

# 2018 REPORT CARD

2018 Goal	2018 Final	%	2018 Objectives and Comments
<b>Long-Term Services &amp; Supports</b>			
<b>220 Health Action Plans</b>	<b>172 Health Action Plans</b>	<b>78%</b>	<p><b>Increase participation in Health Home program.</b></p> <p>For 2018, the total Health Home Action Plans for clients referred and engaged in the program was 172 clients.</p>
<b>84 hours of consult and education</b>	<b>78 hours of consult and education</b>	<b>93%</b>	<p><b>Expand pilot medication management program to housing providers in South King County.</b></p> <p>A total of 60 trainings were provided to approximately 187 older people. ADS was unable to expand to south King County due to lack of pharmacists' capacity; however, expansion did occur in Seattle senior housing buildings where there were high needs. Expansion to south King County will be revisited in 2020.</p>
<b>Continued monitoring of caseloads to ensure they do not exceed 90 cases per case manager</b>	<b>Ongoing monitoring</b>	<b>100%</b>	<p><b>Advocate for full funding to maintain quality in-home case management where individuals receive stabilized care that allows them to stay in their homes for as long as possible.</b></p> <p>The short 2018 legislative session focused on educating legislators, with no specific ask. The Advisory Council co-sponsored two legislative forums in the fall. The Governor's 2019 proposed budget provides additional support (\$7.2M) for AAA Case Management clients with complex physical and mental health challenges. W4A will advocate for an additional \$2.7M to prevent caseloads from increasing.</p>
<b>Increase IP hiring rate by 75%; Decrease time to hire to 21 days</b>	<b>Hiring rate increased by 77%; Time to hire decreased to an average of 9 days -</b>	<b>100%</b>	<p><b>Implement Individual Providers (IP) Lean process.</b></p> <p>1) IP Specialists took over contracting sessions in February of 2018. The data analysis of one case management team showed the average time for IPs between attending a contracting session to first available workday was reduced to an average of <b>9 days</b>. During the same time frame and collected data, the hiring rate for applicants to complete requirements to work increased to <b>77%</b>. 2) IP Specialists took over sending out all notifications/PANs from Social Service Aids in March 2018, resulting in IPs having a specific and knowledgeable point of contact to work out any issues related to retention and eligibility requirements. 3) June 2018 the IP team adapted to changes made to the State's background check system (BCCU). Having the team model allowed for IP Specialists to work individually with IPs to help them navigate the system.</p>

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

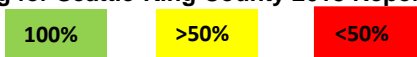
2018 Goal	2018 Final	%	2018 Objectives and Comments
<b>Health Promotion, Disease, Prevention, and Delay of Medicaid-funded Long-Term Services and Supports</b>			
Integrate marketing and communication plans.	Integration of plans completed	100%	<p>Integrate Community Living Connections marketing and communications plan into Age Friendly communications planning.</p> <p>Community Living Connections marketing plan strategies and messaging were incorporated into the ADS communications plan, Age Friendly communications, and Medicaid Transformation Demonstration communications and materials, including a mailing to MAC/TSOA-eligible Seattle Housing Authority Residents.</p>
6 networking meetings	7 networking 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>During 2018, seven meetings were convened by region leads in Seattle/North King County, South King County, and East King County.</p>
400	297	74%	<p>Provide person-centered planning to individuals needing assistance with long-term support service planning. For 2017, 10.4% of clients served identified as Black, African American, or Other African.</p> <p>During 2018, 297 individuals received 1,121 units of options counseling. 18.5% of clients identified as Black or African American.</p>
1 event per year	1 event held	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>Over 200 staff representing 45 different agencies that serve older adults, adults with disabilities and their caregivers participated in Professional Development Day on March 22, 2018. Planning committee of ADS and community representation included Open Doors for Multicultural Families, Full Life Care, Jewish Family Service, Sea Mar, and Neighborhood House.</p>
1.5 the rate of the population of people of African descent in King County	8.8 percent	100%	<p>Provide Family Caregiver Support Services (FCSP) to caregivers who are of African descent.</p> <p>For 2018, 8.8% individuals who received FCSP services were caregivers of African descent, exceeding the annual goal of 8.4% (1.5 times the rate of King County population).</p>
800 per year	865 clients	100%	<p>Provide TCARE® assessment and care plan to family caregivers who show moderate to significant caregiver burden.</p> <p>During 2018, 865 clients received TCARE services.</p>

