



2023 report card

The Area Plan 2020–2023 for Seattle and King County is the Aging and Disability Services (ADS) 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. The following are specific accomplishments related to Area Plan objectives. Learn more at AgingKingCounty.org/area-plan/.

COVID-19

In 2023, ADS managed four federal and state COVID-19 response fund sources—including American Rescue Plan Act (ARPA) dollars—that helped community partners reach individuals through nutrition services, caregiver support, vaccine outreach and administration, and digital access. ARPA funds will continue into 2024.

ADS prioritized support for community service providers to meet rapidly growing service demands, maintain existing pandemic relief efforts, and reach BIPOC communities that have been most impacted by the pandemic. In addition, ADS explored new social connectivity projects—activities that would prevent and mitigate the impact of extended isolation experienced by older adults, adults with disabilities and caregivers.

our vision & mission

ADS Vision: Black, Brown, Indigenous, Latin, and Asian communities of color experience equitable health and quality of life, so all people thrive at every stage of life.

ADS Mission: ADS builds and strengthens systems that ensure equity, mutual respect, and access to resources for older adults, people with disabilities, and their caregivers.

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 Department, King County Department of Community and Human Services, and Public Health—Seattle & King County.

our services

ADS contracts for services and 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

need help?

For local assistance, referrals to Area Agency on Aging and other services, and resources, call Community Living Connections (toll-free) at 844-348-5464 or visit CommunityLivingConnections.org.

2023 performance

C-1: Support Healthy Aging	
Objectives	Accomplishments
Develop and strengthen community partnerships through presentations, media campaigns, and forums that increase awareness and promote healthy aging.	<p>During 2023, health promotion articles, presentations, and trainings included:</p> <ul style="list-style-type: none"> • Fall prevention talk - Golden Sunset Senior Building • CAPABLE presentation - King County Falls Coalition • Fall prevention article - AgeWise King County, September issue • Fall prevention talk - Civic Coffee Hour September • Fall risk screening - Burien Senior Center • Oral health article – AgeWise King County, July issue • Ten new leaders completed virtual training with Comagine Health • Community partners offering Aging Mastery Program (AMP) completed the Building Better Caregivers online training for VA Caregivers through Canary Health. <p>Age Friendly Seattle (AFS):</p> <ul style="list-style-type: none"> • Launched a campaign to recruit more businesses to the AFS discount directory that resulted, at year-end, in 20 new businesses that offer discounts to older people and adults with disabilities. • Distributed more than 6,500 Gold and FLASH discount cards to new users and improved the online directory interface with the help of UW capstone students. • Conducted a survey among Gold Card users. About 87% of users feel the program improves their social connectivity. • Completed and launched an anti-ageism training course that was made available to all City of Seattle employees through its online training portal. Met with staff in other City departments to debrief the training modules and discuss ageism. At year-end, more than 200 staff from 13 departments participated in the trainings. • Continues to partner with Seattle Public Library to host Civic Coffee events in-person monthly events at senior centers around the city, including live translation is offered in multiple languages. • Continues collaboration with King County, ADS, and WA State Dept of Health to advance age-friendly public health systems focusing on emergency preparedness. Senior centers in King County were surveyed about their emergency readiness. • AFS was invited to present this work at the American Society on Aging Conference in March 2024. • Purchased and delivered emergency kits to over 749 adults age 85+ living in affordable housing in South King County. • Participated in a statewide meeting and presented information about AFS work with other AAA and public health professionals. • In total, nearly 400 older adults attended an AFS live event (either in-person or online) in 2023, and over 3,000 people watched the recordings on YouTube later. In-person events were held at a variety of venues, including senior centers and the WA Talking Book and Braille Library. • Held four Age Friendly Candidate Forums for older adults get to know the people running for open Seattle City Council seats.
Advocate for policies and programs that help prevent chronic diseases later in life.	<ul style="list-style-type: none"> • Dementia Resource Catalysts helped to build dementia capable communities by assisting families and developing needed dementia-capable services. ADS, along with two AAAs in Washington state funded to provide this service, joined efforts to advocate for expansion of Dementia Resource Catalysts to all AAAs.

