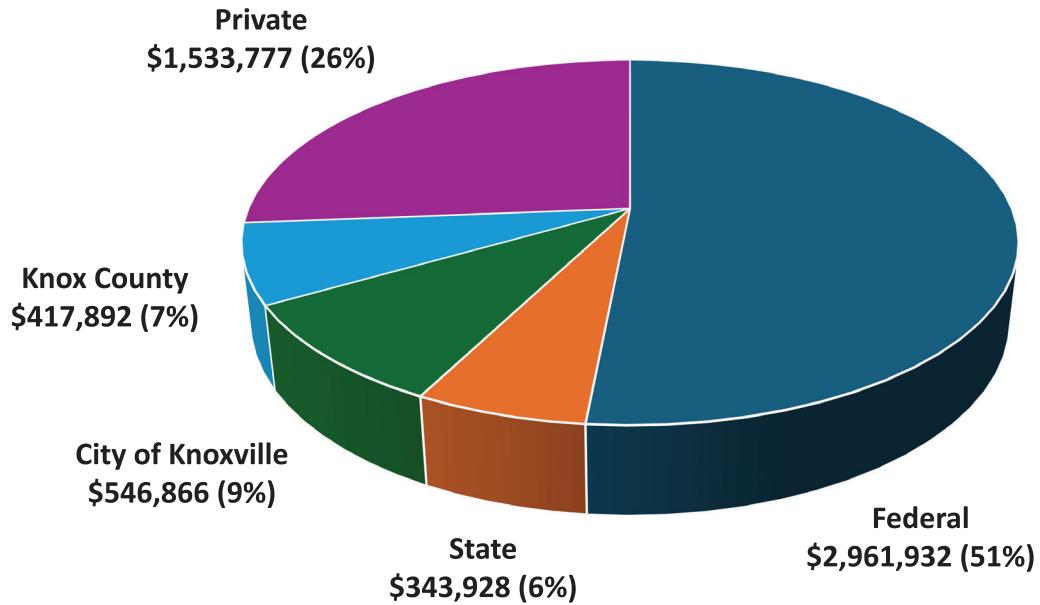
IMPACT REPORT

2023-2024

July 1, 2023-June 30, 2024



**FY 2023-2024
CAC OFFICE ON AGING REVENUE SOURCES
TOTAL = \$5,804,395**








-  Federal \$2,961,932 (51%)
-  State \$343,928 (6%)
-  City of Knoxville \$546,866 (9%)
-  Knox County \$417,892 (7%)
-  Private \$1,533,777 (26%)

Table of Contents

Office on Aging Revenue Sources, inside front cover
About the Office on Aging, i
CAC & Office on Aging History, 1
Council on Aging, 2

AmeriCorps Seniors

Foster Grandparent Program, 3
RSVP (Retired & Senior Volunteer Program), 3
Senior Care Calls, 3
Senior Companion Program, 3

Employment & Training

Senior Community Service Employment Program, 4
Senior Employment Service, 4
Tech Smart Knox Seniors, 4

Information & Benefits Enrollment Programs

Affordable Medicine Options for Seniors, 5
Gift of Sight, Hearing & Dentures, 5
Personal Emergency Response System, 5
Savings Check Up (Benefits Enrollment Center), 5
Senior Center Outreach, 5
Senior Information & Referral, 5
SNAP (Supplemental Nutrition Assistance Program)
Outreach, 5

Senior Nutrition

Senior Nutrition Program (Mobile Meals), 6

Well-Being, Independence, & Support Programs

John T. O'Connor Senior Center, 7
Feed-A-Pet, 8
Knox PAWS (Placing Animals With Seniors), 8
PANE (Preventing Abuse, Neglect, & Exploitation), 8
Rise Above Crime, 8
Daily Living Center, 9
Grandparents as Parents, 9
Title III Homemaker Program, 9
OOA Administration, Communications & Events, 10
OOA Sources of Revenue, 12
Office on Aging Staff List, 13

About the Knoxville - Knox County Community Action Committee (CAC) Office on Aging

The CAC Office on Aging is a public nonprofit agency that serves all older adults and family caregivers, regardless of life situation.

