

# APPENDIX E

## REPORT ON ACCOMPLISHMENTS

The 2008-2011 Area Plan highlighted many topics of concern and outlined how the Area Agency on Aging would address them. Seven major issue areas were identified, along with goals and objectives. Measurable activities were slated to be undertaken in response to these objectives.

The following outlines the progress made to reach the goals and complete the objectives as stated in the 2008-2011 Plan, and to update information on the agency's new objectives. Please see Section C for background information on each issue area.

### **ISSUE AREA: FAMILY CAREGIVING**

#### **Problem/Need Statement:**

During the past few years, there has been a growing recognition of the contributions and challenges faced by family members and other informal caregivers. Public policy (and with it the availability of new public funds) has been directed toward developing services supporting these caregivers. In Snohomish County, a network of services has been developed to support family caregivers and help sustain them in their caregiving role. This network is called "Family Caregiver Programs Serving Snohomish County."

There is a continued need for ensuring the community knows about the availability of services. In addition, services need to be expanded and refined to meet the needs of caregivers throughout the county. As our county's population continues to grow in diversity, further efforts to ensure family caregiver services are accessible and culturally appropriate will need to be made.

**Goal:** Increase resources and services for family caregivers in Snohomish County.

**Objective:** Expand and strengthen the capacity of the Family Caregiver Network.

**Measurable Activity:** Upgrade and redesign the Family Caregiver Website – [www.snocare.org](http://www.snocare.org) - by March, 2008.

**Update:** Until late 2008, [www.snocare.org](http://www.snocare.org)'s host server was located at Whidbey.net. Moving the locus of control to the Senior Services' server took close to eight months. With the site now managed in-house, the website redesign is moving forward quickly. The proposed changes include: incorporating easy navigation strategies, adding a professional access place for the new Caregiver

Network Directory, expanding resource information, and incorporating specific elements of T CARE as it rolls out in 2009.

**Measurable Activity:** Expand the Kinship Caregiver Support Program (KCSP) by recruiting 10 new community advocates in County school districts and serving 65 kin families. Dec. 2008.

**Update:** Seven new community advocates were recruited; 42 families were served by December, '08. Community advocates include counselors from Jackson and Cederwood (Elementary) and North Middle School (in Everett) -- Emerson Elementary (Snohomish) and numerous advocates from ECEAP and the County Veterans Program.

**Measurable Activity:** All family caregiver staff will be trained as Class Leaders in *Powerful Tools for Caregiving*; all kinship caregiver staff will be trained in *Parenting the Second Time Around*; and all family caregiver staff will receive disease specific education for dementia. Continuing education / training is designed to improve the quality and consistent delivery of Family Caregiver Program services throughout the County. December, 2008.

**Update:** Staff at all of our Family Caregiver Network contractors (with the exception of the East County program) are trained as Class Leaders for "Taking Care of You: Powerful Tools for Caregiving." Two newly trained Class Leaders work as Individual Providers' caregiver instructors at Sunrise Homecare Services. Powerful Tools were offered through them in 2009. In addition, two Master Trainers have been certified. One kinship caregiver facilitator was trained in "Parenting the Second Time Around" but this person is no longer with the program. In 2008 Connections Care Consultation Services (offered through the Alzheimer's Association) were expanded. One staff is now dedicated to Snohomish County. Since 2008 she has been housed adjacent to the Senior Services' Information & Assistance Program. Her presence has already generated dividends as an in-house expert on dementia.

**Objective:** Expand resources for targeted populations.

**Measurable Activity:** Add additional contractors with the capacity to serve targeted populations of caregivers that may include, but not be limited to, individuals: living in rural communities, involved in non-traditional families, older adults caring for disabled adults, families with limited English, and Native Americans. (Note: pending additional funds through the State Family Caregiver Program.) June 2009

**Update:** There were no additional funds.

**Measurable Activity:** Continue to provide caregiver-related educational programs to the ethnic elder community via the annual Ethnic Elder Resource Fair. December 2008 and ongoing

**Update:** The Ethnic Elder Fair is an annual event. The 4<sup>th</sup> Annual Ethnic Elder Fair was offered in the Fall of 2008. A caregiver-related program was offered as one of the event offerings. The program was offered in the following languages: English, Vietnamese, Tagalog, Korean, Spanish, Chinese (Mandarin and Cantonese) and Russian. Programming is being finalized for the 5<sup>th</sup> annual fair in Fall of 2009.

**Measurable Activity:** Initiate and develop working relationship with caregivers and kin families who are in non-traditional families. Meetings will be tracked and a count made of participants. December, 2008

**Update:** A GLBT (Gay, Lesbian, Bi-Sexual, Transgendered) survey was conducted in the summer of 2009. Family Caregiver issues were a focus. Results (still pending) will guide outreach and service strategies.

