

Advisory Council on Aging and Disability Services

Creating choices for elders and adults with disabilities in Seattle-King County

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www.adsadvisorycouncil.org

MONTHLY MEETING

JUNE 12, 2015

MEMBERS PRESENT

City of Seattle	King County	United Way
<input checked="" type="checkbox"/> Claire Brannan	<input type="checkbox"/> Mayor David Baker	<input checked="" type="checkbox"/> Mary Anderson
<input checked="" type="checkbox"/> Molly Holmes	<input checked="" type="checkbox"/> Kris Fredrickson	<input checked="" type="checkbox"/> Marsha Andrews
<input checked="" type="checkbox"/> John Okamoto, Sea City Council	<input checked="" type="checkbox"/> Ava Frisinger, Former Mayor, Issaquah	<input checked="" type="checkbox"/> Katty Chow
<input checked="" type="checkbox"/> Tony Provine, Chair	<input type="checkbox"/> Kate Miller	<input checked="" type="checkbox"/> George Dicks
<input checked="" type="checkbox"/> Kathe Matrone	<input checked="" type="checkbox"/> Dave Rogers, Senior Lobby Rep	<input checked="" type="checkbox"/> Tom Minty
<input checked="" type="checkbox"/> Mac McIntosh	<input type="checkbox"/> Berta Seltzer	<input type="checkbox"/> Dr. Elizabeth Phelan
<input checked="" type="checkbox"/> Sue Shaw	<input type="checkbox"/> Bev Heyden	<input checked="" type="checkbox"/> Lorna Stone
<input type="checkbox"/> Diane Snell, SCOA, Past Chair	<input type="checkbox"/>	<input type="checkbox"/>

Excused Absence	Dr. Elizabeth Phelan, Berta Seltzer, Bev Heyden, Kate Miller
Guests:	LaTonya Brown, Wendy Pender, John Morrison Winters, Ellie Wilson-Jones, John Hoskins, Eric Martinson, Diana Thompson, Kathleen Wilcox
Staff	Gigi Meinig, Karen Winston, Andrea Yip, Angela Rowena Rye, Maria Langlais, Lori Sanford
Speaker	Patricia Hunter, Amy Freeman
United Way Staff	Linda Woodall
King County Staff	Linda Wells
City of Seattle	Maureen Linehan

Welcome and Introductions:

Ava Frisinger, Chair, welcomed Advisory Council members and ADS staff to the meeting. She asked those present to introduce themselves.

Program Long Term Care Protections

Patricia Hunter, Washington State Long Term Care Ombudsman described the Long Term Care Ombudsman Program (LTCOP) as ensuring the rights, dignity and wellbeing of individuals living in long-term care facilities. The LTCOP is an independent agency separate from DSHS with the ability to interact directly with media and lobby legislators, while DSHS maintains the role of enforcement for licensed facilities.

The volunteer ombudsman's role is to facilitate informal conflict resolution at the lowest level. Volunteers make regular unannounced visits to facilities and develop relationships with residents and staff. They also act as an agent of change. Similar to Area Agencies on Aging, the Ombudsman was given their authority by the Federal Older Americans Act. At that time there was little oversight of facilities. A tragic fire in a nursing facility became the catalyst for change.

The LTCOP program does its work through the help of 330 trained volunteer ombudsmen. The agency maintains a staff of 16 throughout 13 regions with an annual budget of \$1.57 million. Patricia anticipates the number of volunteers will grow to 800 by 2020.

There are 3250 licensed facilities throughout the state. Volunteers visited 2281 facilities resolving 89% of 4450 complaints with only 11% referred to a licensor.

