

2019 REPORT CARD

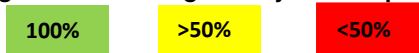
2019 Goal	2019 Final	%	2019 Objectives and Comments
Long-Term Services & Supports			
220 Health Action Plans	36 Health Action Plans	<50%	<p>Increase participation in Health Home program.</p> <p>For 2019, 36 new clients were referred to and engaged by the Health Home program. The team typically carries an average of 45.4 clients.</p>
84 hours of consult and education	68.33 hours of consult and education	81%	<p>Expand pilot medication management program to housing providers in South King County.</p> <p>In 2019, a total of 68.33 hours of consultation and education. The 2019/2020 contract included a new resident pharmacist who is working to expand to more buildings including south King County. Pharmacists are also using the pilot to train pharmacy students which will positively impact the geriatric workforce. ADS staff is trying to schedule the geriatric medicine fellows and Advanced Nurse Practitioner students to observe the Senior Drug Education consultations/education.</p>
Continued monitoring of caseloads to ensure they do not exceed 90 cases per case manager	Ongoing monitoring	100%	<p>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.</p> <p>The WA Association on Area Agencies on Aging (W4A) and ADS Advisory Council priorities for the 2019 legislative session included \$7.4M for complex caseloads and \$2.3M for inflation indexing. The legislative session ended with a modest increase for the case management program to address complex caseloads - \$1.7M statewide (~\$200k for King County). Advocacy then focused on raising awareness with City of Seattle leaders and policy makers on need to secure additional funding in next legislative session. This involved a Lunch-n-Learn on the Affordability of Long-Term Care and included Seattle Councilmember Bagshaw; and a Roundtable with U.S. Rep. Adam Smith on recent nursing home closures and challenges to the long-term services and supports system. ADS Advisory Council members also attended W4A advocacy day for the first time!</p>
Increase IP hiring rate by 75%; Decrease time to hire to 21 days	Hiring rate increased by 77%; Time to hire decreased to an average of 9 days -	100%	<p>Implement Individual Providers (IP) Lean process.</p> <p>The two major objectives of the Individual Provider Lean Process is the efficient and timely hiring of IP's and the reduction of case manager time spent on IP related work. The efficiency goals of increasing IP hiring by 75% and decreasing hire time to 21 days was accomplished. The initial improvement to 77% in the hiring rate and the reduction to 9 days to hire has been maintained throughout this period. Maintaining this rate of hire has been challenging due to the new background check system implemented last year which has created delays. The second goal of reducing case managers time spent on IP related work has been fully realized. The IP Team now manages all contracting responsibilities, tracking of compliance issues and other areas completely. Case managers now have additional time to spend working with client's and providing relevant and timely services. For the remainder of 2019 and 2020 the IP team will be preparing for the transition of all IP's too the new Consumer Directed Employers.</p>

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Health Promotion, Disease, Prevention, and Delay of Medicaid-funded Long-Term Services and Supports			
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>This objective was completed in 2018. Community Living Connections messaging and materials are utilized in Age Friendly communications and disseminated at Age Friendly events. Caregiver support web and print communications are now also integrated with Community Living Connections.</p>
6 networking meetings	5 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>For 2019, six meetings were convened by region leads in Seattle/North King County, South King County, and East King County, and one combined regional meeting.</p>
425	254	60%	<p>Provide person-centered planning to individuals needing assistance with long-term support service planning.</p> <p>During 2019, 254 (unduplicated) individuals received assistance.</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>Region lead organizations coordinated two joint region meetings. Topics included elder abuse support programs; Veteran Affairs Supportive Housing; 2020 Census; Medicaid Demonstration Waiver Program; and the Veterans Seniors and Human Services Levy</p>
1.5 the rate of the population of people of African descent in King County	10 percent	100%	<p>Provide Family Caregiver Support Services (FCSP) to caregivers who are of African descent.</p> <p>During 2019, 11% percent of the caregivers who received Family Caregiver Support Program services were black/African American or of African descent, exceeding annual goal of 1.5 times the rate of King County population.</p>
800 per year	807 clients	100%	<p>Provide TCARE® assessment and care plan to family caregivers who show moderate to significant caregiver burden.</p> <p>At the end of 2019, a total of 807 (unduplicated clients) received TCARE services.</p>

