

2013 REPORT CARD

2013 Goal	2013 Final	✓	2013 Objectives and Comments
Goal 1: Improve health care quality for older adults and adults with disabilities.			
25 new clients	22 new clients	100+%	<p>Expand access to chronic care management to dually-eligible Medicaid/Medicare (“dual”) beneficiaries through the King County Care Partners network.</p> <p>Due to limited funding, the measure for 2013 was modified to include 25 new clients per year. There are 22 new clients as of December 31, 2013.</p>
2 hospitals	2 hospitals	100%	<p>Seek Affordable Care Act Care Transitions funding in partnership with local hospitals to reduce hospital re-admissions for Medicare beneficiaries.</p> <p>ADS coordinated Care Transitions: Whose Job Is It Anyway?, a half-day conference on 5/30/13 that focused on reducing unnecessary hospitalizations (especially re-hospitalizations) in south King County, attended by 115 individuals from 61 organizations. In addition, ADS staff briefed nurses and discharge planners at Valley Medical Center and Virginia Mason Medical Center. ADS staff developed and printed a Care Transitions brochure. ADS continues to promote its Self-Management Plans for eight common chronic conditions, which incorporate warning flags and personal health records. ADS staff developed an ADS Video Portal, with links to online skill development content for staff, chronic condition information for clients, and general healthy aging information.</p>
13 Caregiver-receiver couples	10 Caregiver-receiver couples	77%	<p>Participate in a translation study of the Reducing Disabilities for people with Alzheimer’s disease (RDAD) in-home exercise and problem-solving therapy model for Alzheimer’s patients and their caregivers to serve 40 clients and their family caregivers.</p> <p>The RDAD intervention employed by ADS consists of nine, one-hour home visits by a specially trained ADS staff over a six-week period. During each session, the “coach” teaches easy-to-follow exercises to both the caregiver and care receiver (i.e., the person with dementia). Caregivers also learn how to handle some of the problems that occur with older adults who have memory problems or dementia. After the ninth session, the caregiver is contacted once a month for four months. The UW also conducts several phone interviews to help gather the data. The 2013 goal was to serve 13 caregiver-receiver couples in Seattle or south King County, however, recruitment was a challenge.</p>
65 Clients	63 Clients	97%	<p>Maintain the number of older adults, including veterans/spouses, who show improvement in their level of minor depression as measured by the PHQ-9 assessment tool.</p> <p>There were 63 ADS clients who showed improvement in their depression scores, including 26 veterans and/or veteran spouses.</p>

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Goal 2: Address basic needs.			
Ongoing		100%	<p>Expand existing Information & Assistance (I&A) service delivery system to fully implement each of the essential service components of ADRCs (Aging & Disability Resource Centers).</p> <p>In June 2013, ADS facilitated a planning session for I&A providers to assess readiness for implementing all of the Community Living Connection (CLC)-ADRC components. Providers reported 38% of components were implemented. Note: The ADRC components were expanded to include six categories: 1) Information, Referral & Awareness; 2) Options Counseling & Assistance; 3) Person Centered Transition Supports; 4) Streamlined Eligibility (Access) Determination; 5) Consumer Populations, Partnerships and Stakeholder Involvement; and 6) Quality Assurance and Continuous Improvement. CLC-ADRC providers continue to develop connections and relationships with disability organizations through bi-monthly professional development meetings in July and September. Agencies participated in Options Counseling training provided by the state and will pilot the project in 2014.</p>
2011 - 2,908 2012 - 4,506	2013 - 10,556	100%	<p>Increase the number of King County older adults and people with disabilities who use Washington Connection, either directly or with the help of Information & Assistance Advocates, to complete applications for benefits.</p> <p>Data for 2013 for Washington Connection indicates an increase in baseline data. The Fresh Bucks Program (double EBT/Basic Food Dollars at Farmers Markets) was launched in July 2013 and may have generated interest in Basic Food and an increase in Washington Connection utilization by older adults.</p>
2 presentations	4 presentations	100%	<p>Educate policy makers and community members about the advantages of incorporating Universal Design (UD) principles into standards for all types of housing development.</p> <p>In 2013, the NW Universal Design Council held quarterly meetings. Presentations included: 1) "The Economics of Design," that examined the esthetic and functional benefits of barrier-free design and the economic impact of UD; 2) The Affordable Care Act and how states can expand their Medicaid programs, what Washington state is doing to implement these requirements, and how these coordinated programs will help diverse populations; 3) A presentation by the Seattle Housing Authority on the planned redevelopment of Yesler Terrace; and 4) U.S. Access Board chair Karen Braitmayer, discussed accessibility and accessible design.</p>
Ongoing advocacy			<p>Advocate for inclusion in the King County Ten Year Plan to End Homelessness of strategies to prevent and reduce older adult homelessness.</p> <p>Although no presentations were made to the Advisory Council during 2013, the Advocacy Committee continues to monitor strategies to prevent homeless among older adults.</p>

