

2017 REPORT CARD

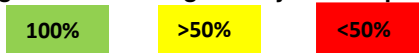
2017 Goal	2017 Final	%	2017 Objectives and Comments
Long-Term Services & Supports			
Ongoing	Ongoing exploration	100%	<p>Explore opportunities to address the increase in medical complexity of LTSS clients.</p> <p>Health Home planning meetings were implemented in 2017, and started developing policies and procedures, and reviewing multiple Managed Care Plan requirements.</p>
Ongoing	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>Full funding to maintain quality in-home case management was included in the ADS Advisory Council's 2017 legislative advocacy agenda. As a result, the legislature approved a two percent rate increase in the operating budget, effective July 1, 2017. The item is also included in Advisory Council's 2018 advocacy agenda, and four pre-legislative session meetings with local legislators have been scheduled.</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>The pilot was adopted during 2017, and is operating in one team in the Seattle Case Management Office. Case managers assigned to the team report a high level of satisfaction with how the team is set up and functions. The team meets weekly to discuss work on each case manager's client caseload. The team has one telephone where all client calls are received, and each team member takes a turn on telephone coverage every week.</p>
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 2017, ADS staff worked on integrating the Community Living Connections and the Age Friendly marketing and communications plan.</p>
Region leads will conduct 6 networking meetings each year.	6 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 six networking meetings during 2017.</p>

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Health Promotion, Disease, Prevention, and Delay of Medicaid-funded Long-Term Services and Supports			
350	289	93%	<p>Provide Person-Centered Options Counseling to individuals needing assistance with long term support service planning.</p> <p>For 2017, the year-end total was 289 individuals served.</p>
1 event	2 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>During 2017, a joint Community Living Connections and Family Caregiver Support Program providers training was held on April 27. The focus was Developmental Disabilities. In addition, a joint training was held on October 31.</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>For 2017, 10.4% of clients served identified as Black, African-American, or Other African.</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 2017, the 838 caregivers received an assessment.</p>
14 groups	4 groups	29%	<p>Provide Early Stage Memory Loss (ESML) workshops to caregivers caring for someone with Alzheimer’s disease or dementia.</p> <p>During 2017, four Staying Connected series were completed that served 15 dyads. A new AmeriCorps volunteer started in September and will continue to coordinate workshops.</p>
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 2017, a total of eight dyads received STAR-C training. Recruiting caregivers to participate remains a challenge.</p>

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Health Promotion, Disease, Prevention, and Delay of Medicaid-funded Long-Term Services and Supports			
1 community forum	1 community forum	100%	<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>The MCAAE co-sponsored an African American Caregivers Forum, on October 21. The forum featured local experts on Alzheimer’s disease and related dementias, including Mark Snowden, M.D., UW Associate Professor; Murray Raskind, M.D., Veterans Administration Psychiatry and Geriatric Psychology; George Dicks, Harborview Medical Center Geriatric Mental Health Practitioner; and Stephanie Haslam, Attorney. Presentation topics focused on the latest on Alzheimer’s disease research; diagnosing Alzheimer’s and related disorders; legal and financial planning for caregivers; and caregiver resources. About 80 individuals were in attendance.</p>
Ongoing	Ongoing participation	100%	<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>During 2017, ADS staff continued participation on the DAC Long-Term Support & Services subcommittee and project work team, addressing recommendations #4.F.1 and #4.G.1, which both address outreach and engagement of tribal representatives, as well as leaders and organizations from diverse populations.</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 2017, four articles were written about falls prevention and related resources, including foot care, chronic disease self-management, and wellness and active aging. In recognition of Falls Prevention Week, ADS staff conducted a workshop on falls prevention at the Issaquah Senior Center. Staff also prepared an article for the September Issue of AgeWise – 10 Years Standing Together to Prevent Falls.</p>
5 presentations	3 presentations	60%	<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>During 2017, presentations were made at the following meeting: Mobile Integrated Health/Community Paramedics; Housing Development Consortium; and in Kent at a senior housing facility.</p>