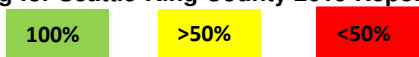
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Health Promotion, Disease, Prevention, and Delay of Medicaid-funded Long-Term Services and Supports			
6 clients per year	4 clients	67%	<p>Provide STAR-C training to caregivers to help caregivers manage behavioral symptoms of their care recipient with Alzheimer’s disease or dementia.</p> <p>During 2019, four 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>Five faith communities serving African Americans participated in Memory Sunday on June 9, distributing information about Alzheimer’s prevention, treatment, research studies, and caregiving. The 2019 Legacy of Love Caregivers Forum was held on November 9, and over 100 caregivers and providers attended. The keynote speaker was the retired WA State Health Officer, Maxine Hayes.</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>The Dementia Action Collaborative (DAC) works through four subcommittees and various work groups. Two ADS planners participated on a new work group -- Diversity/Disparities Project Team -- established to identify and engage leaders and organizations of diverse populations in education and support, including support for caregivers. The first meeting was held in September. The workgroup discussed strategies to address dementia disparities, such as creating a fact sheet and other dementia-related materials. The State Health Department and Public Health: Seattle-King County also participated on the planning team for Memory Sunday.</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 29, 2019.</p>
4 network meetings	7 network meetings	100%	<p>Coordinate quarterly network meetings for organizations offering Chronic Disease Self-Management Plan (CSDMP) workshops in King County.</p> <p>A total of seven network meetings were held. During 4th quarter, meetings focused on planning for the 2020 CDSME Lay Leaders training.</p>
1 article per year	3 articles	100%	<p>Increase awareness of consumers and health care professionals about fall risk, prevention, and related resources.</p> <p>For 2019, three articles were published in AgeWise King County online news letter: 1) ADS Nurses: Serving Medically-Complex Clients Who Live in Their Own Homes; and 2) Reducing Fall Risk: You and Your Health Care Provider; 3) Protecting Our Health, Protecting Our Nation.</p>



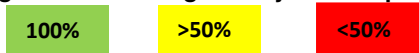
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Health Promotion, Disease, Prevention, and Delay of Medicaid-funded Long-Term Services and Supports			
3 presentations	4 presentations	100%	<p>Increase access to evidence-based falls prevention programs and resources.</p> <p>A total of four presentations were conducted during 2019, at housing locations throughout King County, including: Loyal Heights; Tate Mason; Habitat for Humanity; and Meridian Manor.</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>Through 4th Quarter 2019, six presentations were conducted.</p>
1 training per year	0 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>No presentations were made during 2019, however, in recognition of Falls Prevention Month, information and resources were promoted to ADS case managers and staff.</p>



