

Advisory Council on Aging and Disability Services

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

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MONTHLY MEETING

MAY 13, 2016

MEMBERS PRESENT

City of Seattle	King County	United Way
<input type="checkbox"/> Claire Brannan	<input type="checkbox"/> Mayor David Baker	<input checked="" type="checkbox"/> Mary Anderson
<input checked="" type="checkbox"/> Molly Holmes	<input type="checkbox"/> Bev Heyden	<input type="checkbox"/> Marsha Andrews
<input type="checkbox"/> Debra Juarez, Seattle City Council	<input checked="" type="checkbox"/> Carolyn Heersema,	<input type="checkbox"/> Katty Chow
<input checked="" type="checkbox"/> Tony Provine	<input checked="" type="checkbox"/> Kate Miller	<input checked="" type="checkbox"/> Eric Martenson
<input checked="" type="checkbox"/> Kathe Matrone	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Lorna Stone
<input type="checkbox"/> Mac McIntosh	<input type="checkbox"/> Ava Frisinger, SCOA Rep	<input checked="" type="checkbox"/> Sue Weston,
<input checked="" type="checkbox"/> Sue Shaw	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Kathleen Wilcox	<input type="checkbox"/>	<input type="checkbox"/>

Excused Absence	Claire Brannan, Katty Chow, Kathy Wilcox, Mac MacIntosh, Marsha Andrews, David Baker, Bev Heyden
Guests:	Paula Houston, Tom Minty, Dave Rogers, Diana Thompson, Jessica Lee, Edna Dagle, Anne Masters, Krista Sneller, Dave Sarju, Cindy Snyder, C Lorenz, Scott Ninneman
Staff	Gigi Meinig, Lori Sanford, Maria Langlais, Andrea Yip, Jon Morrison Winters,
Speakers	Rowena Rye, Art Dreeben, Jim Wilde, Dave Trovato Wright, Simone Marrion, Lynda Hunter
United Way Staff	Carolyn Cunningham
King County Staff	Scott Ninneman
City of Seattle	Maureen Linehan

Welcome and Introductions:

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

**Advisory Council Program:
Employment Strategies for Boomers and Older Adults**

Welcome and Introductions – Molly Holmes

Moderator - Rowena Rye, Director Mayor's Office for Senior Citizens

Art Dreeben, Career Development/Employment Specialist at Work Source, has successfully assisted baby boomers create the best possible fit for the next chapter of their careers. In general, older workers continue to search for purpose, give back to the community and mentor others. The baby boomer demographic is between the ages of 52 – 70. Much of the first cohort has already retired. Most are highly educated, highly skilled and are living longer. They like a flexible work environment and appreciate being professionally relevant. The 2008 down turn hit them hard. Before the downturn they were considered wealthy controlling 67% of the country's wealth. Their financial security has been depleted and they continue to have difficulty reducing their living costs due to credit card debt, education loans, lost savings and lay-offs. Many will continue working into their 70s or 80s.

Many companies are not age friendly. Workers are hired as contractors for a limited time usually 6-12 months. Older workers fall behind as technology changes rapidly leaving older workers behind and their higher earning history gives companies an excuse not to hire them. Younger managers with less management experience sometimes feel intimidated.

While information technology has the lowest number of jobs held by workers 55+, industries with the highest percentage of older workers are utilities, education, and public administration. For employers seeing the benefits of hiring older workers they find older workers:

- Understand how to communicate across all levels of an organization
- Understand team dynamics
- Loyal, committed
- Miss less work than younger co-workers
- Comfortable working in a structured environment.
- Know how to mentor younger workers
- Require less direction

Finally, older workers are willing to work below pay grade. Employers gain experienced employees. (Note: According to Art, "the notion of older workers being over qualified is silly")

Art's advice is to older workers is to:

- Maintain a positive attitude and not dwell on the negative.
- Consider working for a small or mid-size company where employees are valued for wearing many hats.
- Build and leverage your network of contacts through Linked-In.
- Don't rely on resume submissions, instead look for referrals and introductions.
- "Volunteer", in order to close hiring gaps, use current skills and learn from others.
- Embrace new technologies
- Consider part-time jobs to help with immediate needs.
- Maintain a healthy lifestyle
- Focus on the value you bring to an organization.

And finally, “No one writes a paycheck because you are honest and show up. Employees must be productive and contribute”.

