

2016 REPORT CARD

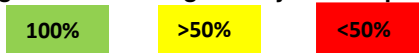
2016 Goal	2016 Final	%	2016 Objectives and Comments
Long-Term Services & Supports			
Ongoing exploration	Ongoing exploration	50%	<p>Explore opportunities to address the increase in medical complexity of LTSS clients.</p> <p>During 2016, ADS had an initial discussion about the complexity of long-term care services and supports with case management staff. Due to staffing changes, further discussions were tabled until 2017.</p>
Ongoing Advocacy	Ongoing Advocacy	100%	<p>Advocate for full funding to maintain quality in-home case management so that individuals receive stabilized care that allows them to stay in home as long as that is their choice.</p> <p>Advisory Council members conducted 52 meetings with legislators and held two forums in partnership with Washington Association of Area Agencies on Aging (W4A). The Governor's 2016 budget did not include additional funds. The Advisory Council's 2017 legislative priorities will include an request of \$5.18 million for case management.</p>
Identify baseline measures for efficiency	Pilot program implemented	100%	<p>Implement operational changes, such as team-based staffing approaches, to improve efficiencies and reduced costs.</p> <p>An ADS case management team piloted a team-based staffing approach during 2016. Some of the benefits included: (1) a rotation of assignments; and (2) team exposure to all aspects of care. The pilot will continue in 2017.</p>

AREA PLAN UPDATE ON AGING FOR SEATTLE-KING COUNTY 2016–2019

2016 Goal	2016 Final	%	2016 Objectives and Comments
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Health Promotion, Disease, Prevention, and Delay of Medicaid-funded Long-Term Services and Supports

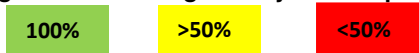
Complete and implement 20% of the marketing and communication plan, develop website.	Completed and implement 20% of the marketing and communication plan, develop website.	100%	<p>Develop Seattle-King County Community Living Connections marketing and communications plan.</p> <p>During 2016, ADS staff completed the following: (1) a Marketing Tool Kit and training; (2) developed a Community Living Connections promotional video. (2) created a Community Living Connection website http://www.communitylivingconnections.org;</p>
Region leads will conduct 6 networking meetings each year.	10 network meetings	100%	<p>Develop geographic hubs delivering Information Assistance/Referral, Options Counseling and Care Coordination in Seattle/North King County, South King County, and East King County.</p> <p>ADS staff conducted a total of 10 networking meetings during 2016.</p>
350	327	93%	<p>Provide Person-Centered Options Counseling to individuals needing assistance with long term support service planning.</p> <p>For 2016, the year-end total was 327 individuals served.</p>
1 event	1 event	100%	<p>Provide cross-system training and meeting opportunities for CLC and FCSP providers to improve referral network, including resources for and working with priority populations (LGBTQ elders, rural elders, adults under 60 with disabilities).</p> <p>ADS staff conducted a professional staff training and development day, held May 25, 2016. Approximately, 140 providers attended, representing 38 organizations.</p>
At least 1.5 the rate of Af. Am. or people of African descent annually in King County.	Served 2 times the rate of King County	100%	<p>Provide Family Caregiver Support Services to caregivers of African or African descent</p> <p>One hundred percent of caregivers were served through the Family Caregiver Support Program identified as Black, African-American or African, compared to the overall King County African Americans 4.7%.</p>
800 per year	838	100%	<p>Provide TCARE® assessment and care plan to family caregivers who show moderate to significant caregiver burden.</p> <p>For 2016, the year-end total was 838 caregivers served.</p>
14 groups	5 groups	36%	<p>Provide Early Stage Memory Loss (ESML) workshops to caregivers caring for someone with Alzheimer’s disease or dementia.</p> <p>During 2016, 5 Staying Connected series were held between that served 11 dyads (caregivers & care receivers). Locations included north Seattle, northeast Seattle, and West Seattle. A new AmeriCorps volunteer in October and completed the Staying Connected training in November. More sessions are planned for 2017.</p>