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Health Promotion, Disease, Prevention, and Delay of Medicaid-funded Long-Term Services and Supports			
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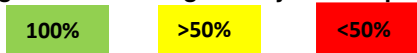
Ongoing	Ongoing advocacy & participation	100%	<p>Participate in the development of the King County Accountable Communities of Health (ACH).</p> <p>During 2017, ADS was an active participant in the development and activities of the ACH. The ADS director is currently on the governing board, and ADS staff participate in sub-groups and committees. The Advisory Council has been updated throughout the year.</p>
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Service Integration & Systems Coordination			
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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>The 2017 conference took place on May 10, at the Four Points by Sheraton Seattle Airport South, Des Moines. “Care Transitions: We’re All In It Together” had attendance from 300 health care and human services providers. Conference welcome speakers included Senator Karen Keiser. The keynote speaker was Tim McNeill, RN, MPH, a national healthcare consultant specializing in health program development and sustainability. AAAs in Pierce and Snohomish counties joined the planning team and provided financial and in-kind support.</p>
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Facilitate a pilot program in older adult housing	Ongoing	100%	<p>Participate in multi-stakeholder collaborations that strive to improve health outcomes and reduce unnecessary EMS and Emergency Department use.</p> <p>During 2017, the Seattle Housing Authority (SHA) released a Request for Proposals for Aging in Place. ADS planning staff participate on the Housing Development Consortium (HDC). The HDC and SHA have not started addressing EMS and Emergency Department calls.</p>
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80 elder abuse victims	2,000 elder abuse victims	100%	<p>Increase county-wide access and awareness of elder abuse, neglect, and financial exploitation.</p> <p>During 2017, ADS continued the Vulnerable Adult Program with the Seattle Fire Department, and expansion occurred countywide. ADS now receives referrals from Kirkland and Redmond. In April, the program expanded to Woodinville, Duvall, and unincorporated King County. ADS now has a designated case manager who works with these departments. By the end of September, the program had responded to over 2,000 reports of abuse, neglect and exploitation. The monthly average remains about 40 per month. August 2017 was the highest month with 48 reports, including 15 from the city of Redmond.</p>
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Service Integration & Systems Coordination			
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<p style="text-align: center;">Develop strategy to fund a multi-disciplinary team</p>	<p style="text-align: center;">Completed</p>	<p style="text-align: center;">100%</p>	<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 for 2017 include: (1) Elder Abuse Case Management, continued to serve an average of 25-35 cases per month; (2) ADS continues to participate in monthly steering committee meetings for the Low Acuity Alarm Program; (3) Since co-locating an ADS case manager at the Seattle Fire Department, we are starting to see initial success with outreach, and a reduction in call volumes by high utilizers; (4) On November 1, ADS staff will facilitate a Vulnerable Adult Program breakout session at the WA State 14th Annual Abuse of Elders & Adults with Disabilities; (5) The training module on mandatory reporting was implemented in 2017. The module is an online continuing education module that King County EMS personnel are required to complete. The module also received national recognition.</p>
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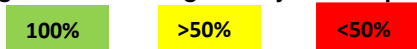
<p style="text-align: center;">Primary care liaison will complete 4 visits per month to clinics</p>	<p style="text-align: center;">48 visits</p>	<p style="text-align: center;">100%</p>	<p>Increase awareness of Community Living Connections in the primary care health system.</p> <p>Ongoing meetings continued during 2017, between ADS, three Seattle-King County hospitals, and Qualis Health, to launch the Caring Beyond Healthcare Pilot. The pilot involves social determinants of health screenings and referrals to Community Living Connections for patients with unmet needs identified upon discharge.</p>
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Native Americans			
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<p style="text-align: center;">At least one meeting per year</p>	<p style="text-align: center;">2 meetings</p>	<p style="text-align: center;">100%</p>	<p>Strengthen ADS ability to serve community groups that have not been served previously (i.e., urban Native Americans)</p> <p>During 2017, two 701 Implementation Plan meetings were held with the Seattle Indian Health Board (SIHB), ADS and DSHS Home & Community Services. SIHB is interested in pursuing Money Follows the Person</p>
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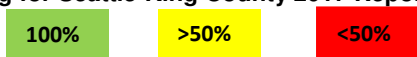
<p style="text-align: center;">At least one in-service per year</p>	<p style="text-align: center;">Piloted mobile computer classes</p>	<p style="text-align: center;">100%</p>	<p>Collaborate with social and health services organizations that serve Native American elders on yearly in-service trainings.</p> <p>During 2017, the mobile computer classes continued, and 11 additional students received computer training during the spring of 2017.</p>
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<p style="text-align: center;">At least two meeting per year</p>	<p style="text-align: center;">3 meetings</p>	<p style="text-align: center;">100%</p>	<p>Continue 7.01 Implementation Plan collaboration with federally recognized tribes in King County.</p> <p>During 2017, ADS staff and DSHS Home & Community Services held one 701 with Muckleshoot tribal staff. The tribe hired Indigenous Consulting firm to help them explore providing long-term care services and supports. The tribe is interested in performing case management functions including determining eligibility and hours of service. ADS staff participated in a follow-up work session to explore case management; discuss potential challenges; and to create a plan to review case management requirements. An additional meeting was held in September to review assessment tools.</p>
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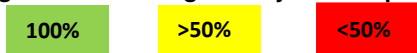
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Livable Communities			
Update Quiet Crisis Report	In progress	90%	<p>Update existing housing data and reports to advocate for expansion of affordable, accessible housing including development of alternative housing for aging in place.</p> <p>During 2017, ADS partnered with multiple stakeholders to develop plan to update the Quiet Crisis update. This included identifying \$13,000 of funding support. ADS selected Washington State University as the research/data analysis lead. ADS will receive updated data from WSU by the end of 2017 and full data analysis by Q1 2018. This analysis, along with community and stakeholder engagement that is currently underway, will inform strategies to improve senior housing and facilitate aging in place for seniors in King County.</p>
4+ events per year	2 events	50%	<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 NW Universal Design Council coordinated a presentation by Marthalee Galeota, access and disability manager at Starbucks Coffee Company, on Accessible Design Integration on February 9, 2017, in conjunction with the Seattle AIA's Center for Architecture & Design exhibit called Open to All: Designing for the Full Range of Human Experience. Also, on Jun 19, 2017, the NW Universal Design Council coordinated a panel presentation on Last Mile Solutions: Improving Access to Healthcare at Bellevue City Hall. Universal Design solutions are critical to address this challenge and improve access to healthcare</p>
12+ posts per year	12+ posts	100%	<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>During 2017, AgeWise King County articles included information on free smoke alarms; free tax preparation; information on free fix-it events; farmers market vouchers; Seattle's Utility Discount Program; Fresh Bucks; the "village model" for aging in place; scams; and emergency preparedness. In addition, daily social media posts provided additional resources for older adults.</p>