Jim Wilde, Human Resources Manager for Lowe’s Inc., works with a number of organizations including Washington State’s Division of Vocational Rehabilitation and Developmental Disabilities, the Department of Corrections, Labor and Industries to assist people looking for work. Jim collaborates with the Mayor’s Office for Senior Citizens to train seniors on what to include in job applications in order to highlight their relevant job skills.

According to Jim, retail companies, in general, experience high turnover. Their goal is to reduce turnover by providing a stable work force and positive working environment. They are reducing hiring restrictions including lowering the number of pounds people must lift from 50 to 25, offering part time jobs and reducing the number of work hours for employees to qualify for benefits.

Lowe’s recently teamed up with Fred Meyer, and Home Depot to discuss innovative strategies to remove barriers to hiring and retention. Lowe’s now offers a flexible transportation program in partnership with the Goodwill. They partner with Work Source to offer computer training or help filling out on-line applications. Applicants may also talk with Lowe’s HR managers directly for help with the process.

According Dave Trovato Wright, from Seattle’s Department of Human Resources, the City of Seattle is hiring. There are 1,100 job titles and 13,000 employees of that 2000 are part time. People over the age of 40 make up 60-70% of the workforce with an average tenure of 13 years. The tenure for other employers is 4 years. While the city receives many applicants, people with experience have an advantage. Their experience and skills must be articulated on their resume and they must meet the minimum qualifications.

<http://www.seattle.gov/personnel/employment/OpportunityForAdvancement.asp>.

The city collaborates with community colleges and Work Source to find student interns who are paid between \$15 and \$18 per hour while taking classes. Working as an intern helps develop the special skill set needed to become competitive in the hiring process. Intern program application link: <http://www.seattle.gov/personnel/employment/OpportunityForAdvancement.asp>

The city offers current employees career development opportunities, a scholarship program and other professional development training.

Dave’s hiring tips include:

- Clearly communicate the impact you made at previous positions.
- Do your research – know the department’s mission, work product and needs.
- Network with current employees to gather information about the work environment.
- Sign up for the city’s “Job Interest Card”, an email notification when City of Seattle position(s) open.

Website: www.seattle.gov/jobs

Email: careers@seattle.gov

Phone: 206-684-8008

Simone Marrion, Project Director, AARP Foundation’s Senior Community Service Employment, described the work of the AARP Foundation’s “Back to Work 50+” which connects people 50+ with the information, support, training, and employer access to regain

employment. Participants build financial capacity to prevent them from slipping into poverty later in life. The program connects employers with unemployed or underemployed workers age 50+ who are trained, prescreened, and qualified.

The Seattle AARP Foundation also offers the Federal Title V Older Workers Program which provides paid on the job training and the opportunity to develop skills and self-confidence to compete in the job market while looking for permanent employment. Participants receive up to 20 hours a week of paid work experience. AARP coordinates with non-profits to find job matches for eligible candidates. The program is not an entitlement, income supplement, or income maintenance. Instead it assists participants to find full or part time work. AARP maintains 117 slots. Eligibility requirements include:

- Age 55 years of age or older
- Unemployed
- Low or no income
- Resident of King County
- Actively seeking employment

Once in the program the expectation is that candidates will:

- Develop a job search plan
- Complete a current resume
- Maintain a log of search activities
- Complete computer skills training

Lynda Hunter, Coordinator, Mayor’s Office for Senior Citizens Employment Program

assists job-seeking Seattle residents age 55+ and collaborates with local employers to find experienced, dedicated and reliable employees. Services are free to both job seekers and employers. The Employment Resource Center provides job seekers:

- Job search strategies including one-to-one job counseling, and coaching.
- Workshops on a variety of topics that will help with the job search.
- Weekly job listings that feature senior-friendly employers.
- Assistance with resumes.
- Interviewing tips.
- Help with online networking programs.
- Free computer classes.
- Computer access for resume writing and internet research

The two job counselors see 15 people per week. Currently there are 207 people enrolled in classes to help bridge the digital divide.

To begin receiving the “Weekly Mayor's Office for Senior Citizens Jobs List”, invitations to “Job Search Workshops”, and be connected with information about free computer classes – download and fill out the Employment Resource Center Registration Form. Then save it to your computer in [Word](#) or [PDF](#) and email it to seniors@seattle.gov.