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Health Promotion, Disease, Prevention, and Delay of Medicaid-funded Long-Term Services and Supports			

15 clients	8 clients	50%	<p>Provide STAR-C training to caregivers to help caregivers manage behavioral symptoms of their care recipient with Alzheimer’s disease or dementia.</p> <p>During 2016, a total of eight dyads received STAR-C training. Recruiting caregivers to participate has been a major challenge. A STAR-C training is scheduled in 2017 to train additional staff to provide the intervention.</p>
1 community forum	0 community forum	0%	<p>Partner with the Mayor’s Council on African American Elders to conduct outreach on Alzheimer’s and related dementia, and promote brain health and the importance of early detection.</p> <p>Due to low membership on the MCAAE, planning an Alzheimer’s and related dementia community forum was postponed. Members did join a planning team that will resume planning efforts in 2017.</p>
Ongoing	Ongoing participation	✓	<p>Coordinate with partners, such as Public Health and Alzheimer’s Association on implementing the Alzheimer’s state plan with a focus on communities of color.</p> <p>In 2016, ADS staff participated in subcommittees and project teams of the Dementia Action Collaborative, that involved partners from throughout Washington state. Specifically, staff joined the Long-Term Support & Services subcommittee and the project team addressing recommendations #4.F.1 and #4.G.1. Both address engaging tribal representatives, as well as leaders and organizations from diverse populations.</p>
Plan & release RFP application	Completed	100%	<p>Expand evidence-based health promotion programs within communities of color through the 2016 investment process.</p> <p>The final funding decisions were made. Three agencies were awarded contracts, including Kin On Community Health; African Americans Reach & Teach Health; and Sound Generations.</p>
36 participants will complete at least four of six chronic pain workshops	22 participants completed at least four of six chronic pain workshops	61%	<p>Collaborate with healthcare professionals to expand and sustain Chronic Disease Self-Management Education (CDSME) programs throughout King County.</p> <p>Pilots were launched during 1st quarter 2016. Workshop #1 - 22 individuals registered; a total of eight completed. Workshop #2 - 28 individuals registered; a total of six completed. Workshop #3 - 16 people registered; 10 attended at least one class, 8 completed</p>

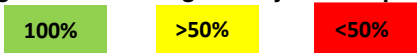


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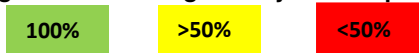
Health Promotion, Disease, Prevention, and Delay of Medicaid-funded Long-Term Services and Supports

One meeting with a potential funder to support evidence-based health promotion workshops.	Completed	100%	<p>Seek funding from non-traditional sources, such as insurance providers and local levies, in support of evidenced-based health promotion workshops.</p> <p>Harborview Hospital contracted directly with African Americans Reach & Teach Health (AARTH) to offer Chronic Disease Self-Management Program (CDSMP) workshops and Qualis Health funded AARTH and KinOn for CDSMP/DSMP workshops for Medicare.</p>
At least 1 article	2 on fall prevention 10 articles total	100%	<p>Increase awareness of consumers and health care professionals about fall risk, prevention, and related resources.</p> <p>During 2016, two articles were written about falls prevention for the online newsletter AgeWise. Eight additional health-related articles were written. Topics included: Kidney health; Brain health; Medication management; Diabetes; Veterans; and the Geriatric Workforce Enhancement Project.</p>
5 presentations	5 presentations	100%	<p>Collaborate with fire departments, Emergency Medical Services, healthcare, and housing providers to strengthen the community infrastructure and ensure coordinated support for vulnerable adults.</p> <p>Presentations were made at the following meetings: King County EMS; 911 call center; and CHI Franciscan Health in Federal Way. Shoreline Fire Department and HDC Resident Affinity Group.</p>
1 training per year	0	0%	<p>Provide falls prevention training for case managers and health care professionals on the recognition/identification of older adults at fall risk and appropriate referrals to programs and services.</p> <p>Trainings for case managers in 2016 did not include falls prevention. The last fall related training was conducted in 2015. Fall-related training for health care professionals occurred through ADS participation in case consultations with physicians and family medicine residents.</p>
1 curriculum	2	100%	<p>Develop training curriculum for family caregivers who have loved ones with mental illness and difficult behaviors.</p> <p>In 2015, ADS purchased Powerful Tools for Caregivers help books for providers to offer the curriculum to support caregivers. The book includes a model for addressing behavioral challenges related to dementia. In addition, a pilot four-week small group seminar – called Staying Connected – for people with mild, early stage memory loss and their care partners was also implemented in the fall.</p>



