



2020 report card

The Area Plan 2020–2023 for Seattle and King County is Aging and Disability Services' roadmap for a responsive system of services that promote quality of life, independence, and choice for older people, adults with disabilities, caregivers, and their family members. Following are highlights from three key issue areas, a visual sample of work ADS performed in 2020, and specific accomplishment related to Area Plan objectives. Learn more at AgingKingCounty.org/area-plan/.

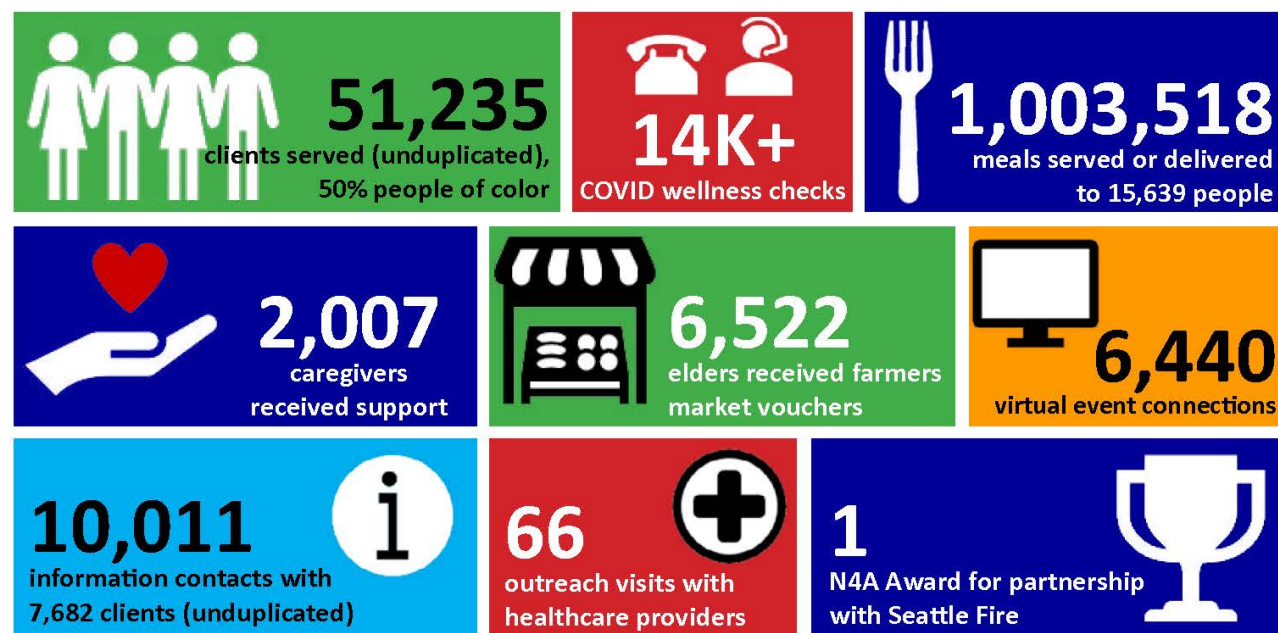
COVID-19

Meeting unexpected needs

Due to the COVID-19 pandemic, ADS staff began working remotely in March 2020. In close collaboration with Public Health—Seattle & King County and Washington State DSHS/ALISA and Department of Health, ADS developed safety protocols for community partners to help ensure health and safety of clients and staff; checked in regularly with those most vulnerable to dire COVID-19 outcomes; ensured that basic needs were met; and developed strategies to address social isolation caused by the quarantine.

2020 by the numbers

Here's a sample of the work we did in 2020.



need help?

For local assistance, referrals, and resources, call
Community Living Connections (toll-free) at 844-348-5464
or visit CommunityLivingConnections.org.