Questions and Answers

Question: While there are a number of older adults employed by the City of Seattle, what are the city’s hiring practices to avoid age discrimination and what protections are in place for older applicants?

Answer: The City’s hiring process looks at the applicant’s skills first. It uses an equity tool kit and a progressive approach when hiring. The City recently sponsored a job fare called “hire

experience” to find highly skilled individuals. The Human Resource Department is currently aligning processes and consolidating policies and practices across the City’s 30 departments.

Question: Lowes is a national organization, how is local hiring affected?

Answer: Applications are consistent across the nation. The hiring process focuses on the individual’s skills and experiences. Applicants are rated green, and red which and takes away discriminatory hiring.

Question: How do applicants find out about age friendly employers?

Answer: The Mayor’s office for Senior Citizens publishes a weekly list of jobs and emails the list to their list-serve.

Question: Where can I find out about job training programs?

Answer: There are a number of options including:

- On the Job Evaluation trial program with AARP or Work Source. Participants are paid during a two week period to try out the job. Finding an employer willing to agree to the program is key.
- As part of the Mayor’s digital divide initiative, senior and low income housing buildings are becoming equipped with computer rooms to make technology accessible to everyone.
- Work Source, AARP and MOSC training programs focus on seniors. Training programs are scattered throughout the community. For example Work Source has 7 programs and MOSC is partnering with senior centers to train participants.

Question: Do employers look at health records?

Answer: There is no need to disclose your health status if you are able to perform the essential job skills and it’s illegal to ask. It’s considered inappropriate for candidates to disclose health and personal family issues, however, once the topic is brought up by the applicant it may be discussed by the employer.

Question: How does an applicant handle long term unemployment, gaps in service?

Answer: There are many reasons for gaps in service and the employer has a right to ask about the gap. Work Source provides coaching on how to respond. For example caregiving or training are reasonable answers.

Question: How is working for a non-profit different from working at a for-profit?

Answer: It is more difficult for employees to move from a for-profit to a non-profit. Non-profits value the soft people skills. Soft skills are a big part of job criteria at nonprofits. It’s hard to be successful without those skills.

Question: What type of outreach is done by Lowes?

Answer: Lowe’s partners with Work Source and other organizations to access 14 mandated populations including the 55+ at resource fairs. They changed their onboarding practices to clearly describe the job expectations.

Question: What effect does work culture have on age discrimination?

Answer: Employers are responsible for changing the culture and mitigating subconscious discrimination. The nature of the recent economic boom has resulted in lots lower level jobs. There is more competition for higher paying more challenging positions which require a high level of education and experience. People 55+ have the advantage of being self-directed which is a skill many younger people don’t have.

Question: Are chronological resumes still used?

Answer: Chronological resumes are outdated. Write resumes based on the job requirements. Employers have 30 seconds to scan the resume. They only consider the previous 3-4 years of a chronological resume. Highlight the relevant job experience during the previous 7 years without using dates.

Question: What innovative strategies are employers using?

Answer: Goodwill has created a program to train customer service and cashiers for Lowes. A transportation rideshare program takes Goodwill graduates, with no transportation options, to the employment sites and picks them up again after their shift. Many people want to work but can't get to work.

Question: How has the work environment changed?

Answer: Successful job searches are reliant on relationships and social networking sites such as Linked-In. Many positions, especially in the tech industry, are short term. Expectations of older job seekers must change and their experience reframed to pair their skills with what's available. Job applicants may be offered an opportunity they may not consider because that's not what they did in the past and don't feel comfortable with this new change.

Business Meeting

Minutes were approved

Planning and Allocation Committee

Sue Shaw reported:

The P&A Committee met May 2, 2016.

- CDSMP-Pain Harborview Pilot Review & Outcomes
Mary Pat O'Leary gave an excellent presentation on the collaboration with Harborview and African Americans Reach and Teach Health (AARTH). The Area Plan goal was for 36 people to complete at least four of the 6 workshops. Information to date is that 22 people completed at least 4 of 6 workshops, about 61%. The two groups are working on funding to continue offering the program.
- 2017 Discretionary Allocations
Amy Holland presented discretionary budget information for committee members to review. Draft committee recommendations will be voted on at the June 6th meeting, then forwarded to the Advisory Council on June 10, for approval for public comment. There was a reduction in the state funding formula that was offset by increases in federal Title III funds, resulting in a neutral projection for 2017.
- P&A Site Visits
The P&A Committee was presented with a list of potential nutrition sites committee members may visit. An invitation was extended to all Advisory Council members to sign up for site visits.