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Service Integration & Systems Coordination			
Ongoing	Ongoing advocacy & participation	✓	<p>Participate in the development of the King County Accountable Communities of Health (ACH).</p> <p>ADS staff participated in monthly meetings for the ACH Interim Leadership Council and provided reports and updates to the Advisory Council, Sponsors and community partners.</p>
1 annual conference	1 annual conference	100%	<p>Coordinate with health care providers, hospitals, and community partners on an annual care transitions conference.</p> <p>A successful May 17 conference drew 250 registrations representing 75 organizations, six counties, and 12 other states; 34 sponsors/exhibitors; \$25K in sponsor/exhibitor/registrations; 2 keynote speakers; and sessions on telehealth, transportation strategies for followup appointments, community partnerships that improve medication management; health literacy; health care cost/quality; and healthcare for people with disabilities. A poster session featured six programs. A new custom app made materials distribution, communication, and networking easier.</p>
Facilitate a pilot program in older adult housing	None	<50%	<p>Participate in multi-stakeholder collaborations that strive to improve health outcomes and reduce unnecessary EMS and Emergency Department use.</p> <p>No activity to report. Will follow-up in 2017.</p>
80 elder abuse victims	1,700 elder abuse victims	100%	<p>Increase county-wide access and awareness of elder abuse, neglect, and financial exploitation.</p> <p>During 2016, ADS staff continued the Vulnerable Adult Program in conjunction with the Seattle Fire Department. Planning was implemented to begin countywide expansion which now includes Kirkland. Responded to over 1700 abuse, neglect, and exploitation reports. Monthly average – 40 reports.</p>
Develop strategy to fund a multi-disciplinary team	Completed	100%	<p>Strengthen connections with prosecutors, law enforcement, and first responders to better coordinate a response for older adult victims of abuse and neglect.</p> <p>Highlights of 2016 activities include: (1) Elder Abuse Case Management, served an average of 25-35 cases per month; (2) ADS staff joined the Seattle Fire Department (SFD) on a Steering Committee for the Low Acuity Alarm Program launched in July; (3) An ADS case manager, co-located at SFD headquarters, provided outreach and coordination of services for high utilizers; (4) In conjunction with the King County Prosecuting Attorney’s Office, conducted 3 mandatory reporting training sessions; (5) ADS staff participated on a planning committee to create a training module on mandatory reporting for all King County EMS personnel, to be completed in 2017.</p>



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Service Integration & Systems Coordination

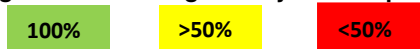
<p>Primary care liaison will complete 4 visits per month to clinics</p>	<p>48 visits</p>	<p>100%</p>	<p>Increase awareness of Community Living Connections in the primary care health system.</p> <p>A total of 48 visits and consults were completed with health care providers and trainees by end of 2016. Results included: (1) An increased awareness of community living connections, demonstrated by new referrals to the central access point; (2) A Powerful Tools for Caregivers workshop series will be offered at a primary care clinic in Seattle; and (3) Facilitated the enrollment of several primary care and hospital-based teams in the 2017 Geri Series education.</p>
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Native Americans

