

# REPORT CARD

2012 Goal	2012 Progress	✓	2012 Objectives
<b>Goal 1: Improve health care quality for older adults and adults with disabilities.</b>			
<b>2</b> CDSMP providers trained	<b>3</b> CDSMP providers trained	<b>100%</b>	<p><b>1.</b> Provide CDSMP trainings to COPEs clients residing in subsidized housing buildings through COPEs Ancillary client training contracts.</p> <p>A State mini-grant funded three CDSMP trainings. Full Life Care provided the trainings to 44 COPEs clients in subsidized buildings.</p>
<b>100</b> clients	<b>39</b> clients	<b>39%</b>	<p><b>2.</b> Expand access to chronic care management to dually-eligible Medicaid/Medicare (“dual”) beneficiaries through the King County Care Partners network.</p> <p>At the end of 2012, 39 dual-eligible clients were enrolled. Due to limited funding, this objective was partially achieved.</p>
<b>1</b> hospital partner	<b>4</b> hospital partners  <b>1</b> community forum  <b>8</b> hospital briefings	<b>100%</b>	<p><b>5.</b> Seek Affordable Care Act Care Transitions funding in partnership with local hospitals to reduce hospital re-admissions for Medicare beneficiaries.</p> <p>ADS coordinated a half-day Care Transitions community forum in South King County (April) attended by 130 people from 65 organizations. ADS briefed nurses, discharge planners, case managers, and social workers at four South County hospitals plus UW Hospital; maintained a South King County Care Transitions listserv; and contracted with Community Health Plans of Washington to provide care transition coaching support in the future.</p>
<b>1</b> focus group	<b>1</b> focus group	<b>100%</b>	<p><b>6.</b> Conduct a focus group with home care providers to identify areas for home care agency intake process improvement to enable quick response to set up services for clients</p> <p>In June, 22 home care directors and supervisors participated in a focus group discussion on care transitions and care delivery improvements. Home care agencies are working with hospitals and case managers to reduce hospital readmissions.</p>
<b>2</b> providers	<b>1</b> provider  <b>2</b> sites	<b>100%</b>	<p><b>7.</b> Expand the evidence-based Memory Care and Wellness Adult Day Services model from one to two providers.</p> <p>A current ADS provider identified a second service site. This expansion avoided the time and cost of an RFQ process. If funding increases in the future, there may be an opportunity to identify a second provider.</p>
<b>26</b> clients		<b>100%</b>	<p><b>8. (if funded)</b> 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>Not funded in 2012. RDAD will begin in 2013 with funding from the University of Washington. A coach training is planned for 1st quarter 2013.</p>

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65 clients (including 20 veterans/spouses)	60 clients (including 16 veterans/spouses)	92%	<p><b>9.</b> 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>60 clients improved their PHQ 9. Of those, 16 of those were veterans/spouses.</p>

**Goal 2: Address basic needs.**

Ongoing		100%	<p><b>11.</b> Increase the number of King County older adults and people with disabilities who use Washington Connection, either directly or with the help of I&amp;A to complete applications for benefits.</p> <p>ADS received baseline data on Basic Food/SNAP participants age 60+ (27K in June) and requested data on Washington Connection utilization. System enhancements in August may increase utilization. HSD no longer facilitates eligibility and enrollment; however, access to benefits efforts continue, including bi-monthly Information &amp; Assistance provider meetings, with Washington Connections status updates. Several I&amp;A providers are community partner agencies.</p>
1 plan		100%	<p><b>12.</b> Increase access to housing with services for low-income residents to age in place.</p> <p>ADS participated in the Housing Development Consortium's Senior Affinity Group and several "housing with services" presentations and discussions. A decision was made not to prepare a comprehensive service plan but continue collaboration.</p>
2 presentations	<p>6 presentations</p> <p>2 newsletter articles</p> <p>1 social media account</p>	100%	<p><b>13.</b> Educate policy makers and community members about the advantages of incorporating Universal Design principles into standards for all types of housing development.</p> <p>Presentations included supportive housing; UD designed home case studies; Let's Loop Seattle; BEAMS; waterfront design committee; and Housing First Apartments. NWUDC toured the UW Access Technology Center. Environmentsforall.org was updated and a NWUDC Facebook page was created. AgeWise King County included assistive technology and universal design articles in August.</p>
Ongoing	1 briefing	100%	<p><b>14.</b> Advocate for inclusion in the King County Ten Year Plan to End Homelessness of strategies to prevent and reduce older adult homelessness.</p> <p>The ADS Advisory Council continued advocacy efforts to reduce and prevent older adult homelessness. The Council was briefed on successful programs for people who face homelessness by Bill Block, Committee to End Homelessness and HSD Transitional Living &amp; Support staff (August).</p>
Ongoing	1	0 0	<p><b>15.</b> Advocate for a steady increase in affordable housing options to</p>