CAC Office on Aging Programs

The year in parenthesis indicates the year the program became a part of the CAC Office on Aging.

Affordable Medicine Options for Seniors (AMOS) (2002)	Rise Above Crime (2018)
Daily Living Center (2002)	Savings Check Up (2019)
Feed-A-Pet (2000)	Senior Care Calls (2020)
Foster Grandparent Program (1976)	Senior Community Service Employment Program (2013)
Gift of Sight, Hearing & Dentures (1985)	Senior Companion Program (1988)
Grandparents As Parents (2000)	Senior Employment Service (1982)
Knox PAWS (2005)	Senior Information & Referral (2004)
Mobile Affordable Meal Service (1992)	Senior Nutrition Program / Mobile Meals (1971)
John T. O'Connor Senior Center (1978)	Supplemental Nutrition Assistance Program (SNAP)
Personal Emergency Response System (2013)	Outreach (2015)
Preventing Abuse, Neglect, & Exploitation (PANE) (2020)	Tech Smart Knox Seniors (2022)
Retired & Senior Volunteer Program (RSVP) (1982)	Title III Homemaker Program (1994)

Office on Aging Contact Information

This impact report is published by the Knoxville-Knox County CAC Office on Aging.
It covers the fiscal year from July 1, 2023 through June 30, 2024.

If you would like more information about the Office on Aging or any of its programs, or if you would like additional copies of this report, contact the Office on Aging. It is also available online at knoxseniors.org/report.

Phone: (865) 524-2786

Mailing address: P.O. Box 51650, Knoxville, TN 37950-1650

Street address: 2247 Western Avenue, Knoxville, TN 37921

Email address: knoxooa@knoxseniors.org

Website: knoxseniors.org

History of the CAC and Office on Aging

CAC

The Knoxville-Knox County Community Action Committee (CAC) is a public nonprofit agency with the general mission of helping individuals and families break the cycle of poverty and achieve self-sufficiency. Created in 1965 by the Knox County and City of Knoxville governments, CAC is governed by a board of up to 31 citizens representing government, the community at large, and the people served by the organization and its programs.

Annual funding, totaling more than 46 million, comes from federal, state, and local governments, as well as private foundations, businesses, churches, individual donors, and contributions from individuals receiving services.

OFFICE ON AGING

Operating within CAC, the Office on Aging has the mission of assisting Knox County's older residents to achieve the highest possible level of independence, maintaining a high quality of life, and avoiding unnecessary institutionalization. It has served older citizens of Knox County since 1975 through more than 24 programs.

Office on Aging Directors

Hilton Bolton 1975-1977
Barbara Monty 1977-2013
Susan Long 2013-2019
Dottie Lyvers 2019-current

Knoxville-Knox County Community Action Committee Board of Directors as of June 30, 2024

Glenn Jacobs, Knox County Mayor
Indya Kincannon, City of Knoxville Mayor
Virginia Anagnost
Gwen McKenzie
Ben Bentley
Amy Brooks
Kevin Parton
Dr. Jon Rysewyk
Representative Sam McKenzie
Dena Mashburn
Kim Frazier
Derek Tate
Lula Williams
Terrell Patrick
Charles Wright
Polly Doka
Anna Compton
Victoria Moore
Martha Olson
Kendayah Sullivan
John Rosson
Judy Poulson
Dr. Sandra Twardosz
Desiree Beasley
Buz Johnson
Dr. Ragan Schriver
Orris Nero

Knoxville-Knox County Council on Aging

The Knoxville-Knox County Council on Aging (COA) is an independent 501(c)(3) organization that serves as an advisory council to the Knoxville-Knox County CAC Office on Aging.

The purposes of the Council on Aging are to:

Study the needs of older persons and the resources to meet those needs, including reviewing and recommending allocation of funds from the Older Americans Act for Knox County services.

Encourage groups and agencies to develop and extend services to meet the needs of older Knox Countians.

Promote, encourage, and, when desirable, sponsor the initiation of new services.

Advocate for older citizens of Knox County and consult with other groups concerned with the needs of older adults.

An elected Executive Committee, consisting of 13 members, with at least 50% being age 60 and older, handles the Council on Aging business. More information about the Council on Aging can be found at knoxseniors.org.



