



2024 report card

The Area Plan 2024–2027 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/.

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 (AAA) for Seattle and King County, ADS priorities are guided by the Seattle-King County Advisory Council on Aging & Disability Services and by AAA 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
- Caregiver Support
- Case Management
- Elder Abuse Prevention
- 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.

2024 Progress Report

C-1: Support Healthy Aging	
Objectives	Accomplishments
Promote accessible design in renovations, new construction, and affordable and market-rate housing to increase the availability of housing stock that meets the needs of a growing older adult population.	<ul style="list-style-type: none"> Served as the Seattle Human Services Department (HSD) liaison to Seattle's Comprehensive Plan. Staff coordinated a community forum at Pike Market Senior Center and provided direct input to elevate the importance of accessible design and prioritize appropriate housing options for older adults and people with disabilities. Coordinated with an affordable housing funder organization to compile a list of national city zoning policies and ordinances that have attempted to advance Universal Design in housing. Collaborated with the Northwest Universal Design Council (NWUDC) and Jensen Hughes on a demonstration at the 2024 Seattle Design Festival. 582 individuals interacted with the exhibit and 334 participated in a game. Delivered an anti-ageism training to Seattle's Planning Commission which highlighted the importance of building spaces that are inclusive of all people.
Encourage transportation options that promote safe, effective, and inclusive mobility	<ul style="list-style-type: none"> Participated in several regional coalitions, including Puget Sound Regional Council (PSRC) Special Needs Transportation Committee, King County Mobility Coalition, and the Find-a-Ride workgroups. Participated in a Seattle Department of Transportation (SDOT)-convened Interdepartmental Team related to the Aurora redevelopment. Collaborated with Northwest Universal Design Council (NWUDC) and Jensen Hughes on a demonstration at the 2024 Seattle Design Festival. The installation featured a transportation hub and invited industry professionals to consider how to make it more accessible. 582 individuals interacted with the exhibit. Participated on a PSRC Special Needs Transportation Committee investment process review committee.
Invest in understanding the landscape of initiatives and interventions addressing social connectivity across King County. Emphasize culturally relevant programming and approaches that meet the needs of King County's increasingly diverse older adult populations, including meal-based connections.	<ul style="list-style-type: none"> Convened two Social Connectivity Learning Network meetings reaching a combined 60 attendees representing service providers, multiple government sectors, and academia. Incorporated social activities as an allowable expense in the 2024 Older Adult Community Transportation Request for Proposal (RFP). Hosted a Social Connectivity Learning Network deep-dive webinar, focusing on digital equity and featuring speakers who reviewed Seattle's Tech Adoption Survey and shared experience launching a program connecting Duke University students with older adults for skills coaching. Developed and submitted a proposal to include social connectivity questions on the Washington State Behavioral Risk Factor Surveillance System (BRFSS) questionnaire. Worked with partners including King County, Washington Association of Area Agencies on Aging (W4A), Washington Department of Social and Health Services (DSHS), Washington State Department of Health (DOH) and University of Washington (UW) to amplify proposal. Washington State agreed to include social connectivity questions.
Continue to explore the role and promotion of senior centers as hubs for social connectivity	<ul style="list-style-type: none"> Participated in King County's Veterans, Seniors, and Human Services Levy "Support Senior Centers" investment process planning and review.