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<b>Health Promotion, Disease, Prevention, and Delay of Medicaid-funded Long-Term Services and Supports</b>			
6 clients per year	6 clients	100%	<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 2018, a total of six caregivers received STAR-C training.</p>
1 community forum	1 community forum held	100%	<p>Partner with the Mayor’s Council on African American Elders to conduct outreach on Alzheimer’s and related dementias and promote brain health and the importance of early detection.</p> <p>MCAAE members co-sponsored the 2018 African American Caregivers Forum: Legacy of Love, on November 10. The forum featured George Dicks, Harborview Geriatric Mental Health Practitioner; Cary Goodman, Balm in Gilead, Midlothian, VA; Dr. Jim deMaine, Retired Pulmonary/Critical Care Physician, and Stephanie Haslam, Attorney. Presentation topics focused on caregiver’s self-care; Alzheimer’s disease research and advocacy; and planning for end-of-life. A panel of family caregivers also discussed personal caregiving experiences. Over 100 individuals attended.</p>
Develop an action plan to increase Alzheimer’s awareness in King County.	Action plan created	100%	<p>Coordinate with partners such as Public Health and Alzheimer’s Association to implement the Alzheimer’s state plan with a focus on communities of color.</p> <p>During 2018, ADS partnered with the WA Department of Health; Public Health—Seattle &amp; King County; Center for MultiCultural Health; and four African American churches to recognize Memory Sabbath/Sunday, held in June. Team members provided information for church bulletins and newsletters, spoke to congregations about Alzheimer’s and dementias, and provided resources after church services.</p>
1 training per year	1 trainings held	100%	<p>Conduct Chronic Disease Self-Management Education (CDSME) trainings for lay leaders in King County.</p> <p>An annual Lay Leaders In-service was held on January 22, 2018. A workplace pilot of Living Well with Chronic Conditions was also successfully completed.</p>
4 network meetings	4 network meetings	100%	<p>Coordinate quarterly network meetings for organizations offering Chronic Disease Self-Management Plan (CSDMP) workshops in King County.</p> <p>During 2018, four quarterly meetings were held. Additional meetings were also held in preparation for the 2019 Health Promotion Network in-service.</p>
1 article per year	5 articles	100%	<p>Increase awareness of consumers and health care professionals about fall risk, prevention, and related resources.</p> <p><b>February</b>—Heart Health; <b>April</b>—Bloodwork; <b>July</b>—SHA/UW fall prevention collaboration; <b>September</b>—Falls Prevention Month; <b>November</b>—Veterans.</p>

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<b>Health Promotion, Disease, Prevention, and Delay of Medicaid-funded Long-Term Services and Supports</b>			
3 presentations	5 presentations	100%	<p>Increase access to evidence-based falls prevention programs and resources.</p> <p><b>January</b>—Age Friendly Coffee Hour; <b>April</b>—Sunset Gardens; <b>July</b>—Aegis Gardens; <b>September</b>—WA State Fall Coalition; <b>November</b>—Highline Hospital.</p>
5 presentations per year	Ongoing	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>In 2018, presentations were made to NW Kidney Center; Bellwether Housing Resident Service Coordinators; Seattle University nurse practitioner students; SHA buildings; and to the Senior Drug Education Program.</p>
1 training per year	1 training held	100%	<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>A presentation was made in November 2018—to both the Seattle and Renton Case Management Program staff—at Combined Team Training on fall prevention.</p>