The LTCOP takes calls from caregivers, residents, even facility staff. Common types of complaints include

- Care concerns including failure to respond to calls for help
- Medication issues
- Failure to provide therapies
- Abuse and neglect
- Poor staff attitudes, lack of respect & dignity
- Personal care issues
- Failure to provide choice and preferences
- Illegal discharge/transfers/abandonment
- Hospital dumping

Patricia is concerned about high staff turnover in Washington's facilities and the low ratio of staff to resident which should be 4:1. Thirty three other states have a better ratio. Less turnover and more staff per patient means better care. For more information: call 253-838-6810 or go to the web <http://www.waombudsman.org/>

Amy Freeman, Attorney for the Washington State Long Term Care Ombudsman spoke briefly about guardianships, special needs trusts and long term care planning. To create an effective long term care plan, Amy stressed the importance of advance preparation through education, decision making, and communication with family, potential caregivers, and substitute decision makers. She described guardianship as the most restrictive option used as a last resort for people who are incapacitated with no family. While must be appointed by the courts, there are other less restrictive options including durable power of attorney, and trusts - a legal arrangement to handle property or money. For more information go to <http://www.washingtonlawhelp.org/>

Business Meeting

Minutes: Approved as written.

Sponsor's Liaisons reports

1. King County

King County Sponsor's liaison Linda Wells and Jon Hoskins/Performance and Evaluation manager for Department of Community and Human Services, talked with the Advisory Council members about a report they are working on regarding human service program areas. The report is in response to a proviso issued by the Metropolitan King County Council, and is due by December 31, 2015. Jon is gathering data and information about demographics, needs, and service gaps for four human service areas: domestic violence, civil legal services, older adults and sexual assault. Jon and Linda asked the members to please contact them with their thoughts about community needs, particularly around those for older adults. The Area Plan on Aging is also being used as a source of information for this report.

2. United Way

Linda Woodall reported United Way's strategic plan was finalized.

Planning and Allocations Committee

Budget Updates

1. State

A second special session of the Washington State Legislature began May 29. The funding for Medicaid Case Management remains in the budget. If the state's budget is not approved by the end of June, the government will shut down July 1.

2. Regionalism

Thank you letters were sent to Sound Cities elected officials acknowledging their support of the Case Management Program. ADS staff and Sound Cities are in conversations about opportunities to gather input for the draft Area Plan on Aging. Staff are also in discussion with King County regarding a presentation to the County Council about the role Area Agency on Aging, and the Area Plan.

3. Sponsors Guidelines

The Sponsors Guidelines, created to guide the P&A Committee's recommendations for the ADS discretionary budget, were last updated in 2013. ADS Sponsors requested a review of the guidelines in conjunction with the review of the draft 2016-2019 Area Plan at the July meeting.

Draft 2016 Discretionary Allocations Recommendations

Discretionary funding for 2016 is status quo. Committee members unanimously voted to approve the proposed budget. They will present both the proposed budget and the draft Area Plan to the full Advisory Council in July. The public review process is scheduled from July 20 through August 7.

Area Plan Update

Committee members reviewed the:

1. Draft 2014 Area Plan Report Card;
2. Results from the ADS online survey;
3. Summary of the 2014 Community Engagement Activities;
4. Updated demographic section for the 2016-2019 Area Plan

5. Preliminary draft of Section C-Issue Areas, for the 2016-2019 Area Plan.
They recommended adding homeless information and definitions for rural and disability.

Communication Committee

Claire Brannan reported George agreed to speak at the next Advisory Council meeting, July 10 at the Auburn Senior Center. The topic will be *Debunking the Myths of Mental Illness*.

She reminded the council about the three 2016-19 Area Plan on Aging public hearings

1. Tuesday, July 28, 2015, 10 AM
Bellevue Public Library, 1111 110th Ave NE, RM 3
2. Wednesday, July 29, 2015, 1:00 PM
Kent Public Library, 212 2nd Ave N
3. Monday August 3, 2015, 11:30 AM
Seattle Municipal Tower, 700 5th Ave, Room 4096

Advocacy Committee:

Mac gave an update on the Advocacy Committee Meeting

Budget

1. The state budget must be finalized by June 30 or the State will shut down.
2. The 9% budget line item allocated to Case management remains in the House, Senate, and Governor's budget. Locally, Mayor Murray agreed to maintain the case management program if the program requirements are aligned with the current funding levels. He will continue to advocate for full funding of case management a cost effective, high quality service.
3. Health Homes were not funded for dual eligible clients. Instead the state will switch to the Community First Choice Option (CFCO). While this change may negatively affect other area agencies King and Snohomish are not affected since they never began implementation of the program.
4. Revenue from carbon tax is no longer a viable option.