C-1: Support Healthy Aging

Objectives	Accomplishments
	<ul style="list-style-type: none"> Developed a data share agreement so that senior centers jointly funded by King County and the City of Seattle may provide data to one source beginning in 2025. Initiated planning for the City of Seattle senior center investment process.
<p>Support efforts to increase digital equity, including broadband access, device distribution, and digital skills. incorporate age-friendly concepts.</p>	<ul style="list-style-type: none"> Facilitated an anti-ageism discussion with Seattle Information Technology's Digital Equity team. Participated on a Seattle Information Technology investment review committee to award funds for digital navigators. Coordinated a mailing about the Affordable Connectivity Program to all Gold/FLASH care applicants. Incorporated content on digital literacy, avoiding scams, and on identifying disinformation through Age Friendly Seattle Civic Coffee. Engaged in joint planning with the City of Seattle senior center investment process to incorporate digital equity strategies.
<p>Partner with the community to co-design nutrition services tailored to the needs and preferences of older people in King County.</p>	<ul style="list-style-type: none"> Created a nutrition visioning plan to understand nutrition needs of older adults in King County. The visioning plan will be implemented in 2025-2026.
<p>Collaborate with providers, including Federally Qualified Health Centers, mobile providers, and/or others to promote primary care and behavioral health services for BIPOC and rural populations.</p>	<ul style="list-style-type: none"> Conducted 22 clinic visits to health systems including Overlake, Swedish, Pacific Medical Center, International Community Health Services (ICHS), Virginia Mason, EvergreenHealth, UW Valley Medical to share AAA programs and resources. Geriatric Workforce Enhancement Project funding focusing on primary care outreach activities ended in 2024. The ADS Primary Care Liaison will continue to respond to incoming requests from clinics and healthcare teams. Delivered AAA overview to 50 Doctor of Physical Therapy students at the UW School of Medicine. Disseminated at the UW's winter geriatric healthcare series online lectures to clinic contacts. Topics included "Aging with Serious Mental Illness" and "Racial and Ethnic Disparities in Dementia Prevalence".
<p>Increase staff and provider skills and/or capacity to respond to behavioral health needs.</p>	<ul style="list-style-type: none"> Incorporated topics related to services for people with behavioral health diagnosis in Care Coordination Program staff trainings. Facilitated outreach and discussion with behavioral health consultant candidates.
<p>Increase awareness about tools and supports for people living with dementia and memory loss and their caregivers, emphasizing outreach to BIPOC, limited English speaking, and LGBT.</p>	<ul style="list-style-type: none"> Coordinated with and trained African Americans Reach and Teach Health Ministry staff to host a Memory Sunday event in June. 23 churches participated in the 2024 Memory Sunday. Hosted annual "Legacy of Love" African American Caregivers Forum in November with a total of 72 participants.
<p>In recognition that older adults are uniquely vulnerable to some of the consequences of climate change, we will strive to integrate environmental sustainability across ADS</p>	<ul style="list-style-type: none"> Assigned an ADS Planning Unit Intern to initiate research on this topic. Work on this objective will continue in 2025.

C-1: Support Healthy Aging

Objectives	Accomplishments
administered and funded programs.	
Incorporate value-based purchasing into investments.	<ul style="list-style-type: none"> • Incorporated value-based purchasing language in 2025 food and meals contracts.

C-2: Enhance Well-Being

Objectives	Accomplishments
Facilitate flow of support and information among partners	<ul style="list-style-type: none"> • Hosted monthly fall prevention coalition meetings with community partners and community members. • Conducted presentations at senior centers during Falls Prevention Awareness Week.
Facilitate community- informed and driven housing design, adaptability, and support.	<ul style="list-style-type: none"> • Continued to deliver the CAPABLE program in partnership with Habitat for Humanity. 23 individuals were referred to the program, 7 new individuals were enrolled, and 9 clients completed the program in 2024.
Strengthen relationships with regional housing funders and partners.	<ul style="list-style-type: none"> • Attended Housing Development Consortium of Seattle-King County Home Repair Assistance Network meetings • Attended Resident Services Affinity Group meetings. • Participated on Planning Committee and attended June Washington State Affordable Home Ownership forum. • Supported NWUDC members in connecting with several affordable housing funders in King County to discuss adding accessible design as funding criteria.
Raise Community Living Connections and aging network awareness of Long-Term Care Trust Act and other benefits through local education and outreach campaign.	<ul style="list-style-type: none"> • Raised community awareness of WA Cares through outreach, material distribution and a media campaign, including 15 training and engagement events, 4 advertisements, 7 media appearances, and 8 articles in media. The media campaign resulted in over 200,000 impressions. • Coordinated with HSD Human Resources to arrange a WA Cares webinar for all HSD employees. • Coordinated with Seattle Youth Employment Program interns to produce a promotional brochure and a video conversation with family caregivers.
Continue engagement with healthcare systems to strengthen awareness of aging network service options.	<ul style="list-style-type: none"> • Conducted 22 clinic visits to health systems including Overlake, Swedish, Pacific Medical Center, ICHS, Virginia Mason, EvergreenHealth, UW Valley Medical to share AAA programs and resources. Geriatric Workforce Enhancement Project funding focusing on primary care outreach activities ended in 2024. The ADS Primary Care Liaison will continue to respond to incoming requests from clinics and healthcare teams. • Delivered AAA overview to 50 Doctor of Physical Therapy students at the UW School of Medicine. • Represented ADS at health fairs to increase awareness of AAA resources, reaching 250 individuals in Federal Way and Burien.
Support adoption of technology solutions that promote cross-	<ul style="list-style-type: none"> • Participated in monthly HealthierHere Community Hub Network Partner meetings. ADS staff were also appointed to HealthierHere Governing Board and Advisory Committees.