C-1: Support Healthy Aging

Objectives	Accomplishments
Support increased access to health care and mental health services for low-income communities, communities of color, and immigrant and refugee communities.	<ul style="list-style-type: none"> • ADS staff collaborated with Dr. Patrick Raue and the University of WA on the Do More, Feel Better Program for Spanish Speaking older adults.
Expand evidence-based programming in King County.	<ul style="list-style-type: none"> • AMP class series was expanded and offered at the Buckley Senior Center. Fifteen older adults participated.
Promote and institutionalize Universal Design in the built environment— transportation, housing, buildings, and outdoor spaces—and ensure that new comprehensive and community plans incorporate age-friendly concepts.	<ul style="list-style-type: none"> • AFS supported the NW Universal Design Coalition (NWUDC) in holding an educational Happy Hour event at LightArt studios, a lighting and sound vendor. About 35 people attended. • In partnership with King County and the NWUDC, AFS co-hosted two housing forums on accessibility and universal design. • In August 2023, AFS partnered with the Northwest Universal Design Council and Jensen Hughes to hold a demonstration at the Seattle Design Festival. The installation featured a full-scale model bathroom that engaged over 700 people in meaningful discussions about the importance of universal and accessible design. • AFS staff served on the City of Seattle's Comprehensive Plan work group. Feedback was offered to encourage more emphasis on accessible design in the plan. NWUDC members were involved in review and feedback when the draft plan became available in Fall 2023. • AFS engaged an interior designer specializing in Universal Design to conduct an informal assessment of a current Seattle Housing Authority building and unit and provided recommendations and ideas for features that could improve accessibility. • In November, AFS supported a multi-sector convening on accessibility and city code. Co-led by the Northwest Universal Design Council and the City of Redmond, the session brought together more than 50 city planners, design industry professionals, and community advocates to discuss opportunities for incentivizing accessible design through city code and regulation.
Increase understanding of consequences and risk factors of social isolation and depression for LGBTQIA+ and BIPOC elders among decision makers, service providers, and consumers.	<ul style="list-style-type: none"> • ADS staff developed plans to convene a countywide Social Connectivity Network in 2024. • Goals and objectives were also developed for the 2024–2027 Area Plan (see Section C-1 Support Healthy Aging—Goals and Objectives, pg. 79).
Continue social connectivity projects that were initiated in response to the COVID-19 pandemic.	<ul style="list-style-type: none"> • Digital Skills Coaches and related equipment were funded through ARPA, with Equity in Education, Teens Who Care, and CIRC (SHAG consortium) continued the work in 2023. • The 2023 Nutrition RFQ included a strategy for social engagement activity that centers around food that brings people together, e.g., a farm field trip. • AFS staff continue to serve on the IT-led Digital Equity Intra-Departmental Team and supported the development of an RPF for sustained and increased digital navigator efforts, the selection of 2023 grantees, and the development of a future RPF for sustained and increased digital navigator efforts.

C-1: Support Healthy Aging

Objectives	Accomplishments
<p>Coordinate annually with partners, such as Public Health and Alzheimer's Assn. on implementing outreach strategies in the state Alzheimer's Plan with emphasis on communities of color.</p>	<ul style="list-style-type: none"> ADS staff assisted the Aging and Long-Term Services Administration with engagement for BIPOC communities in King County to promote listening sessions to inform the update of the Washington State Alzheimer's Plan.
<p>Work with the Dementia Action Collaborative to implement priorities in the Washington State Plan to Address Alzheimer's</p>	<ul style="list-style-type: none"> Memory Sunday 2023 was observed on June 11. Nineteen African American churches throughout King County participated. The purpose of the campaign is to increase awareness about Alzheimer's and dementia, and caregiver support. ADS staff participated on the planning team for the 2023 Dementia Friendly Communities Conference: Moving Forward. About 135 people registered, representing 19 counties participated in the statewide conference. ADS staff conducted a presentation at the 2023 Dementia Friendly Communities Conference on the 2022 pilot—Sharing History thru Active Reminiscence and Photo-imagery (SHARP). ADS staff conducted a presentation on Area Agencies on Aging to VA staff in late 2023. ADS successfully recruited 29 SHARP participants that formed five walking groups of three. Most groups completed all 12 walking routes. Planning was underway to honor participants at a celebration in January 2024.