**Goal:** Strengthen the Family Caregiver Network through increased collaboration.

**Objective:** Develop formal collaborative relationships with programs and services affiliated with the Family Caregiver Program.

**Update** Three major projects contributed to this objective. First, a Network working agreement was developed and signed by all program contractors. Second, a Network Directory was developed; the Directory provides details for each of the family caregiver programs. The Directory is used not only internally but is target-marketed to key referents – such as discharge planners, hospice workers, and other professionals. The Directory is accessed through the Caregiver Website. The third project is the Family Caregiver Network brochure; the brochure not only highlights the principle service provider of the Family Caregiver Program, but also highlights other community programs that serve family caregivers, such as: Geriatric Depression Screening / Counseling Program, Evergreen Enhance Wellness Program, Senior Nutrition Program, Long Term Care Ombudsman, Caregiver Skills Training through Sunrise Home Care Agency, and Adult Day Services.)

**Measurable Activity:** Develop a multi-year strategic plan with the Alzheimer's Association, Central and Western Washington Chapter. March, 2008

**Update:** A formalized plan has not yet been finalized. One goal has already been achieved with the expansion of the Connections Care Consultation Services in Snohomish County and the placement of the dedicated staff adjacent to Senior Information and Assistance.

**Measurable Activity:** Develop a formal working relationship between the Family Caregiver Program and community programs to include, but not be limited to: Adult Day Health / Day Care, Respite, Depression Screening Program, Senior Peer Counseling Program, Sunrise Services, and the Alzheimer's Association. March, 2008.

**Update:** The Directory and the Caregiver Brochure noted above also include information about these programs. The marketing strategy is to include both funded and non-funded (with Family Caregiver dollars) programs – all of which are valuable community assets for family caregivers. A secondary goal is to expand the non-funded list to closely align with the objectives of Tailored Care Assessment and Referral (TCARE) that will roll out in 2009. Now that the above programs have been publicly aligned with the Family Caregiver Programs, they will be offered the opportunity to sign a formal working agreement with the Family Caregiver Programs in early 2019.

**Objective:** Develop and/or increase informal collaborative relationships with programs and services affiliated with the Family Caregiver Program.

**Measurable Activity:** Expand and strengthen relationships with Communities of Faith to include, but not be limited to: training (Alzheimer's / Dementia for Faith Ministry leaders and caregivers); resources for older adults; consultation; and caregiver-related services that can be delivered by faith communities. December, 2008 and 2009.

**Update:** Two Faith Communities are emerging as community leaders. Edmonds Presbyterian hosted a fall 2008 Brain Health seminar, on a Saturday, that drew 90 participants. This community also hosted a Powerful Tools for Caregiving 6-week class and a ½ day workshop featuring Teepa Snow. Trinity Episcopal (Everett) is also interested in hosting Teepa Snow, but, more importantly, are interested in consulting with LTC & Aging about the possibility of starting an Adult Day Care program. Lastly, the Community of Faith Caregiver Kit has been edited and distributed.

**Measurable Activity:** Expand and strengthen the cadre of trained community advocates active with the Kinship Caregiver Support Program. Targeted organizations may include, but not be limited to: the public schools system (via school counselors), the Family Support Centers, DDD, ECEAP, Senior Centers, and community-based not for profit organizations. Goal for 2008 is a total of 50 advocates; for 2009, a total of 75 advocates.

**Update:** We did not reach our goal of 50 advocates but are, none the less, pleased with an accelerated interest in the program and in recruiting the County Veterans Assistance Program staff to identify kin families. Two elementary school principals have agreed to promote the program via their regular

correspondence with other principals. ECEAP also has a renewed interest in the program. Birth to Three DDD (ITEIP) program is now co-housed with LTC & Aging. A meeting is scheduled to talk to them about the program. Also, the Kinship Caregiver program is going out to bid this fall. The goal is to fund one substantive program (vs. 3 small ones) that will provide oversight and development for the issue that includes both the Kinship Caregiver Program and the Kinship Caregiver Support Program.

**Goal:** Expand public awareness of Family Caregiver Programs and their effectiveness.

**Objective:** Conduct program outreach and marketing.

**Measurable Activity:** Develop and conduct program outreach and marketing activities to reach targeted communities that may include, but not be limited to: Communities of Faith, non-traditional families, ethnic and Native American caregivers, medical professionals, the court-system, and employers. Ongoing.