Outreach and Communication Committee

Eric Martenson reported:

The next meeting will be held June 10 in the Seattle Municipal Tower. Maureen Kostyack, Housing Development and Program Manager, Seattle Office of Housing will give a presentation about the City of Seattle's affordable housing strategies. Plus some information about the HALA recommendations and the levy.

On July 8, 2016 at the West Seattle Library, 2306 42nd Ave SW a panel representing three local urban villages will describe the advantages for people aging in place. Speakers include

- Wider Horizon's, Denise Klein
- Nest, Judy Kinney
- PNA Village, Cecily Kaplan

The August 12, 2016 meeting will be held at the SHAG Interurban Building – 14002 Linden Avenue North, Seattle. The Advisory Council and building residents will be part of a listening session with Rep Cindy Ryu (District 32). Rep Ryu chairs the Housing, Economic Security, Vets and Tribal Committee and would like to hear from seniors in her community. She is interested in information to help the state prepare for the Agewave and ideas for both a long term vision and short term achievable goals. These two strategies will help her create a foundation which can be built upon at the legislature to prepare for the Agewave in the next 10 years.

Advocacy Committee

Tony Provine reported:

- Sound Generations received a \$400,000 donation from Group Health to support programs which improve the lives of older community members. Half of the donation will be distributed to 12 senior centers.
- A volunteer is needed to attend the Senior Citizens Lobby as a voting member representing the Aging and Disability Services Advisory Council. They meet the third Monday of the month in Lacy.
- The King County Veterans and Human Services Levy will expire 2017. This will be the first time the levy will include older adults. King County staff are completing an analysis which could possibly change the goals to include the needs of older adults. Fifty percent of the funding will benefit Veterans and fifty percent will be spent on human services.
- The Advocacy Committee is in the process of refining their Legislative priorities for meetings with legislators. The Committee began brainstorming and came up with: age friendly communities, housing, transportation, Medicaid long term care and case management, family caregiver, elder abuse, economic security, capital gains tax, revenue, aging homeless population, livable cities. The list will be narrowed later.

State Council on Aging (SCOA) – no report

Northwest Universal Design Council (NWUDC)

Tom Minty reported:

The presentation “Are Your Digital Communications Accessible?” by Terrill Thompson, technology accessibility specialist from the University of Washington was a huge success. One hundred twelve people attended. The audience varied from local government staff to web developers, consumers, and even Starbucks. If you missed the open house last month you are welcome to tag along with a group of Seattle Pacific Students on May 17. The monthly steering meeting will be held 5-23. They will discuss their next quarterly meeting which could be a program on accessibility and tourism.

Director's report

Maureen reported:

- Maureen was given the opportunity to present information about Age Friendly Communities to the Mayor's Executive Team. The purpose was to ask the Mayor for his support to establish Seattle as an Age Friendly city. The response was favorable. The Mayor's staff asked about the process to bring King County on board. Work is still ahead to clarify roles and goals once the initiative is approved. The work coincides with several of the Mayor's initiatives including the "Move Seattle" transportation initiative, and HALA's affordable housing recommendations. The Mayor identified a staff person as contact who can leverage other city departments to bring people together to reframe the process. The next step will be to approach the King County Council.
- As of April, Evergreen Hospital terminated the Evergreen Care Network case management contract. They will continue to provide family caregiver support and other older adult programs. ADS will hire ECN staff on a temporary basis to handle the 940 clients. The bid process is complete and contracts were given to Lifelong Aids and Neighborhood House. Life Long Aids will provide case management in East King County and Neighborhood House will provide case management to immigrant and refugee communities. The program is scheduled to be up and running by September, 2016.
- Maureen will email a link about the city's digital equity goals. The city is developing a digital equity work plan, training, communication, and support to increase device ownership, connectivity and affordability.

Announcements

On Tuesday, June 7 from 6 PM – 8:30 PM a program celebrating aging will be held at the Fry Art Museum 704 Terry Ave. Four local individuals will offer their perspectives on how to reframe aging.

NEXT REGULAR MEETING:

June 10, 2016, Noon – 2:00 PM

Seattle Municipal Tower

700 5th Ave, Room 4060

Seattle, WA

<http://www.agingkingcounty.org/advisory-council/>