Medicare Observation

The state legislature's Medicare Observation bill remains in committee. The bill would have required hospitals to give patients notice within 24 hours if they are not admitted as an in-patient. Diana Thompson explained patients admitted to the hospital must be classified as in-patient for three consecutive days in order to have their stay paid by Medicare. Patients admitted to a hospital under observation status will not have their hospital bill paid and will not be eligible for skilled nursing care under Medicare.

This is the third federal congress to consider this issue. Recently a bill requiring a 36 hour notification was proposed. Advocates may have more success promoting the passage of a bill related to notification or supporting a bill giving hospitals an opportunity to appeal and resubmit paperwork. CMS reviewers frequently overturn a hospital's decision to admit patients. Although CMS cannot eliminate the 3-day ruling – only congress may overturn; they continue to experiment with pilot projects to resolve a number of Medicare issues.

Senior Services Transportation

In 2014, Senior Services operated 39 Hyde Shuttle vehicles delivering 31,248 trips at half the cost of Metro's Access Services. The Hyde Shuttles receives federal funds to support program operations. Recently, a new federal MAP 21 policy eliminated regional discretion on how the funds are spent. Instead, 55% of the funding is to be spent on capital projects and only 45% on

operations. The Puget Sound region spends 70% on operations and 30% on capital. The policy change will result in a **\$231,803** shortfall for Senior Services beginning July, 2015. This translates into a loss of up to five Hyde Shuttle routes, affecting up to 500 older adults and people with disabilities, who will lose 14,000 rides per year. Unlike Metro's Accessible Services, the Hyde shuttle provides trips to seniors in areas not served by Metro.

If Seattle's transportation levy passes in November it will provide funding for infrastructure only. The Advocacy Committee passed a motion to send a letter to the King County Executive, County Council, Mayor Murray and the Seattle City Council to write a letter about the urgent need for funding to continue the Hyde Shuttle an important transportation program.

Kinship

The Catholic Community Service Kinship program is seeking \$39,000 in funding from the City & County to replace lost state funding for a half time coordinator. The coordinator supports the Kinship Collaboration comprised of almost 2 dozen agencies. The group has operated for 10 years. Their mission is to create and maintain a regional collaboration that provides comprehensive and coordinated services, advocacy and community education which supports Kinship families that keep kids out of foster care. The Advocacy Committee suggested writing a letter to the King County Executive, King County Council, Mayor Murray and Seattle City Council. The program aligns well with the "Best Start for Kids" if passed in the fall. The Seattle Human Services Coalition is recommending that King County and the City of Seattle provide funding to continue this work.

Seattle Commission for People with Disabilities

Sue Shaw reported on several important events for the ADA Celebration:

Film: *Unlisted Story of Schizophrenia*

Examines society's responsibility toward people afflicted with severe mental illness.

2-5 p.m. Saturday, July 11

Central Library, Microsoft Auditorium

Film: *FIXED: the Science/Fiction of Human Enhancement*

Takes a close look at the drive to be "better than human" and the radical technological innovations that may take us there.

5-8 p.m. Tuesday, July 21

Central Library, Microsoft Auditorium

Other Events

- Rally at Westlake
Wednesday, July 22, 4-6 PM
Possible speakers include Governor Inslee, Mayor Murray, State Senator Cyrus Habib
- Lunch time "Teach-In" - Seattle City Hall
Thursday, July 23.

State Council on Aging (SCOA)

Gigi reported on behalf of Diane Snell. The SCOA met in May. Community Living Connections (CLC) was the main focus. The state plans to create a website that provides information about public and private options for long-term services and supports (LTSS). It is geared to providers, families, advocates, general public, older adults and people with disabilities of all ages regardless of economic circumstances. The site includes four main areas:

1. Explore your options

2. Find resources
3. Connect with your community (click on map to connect)
4. Plan and prepare for future needs

SCOA members will have an opportunity to test the website in July. The public launch is scheduled for August 1st.