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Ongoing advocacy		100%	<p>Advocate for a steady increase in affordable housing options to keep up with the growth in the 60+ population (i.e., 936 subsidized units each year).</p> <p>ADS Advisory Council members supported the Washington State Council on Aging legislative priorities for 2013, which included advocacy to: Protect funding that helps seniors remain in their home or a community-based setting; Expand options for safe, accessible, and affordable housing for older adults and adults with disabilities; Protect and preserve existing subsidized senior housing; Preserve mobile home communities, and; Adopt policies and create incentives to encourage sustainable, universal design features in new construction and remodeling projects.</p>
80% non-eviction rate	95% non-eviction rate	100%	<p>Maintain the percentage of eviction prevention services that result in maintaining SHA residency for seniors and adults with disabilities.</p> <p>The goal of this objective was met with 262 clients with a non-eviction rate of 94.5 percent for 2013.</p>
Ongoing		100%	<p>Partner with the Seattle King County Asset Building Collaborative (SKCABC) to promote financial literacy education for people of all ages to build financial literacy, promote economic self-sufficiency, and prepare for retirement.</p> <p>ADS staff receives and distributes information from the SKCABC (now known as the Financial Empowerment Network) on a periodic basis, and includes financial empowerment events in AgeWise King County and the weekly MOSC Age 55+ Employment Resource Center Job List.</p>
Ongoing		100%	<p>Increase awareness of the Elder Economic Security Standard Index for Washington, and specific data that details how much income an older adult needs for self-sufficiency in Seattle & King County.</p> <p>The Elder Index was referenced in several forums and on social media (AgeWise King County; Silver & Gold-Seattle & King County; Mayor’s Council on African American Elders; Twitter and Pinterest.</p>
355,060 congregate meals	376,463	100%	<p>Seek funding to increase by 10% the number of meals to meet the increase in demand in King County.</p> <p>A Request for Investments (RFI) for Senior Nutrition Program Services was released in January 2013. Funding was awarded to 13 agencies to provide meals at 50 sites throughout King County, including programs targeting rural residents (Maple Valley), East African elders in Lake City, and Korean and Eastern European elders in Federal Way. Contracts for new sites were effective January 1, 2014.</p>