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<b>Service Integration &amp; Systems Coordination</b>			
Participate in monthly meetings	Completed	100%	<p><b>Participate in the King County Accountable Communities of Health.</b></p> <p>ADS director Cathy Knight was appointed to the HealthierHere board of directors and provided monthly reports to the ADS Advisory Council. ADS staff participated on sub-committees and in strategy sessions.</p>
1 annual conference	0 conference	<50%	<p><b>Coordinate with health care providers, hospitals, and community partners on an annual event or forum.</b></p> <p>No conference was not held in 2018; however, ADS continues to maintain the care transition listserv. See also primary care health system work referenced below.</p>
60 clients enrolled low-acuity alarm program	86 clients enrolled low-acuity alarm program	100%	<p><b>Participate in multi-stakeholder collaborations that strive to improve health outcomes and reduce unnecessary EMS and Emergency Department use.</b></p> <p>For 2018, ADS provided outreach and case management to 86 clients.</p>
100 elder abuse clients receive CMP services	440 elder abuse clients receive CMP services	100%	<p><b>Increase countywide access and awareness of elder abuse, neglect, and financial exploitation.</b></p> <p>For 2018, ADS provided case management to 440 elder abuse clients. Of these, 393 were contacts made by the Seattle Fire Department for abuse, neglect, and exploitation. On July 12, ADS case managers and SFD personnel presented a televised lunch-and-learn on Coordinated Response to Abuse, Neglect &amp; Exploitation in the Seattle City Council Chamber.</p>
1 multi-disciplinary team	1 multi-disciplinary team	100%	<p><b>Strengthen connections with prosecutors, law enforcement, and first responders to better coordinate a response for older adult victims of abuse and neglect.</b></p> <p>The King County Prosecuting Attorney’s Office was awarded funds to hire a multi-disciplinary team coordinator and forensic accountant effective January 2019. ADS is a core member of this team which consists of two King County prosecuting attorneys, a King County Sheriff’s Office detective, an Adult Protective Services investigator, a geriatrician, and a geriatric mental health specialist on a consultant basis. ADS also received additional funds to help supplement two Case Management Program staff on the multi-disciplinary team.</p>
4 outreach visits to clinics per month	4 outreach visits to clinics per month completed	100%	<p><b>Increase awareness of Community Living Connections in the primary care health system.</b></p> <p>During 2018, an average of four primary care clinic visits and/or in-person consultation were completed each month. In addition, the ADS hospital discharge navigator pilot was referenced as a promising strategy in the HealthierHere (Accountable Community of Health) Implementation Plan.</p>

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**Native Americans**

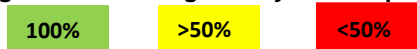
At least one meeting per year	0 meetings	<50%	<p><b>Strengthen ADS ability to serve community groups that have not been served previously (i.e., urban Native Americans)</b></p> <p>During 2018, no 701 meetings were held with the Seattle Indian Health Board.</p>
At least one in-service per year	No activity	<50%	<p><b>Collaborate with social and health services organizations that serve Native American elders on yearly in-service trainings.</b></p> <p>During 1<sup>st</sup> and 2<sup>nd</sup> quarters, ADS staff renewed discussions with management staff at the Seattle Indian Health Board; however, additional on-site trainings were placed on-hold pending the outcome of the Seniors Training Seniors computer tech program (previously housed in the Mayor’s Office for Senior Citizens, which closed May 2018).</p>
At least two meeting per year	2 meetings	100%	<p><b>Continue 7.01 Implementation Plan collaboration with federally recognized tribes in King County.</b></p> <p>During 2018, ADS staff and DSHS Home &amp; Community Services held one 701 meeting with Snoqualmie tribal staff. A second meeting was held to inform tribal staff of the Community Living Connection RFQ, released in the fall. No 701 meetings were held with the Muckleshoot Indian Tribe.</p>

**Medicaid Transformation Project Demonstration**

361 enrolled family caregivers	346 enrollees	96%	<p><b>Implement the Medicaid Transformation Demonstration by engaging new family caregivers and other individuals who are potentially eligible for the new programs and services.</b></p> <p>The first full year of the MAC/TSOA program implementation was 2018. Because of delayed implementation and systems issues, ALTSA reduced statewide goals. King County’s goal was reduced from 696 to 361. ADS staff received and processed 519 referral applications; of those, 346 enrolled in MAC/TSOA services.</p>
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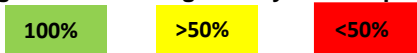
**Age-Friendly Communities**