**Update:** The Community of Faith Caregiver Kit was edited and printed the 3<sup>rd</sup> quarter of 2009; the former Kinship Caregiver Kit was redesigned in 2008 and is designed to be an informational companion piece supplementing the State's publications in this topic. The Directory (referenced earlier) is poised to be included in the redesigned caregiver website and will be included in the "professional" section. The Kinship Kit will be printed the 3<sup>rd</sup> quarter of 2009.

**Objective:** Assess program outcomes for continual improvement.

**Measurable Activity:** Develop and conduct annual program evaluation. Incorporate findings into overall programming. December, 2009 and 2010.

**Update:** Annual evaluations will be accomplished the 4<sup>th</sup> quarter of 2009 and 2010.

**Goal:** Integrate TCARE into our existing family caregiver program.

**Objective:** Implement our AAA roll-out plan.

Snohomish County delivers services through: Respite services (managed at the County), two countywide service providers (Senior I & A and the Alzheimer's Association), and four community-based organizations, strategically located based on geographic representation and population density. Each site provides a full menu of core services.

**Measurable Activity:** Establish IT connection to the state by Fall of 2009/Spring of 2010.

The strategy is to establish connections with this priority: Snohomish County, then Senior I & A, then three of the four community-based organizations (Stillaguamish Senior Center, the Family Center of South Snohomish County, Northshore / Mill Creek Senior Centers. The fourth community-based organization, East County Senior Center, has been working through a corrective action plan this year; acceptable progress with this plan is critical to their participation in TCARE. Note that the Family Caregiver Program is in the RFP cycle the fall of 2009. In addition, the Alzheimer's Association does have connection to TCARE via their office at Senior I & A; IT connection at their HQ is a priority the late fall of 2009 / spring of 2010. Note that the Alzheimer's Association is moving its office in the fall of 2009 to a downtown Seattle site.

**Measurable Activity:** Secure TCARE training for targeted staff by December, 2009.

**Update:** Snohomish County has committed to train, initially, two TCARE Assessors: one at Senior I & A and one at the County (Respite Coordinator). Note that the I & A Assessor has been involved in the TCARE research project for the past 18 months. A third Assessor, also involved in the research project, may be used in this role should the demand warrant it.

Regarding TCARE screeners, all of the I & A staff (8) have been trained. This group has the capacity to serve non- and/or limited-English speaking in the following languages: Tagalog, Vietnamese, Chinese, Spanish, and Korean. Three of the four community-base organizations have trained screeners.

**Measurable Activity:** Develop protocol and strategies for training new TCARE screeners by the fall of 2009.

**Update:** Soon after all of the identified screeners were trained, both staff at the Northshore/ Mill Creek Senior Centers secured new jobs. This prompted a need to formalize a process for training new Screeners sooner than expected. The schedule for screening training for Alzheimer's Association and a Contractor in the East County remain the same...the late fall of 2009

**Measurable Activity:** Develop a TCARE phase-in service strategy by fall of 2009.

The Family Caregiver Network (made up of both Contractor's and non-Contractors affiliated with the program) now meet monthly until further notice. The purpose is to discuss and solve operational issues to monitor and insure a successful roll-out.

**Update:** The first phase of rollout started with Senior I & A - centralized model. This allowed a cushion so that the IT / TCARE issues can be worked out before a

comprehensive roll-out to all contractors. Screenings are conducted both by trained TCARE screeners working at community-based organizations (the “field”) as well as Senior I & A staff. “Field” screeners will collect demographics and a screen on paper and FAX it to Senior I & A; I & A staff will enter the data and screen into the state system; and a score will be generated. If 3 of 5 high or less, the information will be returned to the referring field staff with service recommendations. If 4 of 5 or higher, and, respite is recommended, the caregiver will be referred to the Respite Coordinator for an assessment; if respite is not a service option for the caregiver the assessment will be conducted by the I& A Assessor.

In the second phase the collection of demographics, screening and entering of the data will be conducted not only Senior I & A staff, but all “field” contractors. In 2010 we’ll evaluate the need for training additional assessors in the field. The goal of 2010 is that all family caregivers receiving core services receive a TCARE screen.

**Goal:** Refine the newly created centralized, countywide community-focused kinship caregiver support program in Snohomish County.

In 2008 the County consolidated the Kinship Caregiver Program by contracting with one service provider. The objectives included: 1) provide issue oversight and leadership for the program; 2) provide direct program support to include, at a minimum, group support, individual support, kinship caregiver retreats and workshops, and large community educational events; 3) build on existing relationship with the Community Leveraging Team (CLT) and aggressively partner with DSHS, Region III (Children’s Administration’s) Family to Family Initiative to promote collaborative partnerships between the state social service system and community agencies that are able to provide prevention services thus ameliorating access to required community-based services by those in need including caregivers; 4) liaison with DSHS/CSO’s to reach caregivers not served by formal systems; 5) conduct outreach to the schools and other community advocates; and 6) disseminate information and program materials through service organizations, community groups, healthcare providers, faith-based organizations and school districts.