Knox County Council on Aging Executive Committee

as of June 30, 2024

Mitch Olszewski, Chair
Yvette Dupree, Vice Chair

Bob Paroski, Secretary
Sarah Neller, Treasurer

Lizzie Bowland

Jane Crooks

Phyllis Driver

Vivian Gwinn

Linda Johnson

Steve Limback

Francine Marasco

Doug Veum

Note: Client Confidentiality

Being respectful of our clients and preserving their dignity while providing them with the services they need to remain independent in their own homes is of the utmost concern to the staff of the CAC Office on Aging. For that reason, the names used in the stories on the following pages have been changed or abbreviated to protect our clients' identities. All of the stories in this report reflect the real-life situations that our staff members encounter daily; any alterations to those stories are only to make identification of a specific individual impossible. Likewise, any photos that accompany the stories are not necessarily associated with the people in the stories.

AmeriCorps Seniors



Retired & Senior Volunteer Program (RSVP)

342 RSVP volunteers served over 14,000 in 20 stations in Knox and Blount counties

45 volunteers served 56 clients through Senior Care Calls totalling 412 hours



Senior Companion Program

63 Senior Companions provided 34,520 volunteer hours to program participants



Foster Grandparent Program

57 Foster Grandparents volunteered 53,091 hours in their community

Employment & Training

Senior Community Service Employment Program (SCSEP)

74 job seekers participated in training opportunities and Digital Inclusion for Seniors Training Classes

31,776 Community Service Training hours provided



Senior Employment Program

478 people age 50+ served through job counseling, Digital Inclusion for Seniors Training Classes, Seniors Seeking Employment workshops, referrals, utility assistance, and job training

Tech Smart Knox Seniors

299 people served
283 Chromebooks distributed
10 volunteers
13 locations where classes were held

Information & Benefits

Affordable Medicine Options for Seniors (AMOS)

623 people served

Gift of Sight, Hearing, & Dentures (GOSHD)

182 people served

Personal Emergency Response System

39 people served

Savings Check Up (Benefits Enrollment Center)

393 people served



Senior Center Outreach

1,274 people served

Senior Information & Referral (SIR)

3,343 people served

Supplemental Nutrition Assistance Program (SNAP) Outreach Program

4,500 people served

333 SNAP applications completed

\$459,012 value of benefits



Senior Nutrition

Senior Nutrition Program - Mobile Meals

303,577 home-delivered meals
1,987 unduplicated clients
835 new volunteers
Maintained a volunteer base of over 2,600 people



Congregate Meals

38,587 meals served
768 unduplicated clients



John T. O'Connor Senior Center

The Center served 1,355 individuals age 50 and older, and provided 51,878 units of service.



The John T. O'Connor Senior Center is an activity center that provides a place where older adults can not only add years to their lives, but add life to their years. The Center serves Knox County residents age 50 and over. Programs at the Center focus on health services, physical fitness and exercise, recreation, and education.

Supportive Services



Feed-A-Pet

104 people served
42,364 pounds of pet food delivered



Knox PAWS (Placing Animals With Seniors)

77 people served

Services provided to pets:
189 veterinary visits
116 grooming visits

PANE (Preventing Abuse, Neglect, & Exploitation)

79 long-term care staff trained
89 long-term care residents educated



Rise Above Crime

156 referrals received
81 victims received case management services
160 participants reached through outreach and education events
1,627 pieces of literature distributed throughout the community