C-2: Enhance Well-Being

Objectives	Accomplishments
system coordination and visibility of resources.	<ul style="list-style-type: none"> Met with HealthierHere to share about AAA resource directories and client databases to inform future planning for integration. Convened four meetings with aging network partners who are participating in the Community Hub to support cross-system information sharing and strategic planning.
Support the roll-out of services like “One-Click/One-Call” that help users find and book specialized transportation options.	<ul style="list-style-type: none"> Incorporated a requirement that applicants commit to participating in the Find-A-Ride platform in the 2024 Transportation RFP. Participated on Find-A-Ride workgroups and facilitated information sharing with networks including Social Connectivity Learning Network, ADS Advisory Council, Age Friendly Seattle Listserv, and Community Living Connections regional networks.
Improve access to respite services.	<ul style="list-style-type: none"> Released a Respite RFQ to qualified new agencies for in-home respite. Five new agencies were identified for contracts in 2025.
Promote statewide efforts to develop caregiver programs for diverse communities, including BIPOC, LGBTQ, and those that speak a language other than English.	<ul style="list-style-type: none"> Coordinated with community partners and participated in a workgroup regarding use of TCARE assessment in diverse communities, resulting in proposed changes to TCARE screening and assessment.
Strengthen training and consultation programming for caregivers of individuals with dementia.	<ul style="list-style-type: none"> Supported a total of 26 Dealing with Dementia workshops with 313 attendees. Priority populations for the 2024 Community Living Connections investment process included older adults with Alzheimer's disease and related disorders and unpaid caregivers who are caring for them. 9 agencies were awarded funding for Caregiver Training and/or Consultation through the investment process, including four new providers of these services. Supported information sharing with provider networks about Powerful Tools for Caregivers training and class leader trainings offered by the Goldsen Institute at the UW.
Increase the number of successful referrals to the Care Transitions program	<ul style="list-style-type: none"> Referrals for the Care Transitions program received by centralized intake steadily increased throughout 2024: <ul style="list-style-type: none"> Quarter 1: 118 referrals Quarter 2: 114 referrals Quarter 3: 121 referrals Quarter 4: 141 referrals Total 2024: 494
Strengthen coordination with discharge planners from healthcare system partners	<ul style="list-style-type: none"> Placed temporary hold on new outreach activities to staff at hospitals or clinics due to Care Transitions case staffing capacity.

C-3: Maximize Dignity

Objectives	Accomplishments
Work with regional housing authorities to coordinate delivery	<ul style="list-style-type: none"> Engaged with Seattle Housing Authority about a pilot project to better coordinate supportive services to residents.

C-3: Maximize Dignity

Objectives	Accomplishments
of supportive services to older adult tenants in need and/or at risk of homelessness.	
Increase staff skills and capacity to serve clients with complex medical and behavioral health needs.	<ul style="list-style-type: none"> • Completed recruitment and hiring of a Nursing Manager. • Developed new checklists for nursing staff when responding to referrals related to skin issues and pressure injuries.
Promote access for sheltered and unsheltered older adults to supportive services and housing to prevent eviction.	<ul style="list-style-type: none"> • Served more than 320 clients across 50 Supported Housing provider buildings through partnerships with Downtown Emergency Service Center, Plymouth Housing, Catholic Community Services, Chief Seattle Club, Low Income Housing Institute, Solid Ground, Compass Housing, and YMCA.
Work with King County Department of Community and Human Services, Public Health—Seattle & King County, and other partners to ensure older adults have a voice on health and housing issues.	<ul style="list-style-type: none"> • No updates reported. Work on this objective will continue in 2025.
Implement elder abuse pilot focusing on repairing harm with perpetrator and victim, e.g., RISE.	<ul style="list-style-type: none"> • Prepared and submitted an application to the RISE Collaborative for the RISE-APS Replication and Evaluation Project grant opportunity.
Partner with The Workforce Development Council of Seattle-King County (WDC) and other regional groups to raise visibility of long-term care workforce issues and opportunities.	<ul style="list-style-type: none"> • Represented AAA in discussions of workforce capacity issues in HealthierHere board and committee meetings.
Continue development of healthcare workforce trainee curriculum to support competencies and retention in older adult/geriatric specialties.	<ul style="list-style-type: none"> • No updates reported. Work on this objective will continue in 2025.
Launch pilot program to explore coordinated-personal-care model in which home health aides have client assignments in geographic clusters (ex; in public housing buildings). Evaluate pilot to understand benefits, challenges, and resources required for scale.	<ul style="list-style-type: none"> • Initiated planning and execution of a pilot with four home care agencies, including data mapping. Outcomes are being analyzed, and a summary will be produced and disseminated in 2025.
Increase the number of recipients from Black, Indigenous and other communities of color to the Medicaid Alternative Care (MAC) and Tailored Supports for Older Adults (TSOA) programs.	<ul style="list-style-type: none"> • Provided training and support to African American Elders Program for MAC/TSOA program launch. • Facilitated the transfer of MAC/TSOA clients to African American Elders Program. • Convened meetings with Chinese Information and Service Center (CISC) to collaborate on their outreach efforts for MAC/TSOA and Care Transitions programs.