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Goal 3: Improve health and well-being.			
Ongoing		100%	<p>Advocate for social and recreational programming adapted to support people as they age.</p> <p>AgeWise King County promotes healthy, active and successful aging programs and services. Older Americans Month programming is highlighted in the May issue.</p>
Ongoing		100%	<p>Partner with the Seattle Parks and Recreation to expand the Food & Fitness Program to more immigrant and refugee communities.</p> <p>Following the Food & Fitness program 2012 pilot, for the Somali community at the Meadowbrook Community Center in Lake City, the community found both a new partner and location, and was awarded funding through the 2013 Request for Investment (RFI) for congregate meals. The new meal site in Lake City will begin operating in January 2014, and although it is not a Parks partnership, it will include the meal and health promotion components of other Food & Fitness sites. During the community engagement process for the Congregate Meal RFI, Cambodian community leaders indicated an interest in pursuing a site at the Delridge Community Center, but they did not submit a proposal. In addition to the Food and Fitness partnerships, ADS has facilitated partnership efforts between Seattle Parks & Recreation and the nine senior centers in Seattle. These efforts include Memorandums of Agreement regarding collaboration with the goal of expanding programs to new populations.</p>
Ongoing		100%	<p>Work with City of Seattle’s Food Policy Interdepartmental Team to implement policies that promote a more sustainable, equitable and healthy food system.</p> <p>The City of Seattle's Food Action Plan was approved by the City Council in March of 2013. Two initiatives that support the action plan objective to "increase access to health food for low income and vulnerable populations" include: 1) Farm to Table: connecting older adults and senior meal programs with local farms to increase access to and affordability of fresh produce. Community Transformation Grant (CTG) funding will include: a) support for training and outreach to senior meal programs to encourage them to purchase local produce (by September 2014, 5 new sites and 10 sites who participated in the CPPW F2T grant will participate); and b) development of a "good food bag" or low cost CSA model (1 site in a senior housing community or other senior community hub (by December 2013). 2) Fresh Bucks: Basic Food recipients double their purchasing power at Farmers Markets when using their EBT card from July through Oct. 2013.</p>
Ongoing		100%	<p>Work with local food banks and East African Community groups to increase capacity to provide healthy, culturally appropriate foods for East African elders in need.</p> <p>ADS Planning staff participated in a focus group with East African providers to discuss strategies for increasing cultural appropriate foods with Seattle food banks in 2012. Lead staff are in the HSD Transitional Living & Supports division. During 2013, the Somali Community of Seattle (SCoFS) received some food bank products from ACRS, however, storage capacity prohibited them from expanding to their own food bank operations. The SCoFS continues to partner with the Yesler Terrace Community Center for the congregate meal program.</p>

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Goal 4: Increase the independence for frail older adults and people with disabilities.			
700 Assessments & care plans	859 Completed assessments	100%	<p>Provide a TCARE assessment and care plan to family caregivers who show moderate to significant caregiver burden.</p> <p>2011 Baseline: 600 assessments & care plans 2013 Goal: 700 2013 Progress: 859</p>
Ongoing		100%	<p>Advocate to increase language capacity and class schedules and to reduce class size for home care independent provider training to better meet the language needs and training requirements of the independent provider workforce.</p> <p>A small workgroup was formed with DSHS, DOH and community representatives to explore feasible options to improve the access of limited-English proficient long term care workers. Long-term care workers provide personal care services in home setting for older adults and persons with disabilities, and are paid by the DSHS. Like their clients, many have limited English proficiency creating barriers to training and examination requirements for the required home care aide certification. The Northwest Training Partnership (NWTP) works with home care aide applicants in Washington State. As of July 2013, the NWTP expanded its language capacity from six (Chinese, English, Korean, Spanish, Russian, Vietnamese) to thirteen (Arabic, Cambodian, Chinese, English, Korean, Laotian, Russian, Samoan, Spanish, Somali, Tagalog , Ukrainian, and Vietnamese). The Dept. of Health also provides the home care aide examination in the same languages. These languages cover about 90% of the Independent Providers employed by those clients. The remaining 10% are diverse, with many other different languages. There was a significant improvement of class size in 2013.</p>
N/A	7 Protocols created	100%	<p>Develop specific disease protocols for long-term care clients who have chronic obstructive pulmonary disease, asthma, diabetes, or congestive heart failure.</p> <p>Created 7 protocols: Asthma; Coronary Artery Disease; Congestive Heart Failure; Chronic Obstructive Pulmonary Obstructive; Diabetes; Pain; and Falls Prevention.</p>
Ongoing		100%	<p>Conduct cultural competence staff trainings on emerging immigrant and refugee populations.</p> <p>During 2013, ADS staff participated on an ongoing interdepartmental work team created to develop a HSD Coordinated Community Engagement Handbook to inform HSD work including Request for Information (RFI) processes. In conjunction with the Office of Civil Rights, the team also coordinated an Inclusive Outreach and Public Engagement Workshop in June. ADS staff also participated in monthly meetings for the Refugee Forum of King County.</p>