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80% non-eviction rate	2012 Progress griefing  1 collaboration  94% non-eviction rate	✓  100%	keep up with the growth in the 60+ population (i.e., 936 subsidized units each year).  The ADS Advisory Council was briefed on Yesler Terrace redevelopment and advocated for minimal impact on residents, especially families, seniors, people with disabilities, and immigrants (August). ADS staff increased presence in the housing community by participating in the Housing Development Consortium.  <b>16.</b> Maintain the percentage of eviction prevention services that results in maintaining SHA residency for seniors and adults with disabilities.  The goal of this objective was met in all four quarters, with a non-eviction rate of over 94 percent for 2012.
Ongoing	50+ e-mail and social media messages  1 chapter	100%	<b>19.</b> Partner with the King County Asset Building Collaborative to promote financial literacy education for people of all ages to build financial literacy, promote economic self-sufficiency, and prepare for retirement  ADS distributed financial empowerment information to staff and the public weekly, and updated the Senior & Baby Boomers chapter of the SKC-ABC's Your Money Helpline Resource Guide.
Ongoing		100%	<b>20.</b> 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.  The Elder Index was referenced in several forums and on social media during the year.
Ongoing		100%	<b>21.</b> Support the One Away Campaign for Elder Economic Security and advocate for improved economic security in King County, especially among older women.  Senior Services—the local One Away representative—developed videos ("stories of struggle") from client testimonies.
355,060 congregate meals	366,325 congregate meals	100%	<b>22.</b> Seek funding to increase by 10% the number of meals to meet the increase in demand in King County.  2011 Baseline: 322,782 congregate meals; 2012: 366,325 congregate meals. HSD/ADS is scheduled to release a Request for Investments for Senior Nutrition Program Services in January 2013.

Goal 3: Improve health and well-being.

Ongoing		0 0	<b>25.</b> Advocate for social and recreational programming adapted to support people as they age.
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			ADS staff met with Seattle Parks & Recreation staff to discuss coordination on activities and identify focus areas for 2013. A Memorandum of Agreement between Senior Center and Parks that will outline roles and responsibilities for each party is scheduled for update in 2013.
1 Web portal	1 Web portal  3 meetings	100%	<p><b>26.</b> Increase older adults with online access to information about walking events that promote physical activity, neighborhood unity, and unique features in the built environment (e.g., art, architecture, cultural history, and public facilities such as libraries, fire stations, and light rail station areas).</p> <p>ADS proposed and drafted and Seattle DoIT implemented <a href="http://www.seattle.gov/walking">www.seattle.gov/walking</a> in January 2012, as part of the Encore web portal (<a href="http://seattle.gov/encore">seattle.gov/encore</a>) for residents age 50+. ADS also hosted three King County Mobility Coalition Livable Communities committee meetings.</p>
Ongoing		100%	<p><b>28.</b> Develop policy recommendations regarding use of fresh local produce in the Senior Meal Program following the formal evaluation of the Farm to Table pilot project.</p> <p>Grant-funded Farm to Table work concluded in March. System and policy changes included development of a food hub/online store, a shift to scratch cooking from catered and "frozen, heat and serve" meals, and emphasis on freshly prepared food in 2013 investments.</p>
2 sites		100%	<p><b>30.</b> Work with local food banks and East African community groups to increase capacity to provide healthy, culturally appropriate foods for East African elders.</p> <p>ADS staff participated in a focus group with East African providers to discuss strategies for increasing cultural appropriate foods at Seattle food banks. HSD Transitional Living &amp; Supports staff leads this effort.</p>

**Goal 4: Increase the independence for frail older adults and people with disabilities.**

650 assessments & care plans	637 assessments & care plans	98%	<p><b>31.</b> Provide a TCARE assessment and care plan to family caregivers who show moderate to significant caregiver burden.</p> <p>2011 Baseline: 600</p>
Ongoing			<p><b>33.</b> 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>
Ongoing		100%	<p><b>34.</b> Advocate with ADSA and the state legislature to match required tasks (e.g., frequency of client contact) for Medicaid case management with available Medicaid case management resources.</p> <p>HSD/ADS management staff communicated regularly about caseload requirements</p>