Note: This does not replace the local I & A, but is a statewide service that will connect persons with their local resource, in addition to offering all state resources.

NW Universal Design Council

Tom Minty reported the next meeting of the NW Universal Design Council will take place on Thursday, July 9, 2015 (10:00-11:30 a.m.) in Seattle Municipal Tower Room 4060. Architect Emory Baldwin and project manager Bruce Waltar will present best practices as well as challenges they face integrating Universal Design into their projects. They specialize in socially sustainable housing which meets the changing needs of people over their lifetime. They will focus on lessons learned when designing and constructing a home. For more information, visit www.environmentsforall.org.

Director's Report

Maria Langlais and Andrea Yip reported on behalf of Maureen Linehan.

1. Mayor Murray is launching an Older Adult awareness campaign through a variety of media blogs.
2. On June 16 ADS will host a delegation of senior service providers representing four different municipalities from the Jiangsu Province in China. Sam Wan, Director of Kin On is coordinating their weeklong visit and tour of local service providers who will discuss how services are provided. The delegates represent nursing homes, retirement communities, senior apartments, senior centers, community health centers, and the chamber of commerce.
3. ADS convened its fifth care transitions conference on June 4, 2015. Over 200 people were in attendance representing 66 organizations. The conference focused on improving coordination of community-based care and recovery in order to avoid hospital readmissions. Dr. Marc Pierson gave the keynote address. In addition there were five general sessions: medication reconciliation, palliative care, hospice, warm handovers, a day in the life of a health care provider, caregiver, family and patient.
4. ADS staff attended a statewide visioning event for the Family Caregiver Support Program. They viewed recent research and discussed opportunities and challenges and possibly using a demonstration waiver for using Medicare for family caregiving
5. Community Living Connections (CLC) is a new program funded by the state to serve both older adults and people 18 and older. The main components of the program include:
 - Central access point for information and referral, with phone and web based options.
 - Three place based hubs in South, East and North King County.
 - A coordinated network of community providers.
 - Options counseling for long term care needs.

Community partners and providers contributed to the development of the new CLC service delivery model by participating in focus groups, surveys, planning and networking meetings over several years which helped lay the foundation for King County's – "no wrong door" service

delivery approach, connecting people of all ages and abilities with information and access to needed services and supports. Caregivers, older adults and people with disabilities will be able to access services through a variety of entry points:

ADS recently completed a competitive bid process. Rating panels included people from the community and several Advisory Council members. The process was extremely competitive due to both quality of the proposals and the limited amount of funding available. Thirteen agencies were funded with Crisis Clinic acting as the central access point. The services will be phased in and a marketing program established. RFP award results are available on the Seattle Human Services Department's blog: <http://humaninterests.seattle.gov/2015/06/11/city-awards-3-9-million-to-support-seattle-seniors-and-disabled-populations/>.

Several Advisory Council members expressed concern about the Crisis Clinic's capacity to meet the need, train staff, and reduce wait times. Amy Holland, Contracts Manager, assured Advisory Council members that ADS contracts staff will build in benchmarks to reduce dropped calls, wait times and increase call backs in a timely manner. Staff will review performance measures in six months to determine how the services are working. ADS staff will continue to work closely with grantees to create a transition plan and implement the new model. They are committed to ensuring both the quality and continuity of services to clients during this transition and start-up phase.

Nominating Committee

The Advisory Council elected three Nominating Committee members to develop a slate of officers for 2016.

George Dicks – United Way

Ava Frisinger - King County

Mac McIntosh - City of Seattle

Announcements

2016-19 Area Plan on Aging public hearings

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Kent Public Library, 212 2nd Ave N
6. Monday August 3, 2015, 11:30 AM
Seattle Municipal Tower, 700 5th Ave, Room 4096

NEXT REGULAR MEETING:
July 10, 2015, Noon
Auburn Senior Center
808 Ninth Street SE, Auburn
www.adsadvisorycouncil.org