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New CM staff receive MI training	MI training videos purchased	100%	<p>Train long-term care case managers in Motivational Interviewing (MI) to use as a tool in the development of the service plan that includes self-care goals, in addition to services that address functional limitations.</p> <p>ADS purchased two sets of Motivational Interviewing training videos: "Updated Motivational Interviewing Evidence-Based Skills to Motivate Clients Toward Change," by Stephen Rollnick, Ph.D. During 2013, almost 100 staff attended development sessions/trainings.</p>
Ongoing		100%	<p>Advocate with ADSA to expand the New Freedom coaching role of the long-term care case management program.</p> <p>As of July, ADS administers the New Freedom program. During 2013, ADS gained nine additional case managers to provide the service to clients. Approximately 728 clients were served during 2013.</p>
Ongoing			<p>Advocate with the Veteran’s Administration to increase the number of clients referred to the Veterans-Directed Home Services.</p> <p>The current contract is status quo based on federal budget.</p>
Ongoing	2 Trainings	100%	<p>Work with the Elder Abuse Council to increase coordination among service and criminal justice agencies.</p> <p>In collaboration with the King County Prosecutor’s Office, the Seattle Police Department, and the WA State, DSHS – Adult Protective Services (APS), ADS conducted a training on abuse, neglect and exploitation among vulnerable adults; working collaboratively with law enforcement, the prosecutor’s office, and APS, with emphasis on screening and reviewing the criminal history backgrounds of caregivers. Dr. Janice Edwards, Psychologist, Geropsychiatric Unit at Northwest Hospital, discussed clients cognitive capacity for making decisions during a criminal investigation, court proceeding and safety care plan development. Funding from the Office of Women’s Health – Prevention of Violence and Trauma of Women & Girls, allowed ADS to provide training for 162 staff that provided services to 12,733 elders and adults with disabilities throughout King County and continued funding for an elder abuse counselor.</p>
Ongoing		100%	<p>Advocate to strengthen services for elder abuse victims.</p> <p>ADS staff contributed content to the HSD Life Lines Newsletter special issue on domestic violence. An Abuse in Later Life webpage was added to the AAA website.</p>

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Goal 5: Promote aging readiness.			
Ongoing	1 forum	100%	<p>Advocate for transportation, pedestrian, street and land use policies and projects that promote walkable communities and pedestrian safety, and support people as they age.</p> <p>In September 2013, the Advisory Council hosted a special transportation forum focusing on transportation and mobility challenges facing our region, including large cuts to transportation funding. A panel of speakers included Kevin Desmond, King County Metro; State Representative Jessyn Farrell; King County Councilman Rod Dembowski; and Katy Wilson, Transit Riders Union. All participants were encouraged to advocate to policy makers.</p>
1 seminar series	Postponed		<p>Implement a leadership seminar series for people age 50 and older who want to learn new skills, take on community projects, and transform their futures.</p> <p>A rough outline was produced, however, implementation postponed until 2014.</p>
2 new partnerships	2 new partnerships	100%	<p>Explore new partnerships with arts organizations, public libraries, and local colleges to enhance access to lifelong learning and volunteer opportunities for older adults.</p> <p>ADS staff met with the director of the Seattle Office of Arts and Cultural Affairs. An inventory of opportunities for senior involvement in the arts is planned. The ADS Pinterest page (agingkingcounty) includes Arts & Aging and also Movies. The July issue of AgeWise King County focused on dance, with contributions from Parkinsons Foundation/Dance for PD, World Dance Party, Seattle Parks/Lifelong Recreation Program, Freeway Park Association, and others. A feature film (Gotta Dance) was screened as part of Older Americans Month (May 2013), and planning is underway for a film festival in May 2014.</p>
Ongoing		100%	<p>Support technology that enhances access to aging information, programs and services as well as social and civic engagement for older adults.</p> <p>ADS staff advocates for CART (Communication Access Real-time Translation) service to accommodate individuals with hearing loss. In addition, staff maintains four websites ((agingkingcounty.org, environmentsforall.org, kccaregiver.org, kccarepartners.org), three Facebook pages (Silver & Gold--Seattle & King County, MOSC, and MCAAE), Twitter (/agingkingcounty), and Pinterest (/agingkingcounty) pages.</p>
2 articles per year	2 articles per year	100%	<p>Use social media tools and AgeWise King County to educate public about assistive technology devices and tools for older adults, persons with disabilities, and their families to support successful aging in place.</p> <p>The May 2013 issue of AgeWise included "Access to Technology for Vision Loss." ADS staff makes periodic assistive technology posts to Facebook and Twitter.</p>