Supportive Services



Daily Living Center

18 participants served
1,648 units of service provided



Grandparents as Parents

392 people served
1,447 units of service



Title III Homemaker Services

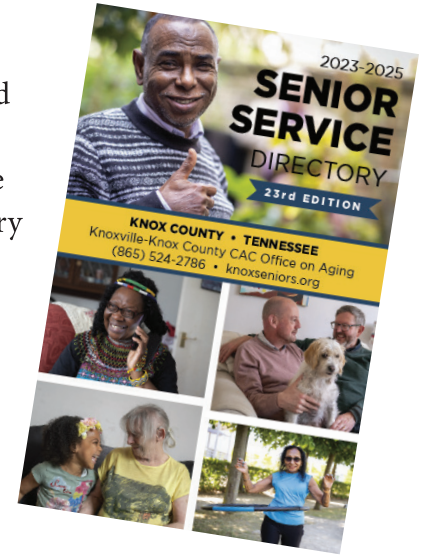
42 people served
1,781 units of service



Office on Aging Administration, Communication, and Events

Senior Service Directory

The Senior Service Directory is a compact, easy-to-use directory of services and information for Knox County older adults, family caregivers, and professionals who work with older adults. The Office on Aging publishes a new edition of the directory every other year; the office distributed the 23rd edition of the directory published in April 2023. The directory is distributed free of charge. Copies can be found at the Ross Building, O'Connor Senior Center, Knox County Public Library and its branch locations, local hospitals, doctor's offices, churches, and schools. The 23rd edition is online at www.knoxseniors.org/directory.



Stay in the know with Elder News & Views

Elder News & Views is the Office on Aging's bi-monthly newsletter. It includes monthly schedules and calendars for the O'Connor Senior Center as well as news about Office on Aging happenings, events around town, and issues and topics of interest to older adults in Knoxville and Knox County. The newsletter is available free to anyone in Knox County. The office distributed 17,000 copies of the newsletter six times during the year.

Subscribe to Elder News & Views

Call 865-524-2786 to get on the mailing list. Send an email to knoxooa@knoxseniors.org to get an email notification for the online version of the newsletter. You can access the current issue and back issues on the Office on Aging website at www.knoxseniors.org/env.

ELDER NEWS & VIEWS
OFFICE ON AGING
JULY/AUGUST 2023

POWER OF THE PURSE RETURNS THIS FALL
Donate a Purse. Feed a Senior.

Power of the Purse - Thursday, September 14
Doors open at 4:45 pm. Purse Madness begins at 6 pm.
Ruthchild Conference Center, 6007 Kingston Pike

TICKETS GO ON SALE JULY 10 AT KNOXSENIORS.ORG

2023-2025 SENIOR SERVICE DIRECTORY IS NOW AVAILABLE!

DONATIONS NEEDED

New or like-new purses
Drop off purse donations at these locations during regular business hours:

- CAC Office on Aging, 2247 Westway Ave.
- Clark's Turkey Creek, 11321 Parkside Dr.
- Palm Village, 4165 Sunnyside Pk.
- Mack Pharmacy, 125 S. Peters Rd.
- Redland Kitchen, 900 Senior Ave.
- Kalle's Tea Room, 3743 W. Beaver Creek Dr.

Jewelry
Drop off jewelry donations at:
• Linn Tennessee Personal Care, 1225 Wolgastner Rd., Suite 5290

Reach out to Sara Keogh
Questions about the Power of the Purse? Reach out or call (865) 524-2786.

Since the last in-person Power of the Purse event took place in 2019, the need for Mobile Meals in Knox County has rapidly increased and remained high. In 2019, Mobile Meals was serving an average of 900 homebound seniors a day. Now, they are serving more than 1,100 older adults. In addition, increased costs of food and transportation mean that they will need to rely on the community more than ever to continue meeting the local need without a waiting list. Every dollar raised through the Power of the Purse will go directly towards meals and safety checks for vulnerable seniors in our community.

This event will take place on September 14 at the Ruthchild Conference Center featuring a purse and jewelry sale, amazing auction items, and delicious food and drinks. Tickets are on sale starting July 10. To learn more about Power of the Purse, visit knoxseniors.org/PowerOfThePurse2023 or follow Mobile Meals on Facebook @KnoxCountyMobileMeals.

Thank you to our sponsors:

Aging: A Family Affair

In November 2023, the Office on Aging hosted the 39th Aging: A Family Affair at Rothchild Conference Center. More than 350 attendees participated in the day-long event that offered practical advice on issues of interest to older adults, those with disabilities, caregivers, family members, and professionals. Eight workshops were offered in three sessions throughout the day. The keynote speaker, Mia McNeil, State Director of Tennessee AARP, presented “Disrupting Aging”. McNeil also presented a certificate proclaiming Knox County, Tennessee to be a member of the AARP Network of Age-Friendly States and Communities. It was proudly received by Dwight Van de Vate, Chief Operating Officer, representing the office of Knox County Mayor Glenn Jacobs.