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1 training	1 training	100%	<p><b>36.</b> Conduct cultural competence staff trainings on emerging immigrant and refugee populations.</p> <p>ADS planning staff participated in a Seattle Office for Civil Rights training on Inclusive Outreach and Public Engagement. ADS planning staff also participate on the interdepartmental Community Engagement Core Team.</p>
New CM staff receive MI training	1 staff survey designed		<p><b>37.</b> 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>MI trainings were scheduled but CHAMPS no longer conducts these trainings. A MI survey was designed to determine the training levels case managers need in 2013.</p>
Ongoing		100%	<p><b>38.</b> 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. At the end of 2012, ADS gained seven additional case managers to provide the service to clients.</p>
Ongoing			<p><b>40.</b> 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>
80% non-eviction rate	94% non-eviction rate	100%	<p><b>41.</b> Assist SHA residents and SHA building managers with resolving problems for residents who have received eviction notices to ensure that at least 80 percent are not evicted.</p> <p>The goal of this objective was met in all four quarters, with a non-eviction rate of over 94% for 2012.</p>
\$100,000 funding	\$100,000 funding 9 presentations	100%	<p><b>42.</b> Work with the Elder Abuse Council to increase coordination among service and criminal justice agencies.</p> <p>The ADS Advisory Council and Sponsors approved discretionary funds to continue an Elder Abuse case manager position through 2013. Presentations and trainings on elder abuse included the ADS Advisory Council, Eastside Network on Aging, Asian Counseling &amp; Referral Services, Chinese Information &amp; Service Center, LifeWire Domestic Violence Program, Senior Services, City of SeaTac Human Services and Law Enforcement staff and ADS Sponsors. Coordination was improved with other agencies, including Adult Protective Services, and first responders. In December, ADS submitted a grant proposal to the Office on Women’s Health to train 150 case managers to recognize and respond to abuse, neglect and exploitation.</p>
Ongoing	1 article		<p><b>43.</b> 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 <a href="#">webpage</a> was added to the AAA website.</p>

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<b>Goal 5: Promote aging readiness.</b>			
Ongoing	<p align="center"><b>1</b> forum</p> <p align="center"><b>6</b> collaborations</p> <p align="center"><b>5</b> newsletter articles</p>	<b>100%</b>	<p><b>44.</b> 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>The ADS Advisory Council's Transportation: The Road to Independence forum featured innovative transportation and mobility programs. ADS staff participated in the Built Environment Accessibility and Mobility Study, Eastside Easy Rider Collaborative, King County Mobility Coalition, Livable Communities Committee, Northwest Universal Design Council, and Puget Sound Regional Council Special Needs Transportation Committee meetings. AgeWise King County articles included five related articles.</p>
Ongoing	<p align="center"><b>2</b> e-newsletters</p> <p align="center"><b>5</b> websites</p> <p align="center"><b>6</b> social media accounts</p>	<b>100%</b>	<p><b>47.</b> Support technology that enhances access to aging information, programs and services as well as social and civic engagement for older adults.</p> <p>ADS publishes two e-newsletters (<a href="#">Agewise King County</a> and <a href="#">Spotlight</a>), maintains four websites (<a href="#">Aging King County</a>, <a href="#">King County Caregiver Support Network</a>, <a href="#">King County Care Partners</a>, <a href="#">Environments for All</a>, and <a href="#">Mayor's Office for Senior Citizens</a>), maintains three Facebook pages (<a href="#">Silver &amp; Gold-Seattle &amp; King County</a>, <a href="#">Northwest Universal Design Council</a>, <a href="#">Mayor's Council on African American Elders</a>, and <a href="#">Mayor's Office for Senior Citizens</a>) as well as <a href="#">Twitter</a> and <a href="#">Pinterest</a> accounts.</p>
<p align="center"><b>2</b> articles</p>	<p align="center"><b>2</b> articles</p>	<b>100%</b>	<p><b>48.</b> Use social media tools and Seniors Digest 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>Two AgeWise King County articles focused on on universal design and assistive technology. Assistive technology posts on social media increased public awareness of local resources.</p>
<p align="center"><b>4</b> Community Conversations</p>	<p align="center"><b>4</b> Community Conversations</p>	<b>100%</b>	<p><b>49.</b> Conduct at least one community conversation per quarter, with an emphasis on target populations (communities of color, rural, immigrant/refugees, LGBT).</p> <p>ADS staff coordinated four community conversations, including older adult at both The Central and Southeast Seattle Senior Center, kinship caregivers, and East African providers in South Seattle.</p>
Ongoing	<p align="center"><b>2</b> e-newsletters</p> <p align="center"><b>5</b> websites</p>	<b>100%</b>	<p><b>51.</b> 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 uses the technology tools outlined in #47 to promote aging in place, caregiver resources, long-term and end-of-life care and support.</p>

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1 meeting	6 social media accounts	✓	
50 social media posts	250+ social media posts	100%	<p><b>54.</b> Coordinate at least one ADS Advisory Council meeting a year with a focus on older people and adults with disabilities who reside in East and South King County areas.</p> <p>In November, the Advisory Council hosted a transportation forum that included a panel of experts representing the City of Bellevue, the King County Mobility Coalition, Hopelink, Senior Services Volunteer Transportation Program, and King County Metro. Over 40 individuals attended.</p> <p><b>55.</b> Celebrate positive aging and the powerful impact that people age 50+ have on their community, utilizing social networking media.</p> <p>ADS uses the technology tools outlined in #47 to inspire healthy aging and celebrate examples of success.</p>