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Service Integration & Systems Coordination			
Participate in monthly meetings	Completed	100%	Participate in the King County Accountable Communities of Health. ADS director, Cathy Knight, represented to the Long-Term Services and Supports sector on the HealthierHere Board and reported back key information monthly to ADS leadership and Advisory Council members. Staff also participated in sub-committees and strategy sessions.
1 annual conference	0 conference	<50%	Coordinate with health care providers, hospitals, and community partners on an annual event or forum. No conference was not held in 2019; however, ADS continues to maintain the care transition listserv. See also primary care health system work referenced below.
60 clients enrolled low-acuity alarm program	77 clients enrolled low-acuity alarm program	100%	Participate in multi-stakeholder collaborations that strive to improve health outcomes and reduce unnecessary EMS and Emergency Department use. "Health One," a field response unit that provides an immediate response to individuals who have activated 9-1-1 for low acuity conditions, was launched. This collaborative effort between the Seattle Fire Department and Aging and Disability Services is an innovative program intended to address unmet needs of low acuity callers in the Seattle downtown core. A SUV equipped with two firefighters and one ADS case manager will respond to calls for assistance. Health One will orient itself around immediate ED diversion and real-time hand-offs to services.
100 elder abuse clients receive CMP services	97 elder abuse clients receive CMP services	97%	Increase countywide access and awareness of elder abuse, neglect, and financial exploitation. ADS staff helped develop an online training module for first responders for a continuing education program, and two fire departments King County Emergency Medical Services completed an online continuing education module on mandatory reporting and vulnerable adults. ADS assisted in the development of the training module which all King County fire districts will now utilize.
1 multi-disciplinary team	1 multi-disciplinary team	100%	Strengthen connections with prosecutors, law enforcement, and first responders to better coordinate a response for older adult victims of abuse and neglect. The King County Prosecuting Attorney's Office was awarded funding to hire a multi-disciplinary team coordinator and a forensic accountant, effective January 2019. ADS is a core member of this team which also consists of two King County prosecuting attorneys, a King County Sheriff's Office detective, an Adult Protective Services investigator, a geriatrician and geriatric mental health specialist on a consultant basis. ADS also received a grant from the Victim's of Crime Act to add an additional case manager on the multi-disciplinary team.
4 clinics outreach visits per month	4 clinics outreach visits per month	100%	Increase awareness of Community Living Connections in the primary care health system. Four primary care clinic visits/in-person consultations were completed monthly. A Primary Care Liaison was hired and primary care clinic visits resumed in July.



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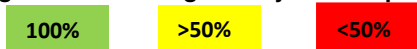
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Native Americans			
At least one meeting per year	0 meetings	<50%	Strengthen ADS ability to serve community groups that have not been served previously (i.e., urban Native Americans) During 2019, no 701 meetings were held with the Seattle Indian Health Board.
At least one in-service per year	No activity	<50%	Collaborate with social and health services organizations that serve Native American elders on yearly in-service trainings. No activity to report.
At least two meeting per year	2 meetings	50%	Continue 7.01 Implementation Plan collaboration with federally recognized tribes in King County. During 2019, ADS staff conducted a focus group with Snoqualmie tribal staff to gather input for the Area Plan. ADS staff are also working with the tribe to schedule an emergency preparedness training for Snoqualmie tribal members.

Medicaid Transformation Project Demonstration

361 enrolled family caregivers	703 enrollees	100%	Implement the Medicaid Transformation Demonstration by engaging new family caregivers and other individuals who are potentially eligible for the new programs and services. Through 4th Quarter 2019, 703 were enrolled in MAC/TSOA services.
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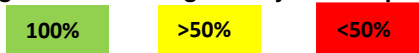
Age-Friendly Communities

Update Quiet Crisis Report	Report completed	100%	Update existing housing data and reports to advocate for expansion of affordable, accessible housing including development of alternative housing for aging in place. 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.
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Age-Friendly Communities			
4+ events per year	4 events	100%	<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>Through 4th Quarter 2019 activities included: 1) Two articles appeared in AgeWise, <i>Everyone Deserves a Home That Meets Their Needs</i>; and <i>Doorway to Inclusion and Independence Demonstrates Design for Aging in Place</i>; 2) Two networking Happy Hours were held April 25th and June 26th; 3) On May 30th, a forum was held on "How to Plan an Accessible Event" (referenced below); and 4) The NWUDC coordinated a Universal Design installation at the Seattle Design Festival Block Party (8/24-8/25) at Lake Union Park. About 1,000 residents participated.</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>ADS communications manager presented a social media workshop at the W4A State Council on Aging annual meeting in October and promoted social media at the WA Senior Lobby Conference. Throughout the year, there were multiple social media posts (e.g., Facebook, Twitter, Pinterest, and LinkedIn) every month to promote affordability programs, and an article in AgeWise—The Affordability of Long-Term Services and Supports.</p>
Ongoing	Ongoing	100%	<p>Advocate/work to increase funding for older adult transportation programs such as the Hyde Shuttle.</p> <p>During 2019, additional funding was secured from the Sweetened Beverage Tax (SBT) to support the transportation Request for Proposal process. ADS also partnered with Hopelink and the King County Mobility Coalition to secure grant funding for the "Operation Easy Access" pilot.</p>
Ongoing advocacy	Ongoing advocacy	100%	<p>Promote community design that supports mobility, such as public transportation, walking, and bicycling.</p> <p>A public Forum on Wayfinding was postponed until the 1st Quarter 2020. However, this goal was achieved through the Age Friendly Transportation and Public Spaces Workgroup project.</p>
Ongoing	Ongoing advocacy	100%	<p>Participate in public education and marketing campaigns to promote individual savings for later life.</p> <p>During 2019, multiple social media posts promoted United Way & AARP free tax prep services. ADS also held a MySavingsJar™ Workshop supported by AARP Foundation, the Northwest Access Fund, and BankON Seattle.</p>