Mia McNeil & Dwight Van de Vate



Senior Update

Senior Update provides news about the Office on Aging and the O'Connor Senior Center schedule of activities in the Sunday edition of Knox News on the first, third, and fifth Sunday of the month.

OOA Blog

The OOA Blog offers bi-monthly insights into topics of interest to older adults and their family caregivers. Read the blog at www.knoxseniors.org/blog.



Social Media

Interact with us! Follow our social media channels for all the latest happenings at the Office on Aging.



www.facebook.com/knox.OOA



www.instagram.com/KnoxOOA



www.linkedin.com/company/knoxooa

FY 2023-2024

Sources of Revenue

Program	Federal	State	City of Knoxville	Knox County	Private	Total by Program
Administration	\$ 505,433		\$ 208,900	\$ 255,406	\$ 10,470	\$ 980,209
Affordable Medicine Options for Seniors	\$ 10,310		\$ 2,049	\$ 58,580	\$ 61	\$ 71,000
Aging Rainbow Coalition					\$ 5,000	\$ 5,000
Aging: A Family Affair					\$ 20,978	\$ 20,978
Daily Living Center		\$ 113,194	\$ 6,322	\$ 49,620	\$ 15,803	\$ 184,939
Duncan Awards					\$ 10,807	\$ 10,807
Foster Grandparents Program	\$ 427,876		\$ 12,800	\$ 16,000	\$ 699	\$ 457,376
Gift of Sight, Hearing & Dentures					\$ 982	\$ 982
Grandparents as Parents	\$ 24,690				\$ 34,965	\$ 59,655
O'Connor Senior Center		\$ 5,111	\$ 297,851		\$ 102,040	\$ 405,002
Other Support Services					\$ 18,333	\$ 18,333
Personal Emergency Response System					\$ 17,532	\$ 17,532
Knox PAWS / Feed-A-Pet					\$ 55,796	\$ 55,796
Preventing Abuse, Neglect & Exploitation		\$ 74,710			\$ 4,000	\$ 78,710
Retired & Senior Volunteer Program	\$ 77,387		\$ 6,000	\$ 2,402	\$ 47	\$ 85,836
Rise Above Crime		\$ 65,000			\$ 90,300	\$ 155,300
Savings Check Up					\$ 100,000	\$ 100,000
Senior Angel Tree					\$ 2,457	\$ 2,457
Senior Companion Program	\$ 139,293		\$ 12,944	\$ 32,000	\$ 75,952	\$ 260,189
Senior Service Directory				\$ 3,884	\$ 50,515	\$ 54,399
Senior Employment Service/SCSEP	\$ 316,029					\$ 316,029
Senior Nutrition Program	\$ 1,370,914	\$ 66,639			\$ 732,944	\$ 2,170,497
Supplemental Nutrition Assistance Program		\$ 19,274			\$ 10,490	\$ 29,764
Tech Smart Knox Seniors					\$ 173,606	\$ 173,606
Vaccine Outreach Initiative	\$ 90,000					\$ 90,000
	\$ 2,961,932	\$ 343,928	\$ 546,866	\$ 417,892	\$ 1,533,777	
	% 51%	6%	9%	7%	26%	
	Federal	State	City of Knoxville	Knox County	Private	\$5,804,395

Office on Aging Staff

as of June 30, 2024

Office on Aging

Dottie Lyvers, Director
Alician Batts
Sharon Brown
Rachel Kraft
Misty McPhetridge
Teia Morell
Connie Mroz
Colby Reynaud

AmeriCorps Seniors

Michelle Peckham, Manager
Lisa Bush
Florence Dills
Joanne Foster
Linda McCann
Jared Peer
Caroline Stevens
Gina Whitfield

Daily Living Center

Laura Nolen, Manager
Renee Adams

Elder Abuse Programs

Sasha Hammett, Manager
Brittany Gilbert

Grandparents as Parents

Tracy Van de Vate, Manager
Anne Umbach-Stokes

Information & Benefits

Melinda Bryant, Manager
John McDonald
Lisa Sommer
Susan Patterson
Trish Underwood