<p>At least one meeting per year</p>	<p>2 meetings</p>	<p>100%</p>	<p>Strengthen ADS ability to serve community groups that have not been served previously (i.e., urban Native Americans)</p> <p>ADS and DSHS Home & Community Services conducted two preliminary meetings with the Seattle Indian Health Board to discuss development of a 7.01 Implementation Plan. The first formal 7.01 meeting is scheduled for 2017.</p>
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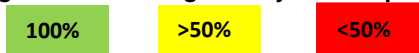
<p>At least one in-service per year</p>	<p>Piloted mobile computer classes</p>	<p>100%</p>	<p>Collaborate with social and health services organizations that serve Native American elders on yearly in-service trainings.</p> <p>ADS staff piloted mobile computer classes in conjunction with the Seattle Indian Health Board. A total of 14 elders participated. A wait-list was created, and additional classes are scheduled for spring 2017.</p>
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<p>At least two meeting per year</p>	<p>No meetings</p>	<p><50%</p>	<p>Continue 7.01 Implementation Plan collaboration with federally recognized tribes in King County.</p> <p>During 2016, the DSHS Office of Indian Policy was unable to coordinated 701 meetings, due to tribal staff turnover. Meetings are scheduled to resume in 2017.</p>
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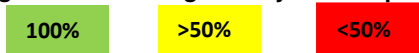
Livable Communities

<p>Update Quiet Crisis Report</p>	<p>In progress</p>	<p>50%</p>	<p>Update existing housing data and reports to advocate for expansion of affordable, accessible housing including development of alternative housing for aging in place.</p> <p>HDC Senior Affinity Group engaged in two related efforts: (1) Developed recommendations to align the Quiet Crisis recommendations with the Seattle Housing Affordability and Livability Agenda (HALA); and (2) Conducted an inventory of senior housing stock and related attributes; (3) Efforts during 2016 culminated in a Housing & Aging Forum, held in November. Approximately 170 stakeholders attended. The forum served as the “official” kick-off for the planning process to create an Age-Friendly Housing Strategy that will update the Quiet Crisis data.</p>
<p>4+ events per year</p>	<p>4 events</p>	<p>100%</p>	<p>Provide education about the benefits of Universal Design (UD) and promote the inclusion of UD principles in capital construction programs by facilitating the Northwest Universal Design Council and coordinating public program meetings.</p> <p>The four events held in 2016 were: <u>January</u>: "Walk-, Stroll- & Roll-Ability: Designing a Pedestrian Network for All" presented challenges and solutions in developing a pedestrian network for all from a U.D. perspective. About 60 people attended. Related article appeared in March issue of AgeWise. <u>April</u>: "Are Your Digital Communications Accessible?" There were over 100 participants, and the Seattle Channel produced 2-hour video. <u>August</u>: "Accessible Travel and Tourism," included a panel presentation that focused on what the hospitality industry and other organizations can do to ensure a positive experience for travelers and visitors with disabilities. Approximately 85 people attended. <u>November</u>: "The Power of Inclusion: Universal Design in Landscape" featured examples of large urban parks and park-like settings throughout the country. About 25 people attended.</p>
<p>12+ posts per year</p>	<p>12+ posts</p>	<p>100%</p>	<p>Utilize websites, newsletter, and social media to promote community-based options for home repair, weatherization, and conservation that can help older adults live more comfortably and save money.</p> <p>AgeWise articles included: Seattle Cuts Utility Bills for Thousands of Low-Income Residents; Repair, Don't Toss, for Earth Day; Tax Breaks for Seniors; Property Owners with Disabilities; Maintain Your Independence with Assistive Technology (Washington Access Fund); How to Start Saving Later in Life; Spend Wisely: 12+ Ways to Save Money; Don't Wait to be Comfortable and Safe in Your Own Home; Housing and Aging: Senior Homelessness is an Emerging Issue; and Changes Seniors Should Know About "Basic Food." There were also multiple social media posts on these and related topics.</p>
<p>Ongoing advocacy</p>	<p>Ongoing advocacy</p>	<p>100%</p>	<p>Advocate to increase the availability of transportation options.</p> <p>ADS staff continued advocacy efforts to increase availability of transportation options.</p>