C-3: Maximize Dignity

Objectives	Accomplishments
	<ul style="list-style-type: none">Integrated development of the MAC/TSOA Program Enrollment Outreach Plan in ADS-Department of Neighborhoods Inter-Departmental Agreement scope. Work on this objective will continue in 2025.
Increase network adequacy of long-term services and supports vendors. Explore third party contracting vendor used by the DSHS New Freedom program	<ul style="list-style-type: none">Initiated two new MAC/TSOA-specific contracts in 2024.

C-4: Partner with Tribes

Objectives	Accomplishments
Participate in annual 7.01 meetings with tribal members and Office of Indian Policy staff.	<ul style="list-style-type: none">Held 7.01 Meetings on the following dates:January 22, 2024: SnoqualmieMarch 22, 2024: MuckleshootJuly 30, 2024: MuckleshootOctober 29, 2024: Muckleshoot
Advocate for culturally relevant delivery of services to Native American tribes and urban Indians.	<ul style="list-style-type: none">Reviewed Snoqualmie 7.01 Plan and added two new goals and objectives:Goal #3 "Expand support to caregivers through the ADS Caregiver Support Program"Goal #4 "Assign one ADS Case Manager for all Snoqualmie CMP clients for continuity."Submitted the annual 7.01 Plan and Progress Report for both the Muckleshoot Indian Tribe and the Snoqualmie Indian Tribe on October 31, 2024.Met with Snoqualmie representatives on November 15, 2024 and followed up about Goal #4.
Coordinate efforts to connect King County tribes and organizations to the Community Living Connections network.	<ul style="list-style-type: none">Presented information about ADS Care Coordination Program services, including Community First Choice, COPES, New Freedom, MAC/TSOA, Family Caregiving Support, and non-core or discretionary services at the March meeting.Held first cross-commission conversation between the ADS Advisory Council and the Indigenous Advisory Council on October 11, 2024. This work will continue into 2025.

C-5: COVID-19 Response Services and Supports

Objectives	Accomplishments
Review policy and procedures to ensure effective continuation of services.	<ul style="list-style-type: none">Facilitated training with Family Caregiver Support providers to support compliance with lifting of pandemic home visit flexibilities.Developed and updated local program policies and procedures, including Nutrition and Family Caregiver Support Program.
Ensure staff have current information on all LTSS programs and eligibility.	<ul style="list-style-type: none">Incorporated information during monthly Combined Team Trainings, Info Share, and contracted provider meetings.

C-5: COVID-19 Response Services and Supports

Objectives	Accomplishments
Explore strategies to get people to return to in-person congregate meal dining, as opposed to takeout meals	<ul style="list-style-type: none">• Convened with contracted providers regularly to monitor trends and needs. Clients began returning to in person dining; however, congregate programs need more funds to meet demand. Other strategies may be identified in nutrition visioning objective identified in Goal C1.
Continue to support vaccination and boosters in partnership with Public Health—Seattle & King County.	<ul style="list-style-type: none">• Public Health – Seattle & King County in-home vaccination program is still operational, and ADS continued to share related information with internal teams and network partners.

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.