Update Quiet Crisis Report	Report completed	100%	<p><b>Update existing housing data and reports to advocate for expansion of affordable, accessible housing including development of alternative housing for aging in place.</b></p> <p>The update, “Moving Toward Age-Friendly Housing in King County,” was completed in January 2018. ADS and community partners are working to implement strategies in collaboration with the Age Friendly Coalition Housing Workgroup.</p>
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<b>Age-Friendly Communities</b>			
4+ events per year	3 events	75%	<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>In 2018, the NW Universal Design Council held three public forums (Assistive Technology; Designing for Special Populations; and Remodeling for Aging in Place), brought UD information to a King County Mobility Coalition meeting, and with Age Friendly Seattle, reviewed and provided substantive comment on the International Special Review District Design Guidelines.</p>
12+ posts per year	100+ 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 2018, there were multiple social media posts about available City, County, and other services on a weekly basis.</p>
Ongoing	Ongoing	100%	<p>Advocate/work to increase funding for older adult transportation programs such as the Hyde Shuttle.</p> <p>During 2018, ADS planning staff supported a Hopelink grant application for a coordinated transportation platform.</p>
Ongoing advocacy	Ongoing advocacy	100%	<p>Promote community design that supports mobility, such as public transportation, walking, and bicycling.</p> <p>ADS planning staff presented information about the NW Universal Design Council at a King County Mobility Coalition, focusing on transportation. ADS staff also contributed to two World Cafes on inclusive transportation planning.</p>
Ongoing	Ongoing advocacy	100%	<p>Participate in public education and marketing campaigns to promote individual savings for later life.</p> <p>During 2018, there were multiple social media posts about services about ways to save money and information from the Financial Empowerment Providers Network (everyoneiswelcome.org) was distributed through ADS networks.</p>
2 employment fairs; 200 older adults employed	No activity	<50%	<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>The employment program (Age 55+ Employment Resource Center) closed at the end of 2017. By March 2018, all clients were referred to ADS community partners. In June 2018, the Mayor's Office for Senior Citizens closed, and remaining services were merged with Age Friendly Seattle.</p>



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Ongoing advocacy	Ongoing advocacy	100%	<p><b>Advocate for increased funding for senior centers and related services to reduce social isolation.</b></p> <p>The ADS Advisory Council’s advocacy efforts contributed to passage of Veterans, Seniors, and Human Services Levy which included a significant increase in senior centers funding. A Request for Funding process in August 2018, resulted in funding awards for several senior centers throughout King County.</p>
50+ posts per year	500+ posts per year	100%	<p><b>Utilize current technology to enhance access to aging information, programs, and services as well as social and civic engagement for older adults.</b></p> <p>Throughout 2018, there were multiple social media posts on City, County, and other services on a weekly basis. In addition, Age Friendly Seattle facilitated eight monthly Kitchen Table Talks and The Seattle Channel produced: 1) a special 30-minute program on age-friendly programs in Seattle; 2) videotaped and broadcast the NWUDC forums on Special Needs Housing and Remodeling for Aging in Place; 3) two City Council lunch-and-learns (coordinated response to abuse, neglect, and exploitation, and caregiver support); and 4) broadcasted a video recording of the African American Caregivers Forum.</p>
One city or community added to the network of age-friendly cities	Ongoing advocacy	100%	<p><b>Provide leadership for age-friendly communities throughout King County.</b></p> <p>ADS staff facilitated regular meetings of the Age Friendly Coalition for Seattle and King County as well as several Coalition committees. In the fall of 2018, the Seattle Age Friendly program manager presented to Kirkland Senior Council. See also age-friendly communications, below.</p>
Regular reports on progress	Ongoing	100%	<p><b>Implement the Age Friendly Action plan.</b></p> <p>The Age Friendly Seattle Action Plan for 2018–2021 was officially submitted to the AARP Network of Age-Friendly States and Communities in July 2018. The Age Friendly Seattle team is leading implementation of 80+ objectives in the plan, prioritizing those of highest interest to the ADS Advisory Council, City of Seattle leaders, and the Age Friendly Coalition for Seattle and King County.</p>
2 publications and 2 trainings for staff and partners.	2 publications 5 trainings	100%	<p><b>Develop materials and training to support best practices for communication, events, and meetings.</b></p> <p>In 2018, the ADS communications manager presented Age Friendly Seattle’s Community Guide to Accessible Events and Meetings at multiple events, including the ADS Professional Development Day, a Healthy Aging Partnership meeting, the ASA Aging in America national conference, the Hearing Loss Association—WA statewide meeting, and the national AARP Livable Communities conference. Materials are posted at <a href="http://www.seattle.gov/agefriendly/about/highlights">www.seattle.gov/agefriendly/about/highlights</a>. In addition, an ADS Communications Toolkit was drafted and posted for ADS staff review.</p>