C-2: Enhance Well-Being

Objectives	Accomplishments
<p>Align ADS investments with the King County Veterans, Seniors, and Human Services Levy (VSHSL) to enhance the current Aging Network.</p>	<ul style="list-style-type: none"> ADS and Veterans, Seniors, and Human Services Levy staff continued participation in bi-weekly and quarterly meetings. Providers from the senior center hubs were also invited to participate.
<p>Facilitate enhanced care planning across social service and healthcare systems.</p>	<ul style="list-style-type: none"> In 2023, ADS staff participated in Connect2Community Network Partner Workgroup meetings, UniteWashington workgroup meetings and newly formed Connect2Community Resource Directory workgroup.
<p>Participate in advocacy efforts to increase the paid caregiver workforce.</p>	<ul style="list-style-type: none"> The 2023 legislative session meetings with policy makers referenced the caregiver workforce shortage as a critical issue, however, a specific policy ask to address the challenge has not been identified. The DSHS workforce and retention workgroup identified initial strategies that focus on high school curriculum opportunities. The workgroup later expanded scope beyond secondary education to include sub-groups on outreach and communication, navigation, and data analysis. ADS reconvened internal workgroup to explore coordinated personal care as a strategy to address the caregiver workforce shortage. The DSHS decision package for 2024 includes funding to develop and implement use of technology and AI to support clients who lack access to authorized caregiver services due to workforce shortage.

C-2: Enhance Well-Being

Objectives	Accomplishments
<p>Partner with the ADS Advisory Council, the Mayor's Council on African American Elders, and the Housing Development Consortium to advocate for age-friendly low-income housing.</p>	<ul style="list-style-type: none"> • AFS co-hosted two housing forums in partnership with King County and the NW Universal Design Coalition. The key topic was affordable housing that is age-friendly and accessible. • Following the forums, AFS worked with Seattle Housing Authority and NW Universal Design Coalition to audit a SHA unit to determine how "age-friendly" it currently is—the findings will be compiled and shared with recommendations for improvement. Age Friendly staff also engaged in conversations about restructuring the way in-home support services are offered. • AFS staff managed an effort to support low-income older adults living in Seattle Housing Authority units to age in place safely by improving the efficiency of homecare service delivery.
<p>Implement an integrated approach to home repair and home modification in partnership with the King County Home Repair Network.</p>	<ul style="list-style-type: none"> • The CAPABLE pilot program continued in 2023. ADS staff created strategies for outreach to BIPOC communities. By year-end, 16 referrals were received and four clients have participated in the program.
<p>Expand the availability of home sharing opportunities in King County.</p>	<ul style="list-style-type: none"> • One of the working groups developed from the housing forums co-hosted by AFS is focused on home-sharing and other co-op housing models. This group convened twice; as a next step, a list of options and local resources is being compiled and will be available on the AFS website.
<p>Implement transportation coordination tool to include web- and/or app-based ride request feature with full adoption by ADS-funded transportation providers.</p>	<ul style="list-style-type: none"> • AFS staff served on the One-Click/One-Call advisory committee (now called Find a Ride) advisory committee throughout the year. In 2023, the project began user-testing a beta version of this app, followed by a soft launch, with user input incorporated throughout. ADS supported by issuing a letter of recommendation for FTA funding for this project. • AFS also revised their website to better share information about transportation options, in consultation with the Seattle Department of Transportation. • ADS staff implemented the transportation investment process that included adoption and promotion of this tool as one desired component.
<p>Identify opportunities to support the capital 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.</p>	<ul style="list-style-type: none"> • In partnership with the King County Department of Housing and Community Services, a survey was conducted with King County senior centers to better understand their levels of emergency preparedness. • Responses were compiled and gaps were identified, including capital investments and operating capacity needs. • information was shared with City of Seattle and King County human services and emergency management staff.
<p>Raise awareness about the Long-Term Care Trust Act (LTCA) benefit through statewide and local media campaigns focused on consumers and employers.</p>	<p>The LTCA was operationalized as WA Cares Fund (WCF):</p> <ul style="list-style-type: none"> • WA Association of Area Agencies on Aging (W4A) and WCF begin monthly meetings to establish roles in administering service contracts and determining client eligibility, and to plan outreach and implementation of the new benefit. • ADS and other AAAs are working to identify preliminary outreach strategies. • ADS's State FY 2024 contract includes funding for outreach to raise awareness about the WCF benefit. • Two WCF articles were featured in AgeWise King County.