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Age-Friendly Communities			
<p>2 employment fairs; 200 older adult employees</p> <p>Ongoing advocacy</p>	<p>No activity</p> <p>Ongoing advocacy</p>	<p><50%</p> <p>100%</p>	<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>No activity to report for 2019.</p> <p>Advocate for increased funding for senior centers and related services to reduce social isolation.</p> <p>During 2019, ADS staff assisted King County with the Request for Funding process for senior center hubs. ADS also supported the Mutual Offsetting Benefits process which will allow senior centers to apply for additional grant funds.</p>
<p>50+ posts per year</p>	<p>500+ posts per year</p>	<p>100%</p>	<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>There were multiple monthly social media posts in 2019 to promote affordability programs. Platforms included Facebook, Twitter, Pinterest, and LinkedIn.</p>
<p>One city or community added to the network of age-friendly cities</p>	<p>Ongoing advocacy</p>	<p>100%</p>	<p>Provide leadership for age-friendly communities throughout King County.</p> <p>ADS staff participated in AARP's focused outreach event – "AARP Won't You Be My Neighbor"; collaborated with Bank On, Northwest Access Fund, and AARP Foundation's financial literacy program (MySavingsJar) to broaden financial literacy in King County; and participated in strategy interjurisdictional meetings with the Housing Development Consortium and the King Co. Mobility Coalition.</p>
<p>Regular reports on progress</p>	<p>Ongoing</p>	<p>100%</p>	<p>Implement the Age Friendly Action plan.</p> <p>ADS staff identified 13 action items and collaborated on trainings, seating, Gehl Public Life, and financial literacy; Incorporated Age Friendly NY and Brantford ideas for GIS and programming; Incorporated LGBTQ health planning; Developed wayfinding, financial literacy, transportation equity, LGBTQ people of color strategies; and Assisted in the Mayor's Council on African American Elders advocacy and recommendations for more low-income housing in Seattle.</p>
<p>2 publications and 2 trainings for staff and partners.</p>	<p>2 publications 5 trainings</p>	<p>100%</p>	<p>Develop materials and training to support best practices for communication, events, and meetings.</p> <p>In 2019, the ADS communications manager: 1) Updated the Age Friendly Seattle Community Guide to Accessible Events & Meetings; 2) Presented a portion of the "Going Age-Friendly: Creative Community Engagement Techniques" symposium at the ASA Aging in America conference; 3) Coordinated the NWUDC forum "How to Plan an Accessible Event" held May 30; 4) Presented "How to Plan and Advocate for Accessible Events" at the national Hearing Loss Association of America conference in June; 5) Wrote accessible communications tips for HSD branding guide; 6) Assisted in coordinating a forum: How to Plan an Accessible Event; and 7) Wrote the following AgeWise articles: Committed to Accessibility, and Increase Access and Independence for People with Hearing Loss.</p>