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Livable Communities			
Ongoing advocacy	Ongoing advocacy	100%	<p>Advocate/work to increase funding for older adult transportation programs such as the Hyde Shuttle.</p> <p>King County Metro identified grant funding for the Federal Way Hyde Shuttle. The Puget Sound Regional Council forwarded a recommendation that included \$491,039 for ADS. The total budget for this project (not including in-kind support from Metro) is \$1,356,446 for the 2017-2019 biennium. The Advisory Council's goal, of keeping the Hyde Shuttles on the road was accomplished.</p>
1+ forum per year	3 forums	100%	<p>Promote community design that supports mobility, such as public transportation, walking, and bicycling.</p> <p>The NW Universal Design Coalition conducted four forums during 2016 (see pg.7) Three of the forums included a portion that focused on mobility challenges and outdoor access issues.</p>
Ongoing advocacy	Ongoing advocacy	100%	<p>Participate in public education and marketing campaigns to promote individual savings for later life.</p> <p>In 2016, AgeWise articles included: Gender pay equity & older women; Tax Breaks for Seniors and Property Owners with Disabilities; How to Start Saving Later in Life; Spend Wisely: 12+ Ways to Save Money; Don't Wait to be Comfortable and Safe in Your Own Home; Housing and Aging: Senior Homelessness is an Emerging Issue; Changes Seniors Should Know About "Basic Food." There were also multiple social media posts on these and related topics.</p>
Produce weekly bulletins	Produced bulletins, panel discussion, and more	100%	<p>Encourage hiring and retention of older workers, allowing them to work and save longer, by promoting age 55+ employment programs and training opportunities.</p> <p>In May 2016, an Advisory Council program focused on Employment Strategies for Boomers and Older Adults. Panelists included representatives from Work Source; Lowe's Inc., Seattle Department of Human Resources, AARP Foundation Senior Community Service Employment; and the Mayor's Office for Senior Citizens Employment Program. In addition, the Employment Resource Center (a unit within the Mayor's Office for Senior Citizens) enrolled 280 older adults in 2016, and 165 were hired by December 31, 2016, with support of ERC.</p>
Ongoing advocacy	Ongoing advocacy	100%	<p>Advocate for increased funding for senior centers and related services to reduce social isolation.</p> <p>King County submitted a Mental Illness & Drug Dependency (MIDD) funding concept proposal for social work services at senior centers serving unincorporated residents. Decisions on concepts will be made in advance of 2017 MIDD levy renewal. ADS staff coordinated with senior centers to apply for United Way Older Adult supplemental funding.</p>



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Livable Communities

<p>50+ posts per year</p>	<p>50+ events</p>	<p>100%</p>	<p>Utilize current technology to enhance access to aging information, programs and services as well as social and civic engagement for older adults.</p> <p>AgeWise King County and six social media sites promoted successful aging and a wide variety of programs, services, and activities for older adults and individuals with disabilities, with dozens of posts throughout the quarter. In addition, ADS unveiled a new AgingKingCounty.org website, and ensured that all websites (5) meet the Web Content Accessibility Guidelines 2.0 AA, the DOJ standard for ADA compliance. Increased access to aging and disability information, programs and services for people with disabilities by helping to organize and then presenting in a NCOA webinar, “Web Accessibility Compliance: Making Sure Your Website Doesn’t Play Favorites” (187 participants).</p>
<p>2016 program review</p>	<p>An article included program review</p>	<p>100%</p>	<p>Expand opportunities for older adults to volunteer through the Mayor’s Office for Senior Citizens’ Seniors Training Seniors program.</p> <p>In October 2016, an article "Seniors Training Seniors: Relaunched, Rebranded, and Repositioned" was featured in AgeWise King County and promoted volunteer opportunities.</p>