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1 Conversation per year	1 Conversation	100%	<p>Conduct at least one community conversation per quarter, with an emphasis on target populations (communities of color, rural, immigrant and refugees, LGBT).</p> <p>In April 2013, ADS personnel staffed Mayor McGinn’s town hall meeting held at Horizon House, an independent retirement community. Several issues were discussed including homelessness, affordable housing, neighborhood density, transit and discontinued bus lines, aging infrastructure and parking rate increases.</p>												
1 workshop per year	1 workshop	100%	<p>Collaborate with faith-based communities to support successful aging by providing clergy workshops developed by the Mayor’s Council on African American Elders to increase awareness about the aging network.</p> <p>In February 2013, ADS staff participated in a workshop at the First African Methodist Episcopal (AME) Church in Seattle, sponsored by the Western States Health Equity Affiliate of the American Heart Association. The workshop provided information about hypertension including the importance of managing blood pressure. ADS staff shared information about the importance of medication compliance and the impact of sodium and additives in foods. The First AME Health and Wellness Ministry, in partnership with the American Heart Association, will be a site for blood pressure research including a blood pressure kiosk at the church.</p>												
Ongoing		100%	<p>Increase public awareness of resources available for aging in place, including family caregiver resources, long-term care support, and end-of-life care and support.</p> <p>ADS staffs the Northwest Universal Design Council, which advocates for good design for all ages and abilities (this accommodates aging in place). Meetings have included "The Economics of Design—Planning for the Age Wave, by ADS Advisory Council member Tom Minty (January); Yesler Terrace redevelopment and accessibility (April); and U.S. Access Board (July). Other public awareness strategies include four websites; social media (Facebook, Twitter, and Pinterest); and coordinated brochures and flyers. The ADS Advisory Council sponsored two community forums in the first two quarters (hunger and health care reform, respectively).</p>												
61,100 5% more from prior year	63,622	100%	<p>Increase outreach to target populations in order to achieve a 5% increase in ADS funded services..</p> <p>Baseline:53,403</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Goal</th> <th>Actual</th> <th>% Increase</th> </tr> </thead> <tbody> <tr> <td>2012</td> <td>55,848</td> <td>58,189</td> <td>9%</td> </tr> <tr> <td>2013</td> <td>61,100</td> <td>63,622</td> <td>9.3%</td> </tr> </tbody> </table>	Year	Goal	Actual	% Increase	2012	55,848	58,189	9%	2013	61,100	63,622	9.3%
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2012	55,848	58,189	9%												
2013	61,100	63,622	9.3%												
1 outside of Seattle	3 outside of Seattle	100%	<p>Coordinate at least one ADS Advisory meeting a year with a focus on older people and adults with disabilities who reside in East and South King County areas.</p> <p>The AC Chair made a concerted effort to get meetings outside of Seattle. Among the Advisory Council forums referenced in above, the health care forum was held at the SeaTac Community Center, the health care insurance forum was held at the Kent Senior Activity Center, and the transportation forum was held at the Northshore Senior Center (serving north and northeast King County).</p>												

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Ongoing		100%	<p>Celebrate positive aging and the powerful impact that people age 50+ have on their community, utilizing social networking media.</p> <p>ADS celebrates aging in a variety of ways, including social media (see references above to multiple websites, AgeWise King County, multiple Facebook pages, Twitter, Pinterest and MeetUp). Older Americans Month (May) increased in 2013 with the addition of a movie screening (Gotta Dance) and collaboration within the Healthy Aging Partnership to sponsor a film festival in the future.</p>