2020 performance

	Objective	2020 Accomplishments
C-1: Support Healthy Aging	Develop and strengthen community partnerships through presentations, media campaigns, and forums that increase awareness and promote healthy aging.	<ul style="list-style-type: none"> Published 2 <i>AgeWise King County</i> articles on oral health and health promotion. Trained 5 <i>Aging Mastery Program</i> facilitators. Presented 2 virtual <i>Aging Master Program</i> workshops (general). Presented 2 virtual <i>Aging Mastery Program</i> workshops (opioids). Gave 5 community presentations (2 falls prevention, 2 oral health, 1 opioids) Participated in quarterly case staffings. Launched Age Friendly Seattle's new <i>Close to Home: Stories of Health, Tech & Resilience</i> online series and established over 80 community, academia, and government contacts that provided presentations to 3,751 people. Online <i>Civic Coffee Hours</i> and other virtual events brought total reach to 6,440.
	Expand evidence-based programming in King County.	<ul style="list-style-type: none"> Trained 2 leaders/facilitators. Presented 2 <i>Aging Mastery Program</i> workshops
	Promote and institutionalize Universal Design in the built environment and ensure that new comprehensive and community plans incorporate age friendly.	<ul style="list-style-type: none"> Coordinated "Universal Design and Pedestrian Wayfinding Forum," hosted by the Northwest Universal Design Council at Seattle City Hall on February 27.
	Increase understanding of consequences of social isolation and depression among decision makers, service providers, and consumers.	<ul style="list-style-type: none"> With focus on COVID19 stay-at-home orders, developed a social connectivity program to include intergenerational technology support, tablets, and informational drop cards for distribution through home-delivered meals. Received City of Seattle funding to support social connectivity and Geriatric Workforce Enhancement Center funding for telehealth support: <ul style="list-style-type: none"> Completed 2 phases of a computer tablet distribution project. Partnered with The Seattle Public Library for hotspots that were distributed to senior centers. Completed <i>Stay Connected</i> program with 8 organizations.
	Coordinate annually with partners such as Public Health and Alzheimer's Association to implement outreach strategies in the WA State Alzheimer's Plan, with emphasis on communities of color.	<ul style="list-style-type: none"> Coordinated participation of 12 churches in <i>Memory Sunday</i> (June) by acknowledging and providing special prayers for caregivers whose loved ones have dementia, reaching an estimated 1,000 members of faith communities. Coordinated the <i>Legacy of Love African American Caregivers Forum</i> (November) with 46 live online participants & 325 videorecording viewers.
	Work with the Dementia Action Collaborative to implement priorities in the WA State Alzheimer's Plan.	<ul style="list-style-type: none"> Participated in or reviewed 14 <i>Project ECHO</i> dementia sessions, providing free continuing education credits for clinicians, with all topics related to memory loss, Alzheimer's, and related dementias. Attended bi-monthly distance-learning clinics for care providers in Washington state on memory loss, Alzheimer's, and related dementias. Participated on the planning team and as a presenter at the first statewide <i>Dementia Friendly Communities Conference</i>, held virtually on September 29–30, with more than 200 participants from across the state.
C-2: Enhance Well-Being	Align investments with King County Veterans, Seniors and Human Services Levy (VSHSL) to enhance the current aging network system.	<ul style="list-style-type: none"> Met regularly with VSHSL staff to discuss coordination; collaborated on kinship care community planning sessions; and met weekly to discuss systems coordination during the pandemic. Participated in King County Senior Hubs calls.
	Seek additional funds to support Community Living Connections network.	<ul style="list-style-type: none"> Collaborated with VSHSL staff to administer funding for caregiver support to 6 agencies.
	Facilitate enhanced care planning across social service and healthcare systems.	<ul style="list-style-type: none"> Participated in monthly meetings to develop a Community Information Exchange (CIE) in King County/WA State convened by HealthierHere, and coordinated briefings for internal staff and community partners. Participated in workflow sessions with UniteUs, a technology vendor, and monthly HealthierHere CIE Network Partner and Data/Technology Workgroups to support ADS configuration on a platform for SHA. Briefed HealthierHere on ADS' Community Living Connections network.