C-3: Maximize Independence

Objectives	Accomplishments
Increase AAA staff clinical skills to address the medical complexity of LTSS clients.	<ul style="list-style-type: none"> Senior Drug Education continued during 2023.
Collaborate with first responders to improve health outcomes and reduce unnecessary EMS and hospital emergency department use.	<ul style="list-style-type: none"> A sixth case manager was hired in June 2023. The Health 3 Team was repurposed to be the post-overdose response team, based on the Mayor's executive order. The team is now known as HEALTH99 (or H99). They anticipate hiring new case managers with lived experience.
Increase awareness and expand case management services for victims of abuse, neglect, and exploitation.	<ul style="list-style-type: none"> 291 vulnerable adult reports were submitted to Adult Protective Services by the Seattle Fire Department. 55 clients who were victims of abuse, neglect, and exploitation received increased case management support and services.
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"> In 2023, the SHA case management team resumed on-site presence at all SHA high rise buildings. The team expanded its partnership with SHA Hoarding Treatment project to provide dig-out assistance for 11 SHA residents at risk of eviction. By year-end, 46 evictions were prevented and 61 referrals were made for long-term services and supports. Referred 63 SHA residents to Community Choice Guides and Behavioral Community Choice Guides for support.
Build sustainable communication among agencies working with complex long-term services and supports clients.	<ul style="list-style-type: none"> During 2023, a total of 24 SHA care network meetings were held. Training was provided for the new Hoarding Treatment Program (five residents enrolled in the program). The SHA team participated in eight low-income public housing and Seattle Senior Housing Program Care Network Portfolio meetings and attended seven community meetings organized by SHA Community Builders. The SHA team attended three monthly meetings with SHA Housing Choice Voucher (HCV) service partners to coordinate outreach to HCV residents.
Increase the number of successful referrals to LTSS, e.g., MAC/TSOA	<ul style="list-style-type: none"> By year-end, MAC/TSOA received 109 referrals—10% more than the previous year.

C-4: Partner with Tribes

Objectives	Accomplishments
Coordinate efforts to connect King County tribes and organizations to the Community Living Connections network.	<ul style="list-style-type: none"> MAC/TSOA training was made available to Muckleshoot tribal and MEIHSS. ADS staff participated in the statewide Tribal Summit, held October 3–4.
Participate in annual 7.01 update meetings with tribal members and Office of Indian Policy staff.	<p>In 2023, 701 meetings were held on the following dates:</p> <ul style="list-style-type: none"> March 3 - Muckleshoot March 8 - Snoqualmie June 2 - Muckleshoot

C-4: Partner with Tribes

Objectives	Accomplishments
	<ul style="list-style-type: none"> September 15 – Muckleshoot December 15 – Muckleshoot - UPDATE
Advocate for culturally relevant delivery of services to Native American tribes and urban Indians.	Refer to 7.01 Plan updates.

C-5: Respond to the COVID-19 Pandemic

Objectives	Accomplishments
Advocate for a permanent increase in Older Americans Act (OAA) base budget.	<ul style="list-style-type: none"> The USAging advocacy priorities includes substantial increases to OAA base funding and permanent extension of some pandemic flexibilities. In May 2023, the ADS director attended the USAging Policy Conference in DC and met with the Washington State congressional delegation. ADS and W4A submitted public comments on OAA regulations. Advocacy focus shifted to OAA reauthorization in 2024.
Increase advocacy for more flexibility in policies and regulations. (2022–2023).	<ul style="list-style-type: none"> In 2023, ADS staff gathered input and provided comments on proposed Older Americans Act regulation updates in response to Administration on Community Living Notice of Proposed Regulations.
Implement a spending plan for relief funds to address vaccine hesitancy, social isolation, and emerging service models (American Rescue Plan, Consolidated Appropriations Act).	<ul style="list-style-type: none"> During 2023, ADS staff developed the 2024 ARPA spending plan, including continued investments in social and digital connectivity.
Address vaccine hesitancy in close collaboration among AAA partners.	<ul style="list-style-type: none"> ADS continued to collaborate with King County to address vaccine hesitancy. ADS participated in reviewing Older Adult COVID-19 Boosters videos and communication materials in July 2023 that included the most recent guidance from the CDC. ADS staff provided suggestions about dissemination and involving community agency partners.
Advocate for funding and policies to support COVID-19 vaccinations at long-term care facilities for residents and for people who need in-home COVID-19 vaccinations.	No updates reported
Advocate for policies that mitigate displacement caused by expiration of the COVID-19 housing eviction moratorium.	No updates reported.

Aging and Disability Services, a division of the Seattle Human Services Department, City of Seattle, is designated by the State of Washington as the Area Agency on Aging for Seattle-King County. Learn more at www.AgingKingCounty.org.