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Livable Communities			
By 2017	Completed	100%	<p>Work with HSD and community partners to enhance services (increase hours and services) for individuals age 50+ in existing or new shelters, such as the Roy Street Shelter.</p> <p>During 2017, the Seattle Human Services Department awarded \$34 million in funding awards for homeless services. The awarded agencies propose to move twice as many people into permanent housing in 2018 and will focus on addressing the specific needs of African American/Black and Native American/Alaska Native peoples. The awards also increase funding to keep people from becoming homeless through programs known as diversion and prevention. The new Navigation Center and Compass at First Presbyterian shelters, will continue to provide 24/7 enhanced shelter beds and services. A new pilot was also implemented to address the challenges of providing long-term care to individuals in permanent supportive housing. ADS continues to support homeless older adults through Senior Center investments – most notably at Pike Market Senior Center. Adding additional social work hours was an important strategy for housing solutions and homelessness prevention.</p>
Ongoing advocacy	Ongoing advocacy	100%	<p>Advocate to increase the availability of transportation options.</p> <p>For 2017, ADS staff provides information and technical assistance to our Advisory Council. The Council advocates for improved transportation on an on-going basis. Additionally, ADS is exploring options with SDOT and other partners to develop transportation options that may increase the capacity of the transportation network and create person-centered, on-demand transportation solutions.</p>
Ongoing advocacy	Ongoing advocacy	100%	<p>Advocate/work to increase funding for older adult transportation programs such as the Hyde Shuttle.</p> <p>During 2017, ADS explored funding options for transportation programs as part of our Age-Friendly Seattle/Livable Communities work. ADS is currently implementing the new PSRC grant that was awarded in 2016. Through partnerships with WSDOT and King County Metro, this new grant will allow ADS to invest over \$1.1 million over the next two years in Community Shuttle service. This transportation service is being provided by Sound Generations through the Hyde Shuttle program.</p>
1+ forum per year	1 forums	100%	<p>Promote community design that supports mobility, such as public transportation, walking, and bicycling.</p> <p>The NW Universal Design Council coordinated a panel presentation on Last Mile Solutions: Improving Access to Healthcare on June 19, 2017 at Bellevue City Hall. Universal Design solutions are critical to address this challenge and improve access to healthcare.</p>
Ongoing advocacy	Ongoing advocacy	100%	<p>Participate in public education and marketing campaigns to promote individual savings for later life.</p> <p>During 2017, ADS staff shared information received from the Financial Empowerment Network.</p>



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Livable Communities			
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>On July 14, 2017, the Advisory Council meeting included a panel of experts who discussed changes in the job market, job search strategies and how their organizations work with older adults to find employment. Panelists included: Jennifer Gahagan, Program Manager, Retired Senior Volunteer Program; Jim Kenney – Program Manager, Senior Community Service Employment Program, Goodwill Industries; Keith Knappett, Employment Counselor, WorkSource Employment Security; Janelle Tarasewicz, Employment Manager, City of Auburn Human Resources; James Harms, Regional Systems Administrator, Re-entry Division, Dept. of Corrections; Asha Rawlins, Claims Technical Expert, (Working and collecting benefits), Social Security Administration. In addition, the Employment Resource Center (a unit within the Mayor’s Office for Senior Citizens) enrolled 200 older adults as of September 30, 2017, and 76 were hired, 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>For 2017, ADS coordinated with King County to include an older adult focus on Veterans and Human Services Levy renewal. The ADS Advisory Council and members from the Mayor’s Council on African American Elders endorsed the new levy to include a focus on older adults and provided public comment in support of levy renewal proposal. The King County Council approved the levy renewal for the 2017 ballot. If passed by voters, the current levy will double, and one third of the revenue will focus on housing and services for older adults, including senior centers.</p>
50+ posts per year	50+ posts per year	100%	<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>During 2017, ADS staff promoted information about aging programs and services, accessibility, and healthy aging via social media (Facebook, Twitter, and Pinterest) with daily posts. Staff presented "Using Social Media for Advocacy" to the State Council on Aging, and published "Use Social Media for Advocacy, Now and Throughout the Year" in AgeWise King County.</p>
2017 program review	An article included program review	100%	<p>Expand opportunities for older adults to volunteer through the Mayor’s Office for Senior Citizens’ Seniors Training Seniors program.</p> <p>With the 2017 planning and launch of Age Friendly Seattle, the function and role of the Mayor’s Office for Senior Citizens is under review.</p>