2020 performance

	Objective	2020 Accomplishments
C-2: Enhance Well-Being, continued	Promote awareness of Area Agency on Aging services, evidence-based programs, and self-management plans to primary care clinics and healthcare practices.	<ul style="list-style-type: none"> Primary Care Liaison conducted 66 outreach visits (in-person or virtual) with clinicians and other healthcare providers.
	Participate in advocacy efforts to increase the paid caregiver workforce.	<ul style="list-style-type: none"> Partnered with W4A and the Long-Term Care Coalition, including members representing paid caregivers, to successfully oppose proposed Medicaid funding cuts that would have decimated the community long-term services and support system and negatively impacted the paid caregiver workforce.
	Facilitate advocacy strategies in partnership with the ADS Advisory Council, Mayor's Council on African American Elders (MCAAE), and community partners.	<ul style="list-style-type: none"> The ADS Advisory Council and MCAAE directed letters to local, state, and federal lawmakers advocating for data collection regarding BIPOC communities, how defunding the police department would impact vulnerable older adults, and the need to maintain funding for long-term care services and supports. Participated in Senior Lobby meetings & presented at the annual conference.
	Implement transportation coordination tool to include a web-based and/or app-based ride request feature, with full adoption by ADS-funded transportation providers.	<ul style="list-style-type: none"> Supported the King County Mobility Coalition and Hopelink Mobility in FTA grant applications to implement a transportation coordination tool. One grant is pending; if funded, it would provide approx. \$150,000 for software development and support, as well as technology and evaluation consultants.
	Raise awareness about the Long Term Care Trust through statewide and local media campaigns focused on consumer and employer.	<ul style="list-style-type: none"> An internal ADS planning meeting was convened to identify gaps in current network; however, the project was put on hold due to COVID-19 pandemic.
C-3: Maximize Independence	Increase staff clinical skills to address the medical complexity of long-term services and supports clients.	<ul style="list-style-type: none"> Staffed cases with <i>Health Home</i> care coordinators. Developed <i>Project ECHO</i> for AAA staff based on the 4 Ms—Mobility, Mentation, Medications, and What Matters.
	Collaborate with first responders to improve health outcomes and reduce unnecessary EMS and hospital emergency department use.	<ul style="list-style-type: none"> The <i>Mobile Integrated Health</i> (MIH) partnership with Seattle Fire continued in the midst of a pandemic, with 943 in-person visits by the Health One team to over 500 clients. Received <i>2020 Aging Innovations Award</i> for MIH partnership with Seattle Fire from the National Association of Area Agencies on Aging. Awarded a HealthierHere innovation grant for a new case management data system in late 2020 to track vulnerable adults and Health One work. Piloted a <i>OneCall</i> system provided by Crisis Connections, with a database for first responders, county MIH, and primary behavioral health information.
	Increase awareness and expand case management services for victims of abuse, neglect and exploitation.	<ul style="list-style-type: none"> 537 reports were made to Adult Protective Services by Seattle Fire. A <i>Victims of Crime Act</i> grant allowed cognitive capacity evaluation, emergency good and services & hiring of second elder abuse case manager. 5 virtual events were held in the community. 1 article appeared in AgeWise King County.
	Explore opportunities and alternative ways to deliver long-term services and supports for complex clients such as those experiencing homelessness.	<ul style="list-style-type: none"> 4 case managers assigned to collaborate with staff in supportive housing sponsored by Plymouth Housing, DESC, LiHi, and CCS and are now the site contacts for long-term services and supports. More residents accept services because of this partnership.
	Build sustainable communication among agencies working with complex long-term services and supports clients, including behavioral health providers, SHA, and other supportive housing providers.	<ul style="list-style-type: none"> Convened meetings with SHA care network to plan for UniteUs launch (see Community Information Exchange, above), with the goal of improving coordination of services.
	Increase the number of successful referrals for long-term services and supports such as MAC/TSOA (Medicaid Transformation Demonstration Project).	<ul style="list-style-type: none"> Increased the number of MAC and TSOA clients (both dyads and individuals) from 725 to 951 (a 31% increase), despite outreach challenges due to COVID. The state's goal for MAC/TSOA is for each AAA to reach 50% dyads. In 2020, ADS had a rate of 37% dyads and is trending upward.

2020 objectives postponed due to COVID

Objective	2020 Accomplishments
C-2 Identify opportunities to support the capital facility and operating needs of existing senior centers so they can provide safe and accessible environments and sustainably meet the needs of the communities they serve.	<ul style="list-style-type: none"> Project suspended due to COVID-19 pandemic. ADS remains committed to this objective.
C-4 Participate in annual 7.01 update meetings with tribal members and Office of Indian Policy staff.	<ul style="list-style-type: none"> Scheduling a 7.01 meeting was in the works at the start of the year; however, focus shifted due to COVID-19 pandemic. ADS remains committed to this objective.
Coordinate efforts to connect King County tribes and organizations to the Community Living Connections network.	<ul style="list-style-type: none"> Project suspended due to COVID-19 pandemic. ADS remains committed to this objective.

committed to racial equity & social justice

Aging and Disability Services supports the City of Seattle's Race and Social Justice Initiative (RSJI) and the National Association of Area Agencies on Aging (n4a) commitment to equality and diversity.

our partners

As the Area Agency on Aging for Seattle and King County, ADS priorities are guided by the Seattle-King County Advisory Council on Aging & Disability Services and by Area Agency on Aging partners—Seattle Human Services, King County Department of Community and Human Services, and Public Health—Seattle & King County.

our mission

The mission of Aging and Disability Services is to develop a community that promotes quality of life, independence, and choice for older people and adults with disabilities in King County. We will accomplish this by:

- Working with others to create a complete and responsive system of services.
- Focusing attention on meeting the needs of older people and adults with disabilities.
- Planning, developing new programs, educating the public, advocating with legislators, and providing direct services that include the involvement of older adults and others representing the diversity of our community.
- Promoting a comprehensive long-term care system.
- Supporting intergenerational partnering, planning, and policy development.

our services

Aging and Disability Services contracts for services and also provides certain types of direct services for older people, adults with disabilities, and caregivers, including:

- Adult Day Services
- Age Friendly Communities
- Alzheimer's Program
- Caregiver Support
- Case Management
- Elder Abuse Prevention
- Employment Services
- Health Maintenance
- Health Promotion
- Information & Assistance
- Legal Services
- Nutrition Services
- Senior Centers
- Transportation



www.AgingKingCounty.org

To access services, call Community Living Connections (toll-free) at 844-348-5464 or visit CommunityLivingConnections.org.

Follow us online!

For links, visit bit.ly/3uzSNcu.      