Knox PAWS & Feed-A-Pet

Monica Brown, Manager

O'Connor Senior Center

Callie Word, Manager
Tim Hicks
Claudia Jewell
John Klimek
Caitlin Steele
Sherrie Taylor

Senior Community Service Employment Program & Senior Employment Service

Brenda Tate, Manager
Linda Cutwright-Colquitt

Tech Smart Knox Seniors

Dylan Scott

Senior Nutrition Program

Judith Pelot, Nutrition Services Director
Jean Adams
Karen Bible
Jordan Brunson
Pam Chambers
Markisa Chaney
Tomere Clark
Debbie Clay
Terri Coning
Amanda Gold
Simone Henry
Marleta Holton
Sara Keel
Sharon McGuire
Charlene McIntosh
Ashley O'Dell
Kimulesha Robinson
Pauletta Underwood
Gabe White



Office on Aging staff pose for a holiday photo in the atrium of the Ross Building in December.



O'Connor Center's Silver Stage Players presented an original play by Sandy Failing called "Do You Believe in Faeries?"



Retired & Senior Volunteer Program (RSVP) held its Volunteer Recognition event in May with a theme of "Volunteers are the Stars".



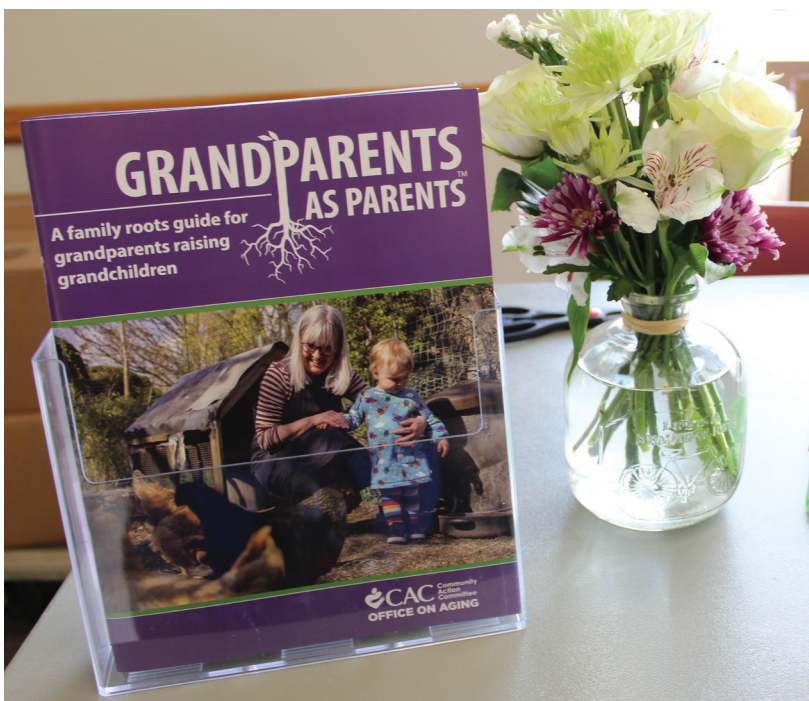
Chaplain Dan Hix received the 2024 John J. Duncan, Sr. Award for Senior Advocacy, Community Award. Other recipients included Dr. Monica Crane, Professional Award, and Norwood Veterinary Hospital, inaugural Business Award.



CAC Board members cut the ribbon on Feed-A-Pet's new pet food shed which was constructed and donated by Lowe's North Knoxville.



Office on Aging staff supported Alzheimer's Tennessee's Fundraising efforts.



The Grandparents as Parents program published the 3rd edition of the Grandparents as Parents Guidebook in May. The guidebook is a free resource for anyone who needs it.



Power of the Purse, Mobile Meals' fundraiser, generated nearly \$43,000 to provide 12,000 nutritious meals for homebound older adults.



At 103, Mrs. C receives flowers and a gift card from the Centenarian Project.



The O'Connor Center's Health Fair offers health screenings, including blood pressure checks, balance screenings, eye exams, and more.



The O'Connor Center Jazz Band assembles before performing at Pancake Fest.



City of Knoxville Mayor Indya Kincannon visits with attendees at O'Connor Center's Annual Pancake Fest.