**Objective:** Monitor and evaluate the service model for the Kinship Caregiver Program

**Measurable Activity:** Conduct a formal assessment of the program. 1<sup>st</sup> quarter, 2010.

## **ISSUE AREA: INFORMATION AND ASSISTANCE SERVICES & DISABILITY RESOURCE CENTERS**

### **Problem/Need Statement:**

As the ADRC pilot projects across the nation continue to develop, the usefulness of this type of service model may become more established. It is possible that some future funding opportunities will depend upon the existence of ADRCs across the state. In anticipation of this possibility, Snohomish County needs to identify how it might realign its Senior Information and Assistance Program into an Aging and Disability Resources Center.

Several challenges have already been discovered through the program in Pierce County. Their experience of the issues, along with potential problems identified by staff and the Snohomish County I & A Program, has pinpointed the following challenges:

- Concern that time demands of “options counseling” may overwhelm resources
- Incompatible database systems operated by all the agencies which would have to be integrated
- Constraints of County Internet format and access, and security issues
- Overwhelming reporting requirements
- Lack of physical space to contain new staff, equipment, etc., and the attendant capital costs to resolve the problem
- Vast differences in approach, mission, policies and procedures of core agencies
- Mistrust among community partners in the integration process and outcomes
- Reality of the enormous learning curve this would represent (new and expanded information for community partners to assimilate)
- Outreach to new populations will be a strain on existing resources
- Creating community awareness of the new “system” will require a new plan, funding, and sustained effort

Given the current capacity and resources of the Senior Information and Assistance Program, any new goals and objectives dedicated to integration into an ADRC would only be implemented with additional funding targeted to this process.

**Goal:** Facilitate the expansion of Senior Information and Assistance to also serve a younger, disabled population with increased counseling options and information resources, pending funding.

**Update:** Due to lack of funding to expand Senior Information and Assistance into an Aging & Disability Resource Center, LTCA is not moving ahead on this goal.

**Objective:** Create an implementation plan to expand Senior Information and Assistance functions.

**Measurable Activity:** Identify resources and services providers who serve different populations (including 2-1-1). Create a coalition of these service providers. December 2010

**Measurable Activity:** Update current objectives to work on critical issues of adequate resources and communication (e.g., compatible database systems). Collaborate on establishment of critical protocols, policies and procedures. December 2011

**Goal:** Expand the Senior Information and Assistance resource database to meet AIRS (Alliance of Information and Referral Systems) standards and increase access to disability resource information for all ages.

**Objective:** Improve access to services by family and community members through the implementation of the Resource House database collaboration between Senior Information and Assistance and North Sound 211.

**Update:** For approximately 18 months, Senior Information and Assistance and North Sound 211 had full access to each other's databases and shared responsibility for updating records. Ultimately, however, conflicting business needs ended this collaboration. Senior Information and Assistance found that 211 records did not have enough depth and details.

**Measurable Activity:** Increase resource records for older adults and disabled individuals needing long term care services. January 2009

**Update:** Total Senior Information and Assistance resource records have increased from 880 to more than 1,000.

**Measurable Activity:** Redesign the Senior Information and Assistance Community Resource website to improve access to services by the community and family members. June 2009

**Update:** The Senior Information and Assistance website improvements were completed in early 2008.

## **ISSUE AREA: IN-HOME SERVICES**

### **Problem/Need Statement:**

The demand for qualified case managers will continue to match the growth in the population of frail elderly and disabled adults in Snohomish County. A skilled workforce will need to include bi-lingual and bi-cultural staff, along with an increase in interpreter services.

**Goal:** Increase the quality of case management services to populations with limited English proficiency (LEP).

**Objective:** Recruit employees with specific language skills to match client demographics.

**Measurable Activity:** Monitor changing demographics of population through client data, community resources and Office of Financial Management statistics. Continue to expand employee recruitment pool based on client need. Ongoing.

**Update:** We routinely track the self-reported ethnicity and primary language of all clients in an internal database. This data is used to determine our need for bilingual case managers. Currently hiring is frozen due to potential layoffs and bumping, so that open recruitment for staff positions is currently restricted.

**Measurable Activity:** Improve access and quality of services to LEP clients by addressing issues of professionalism, ethics, and accuracy with paid interpreters. December, 2008.

**Update:** Through meetings with the program manager of our primary interpreter agency, we have set expectations for improved professional performance of paid interpreters. Based on follow-up feedback from our staff, there has been improvement in performance with this vendor. We anticipate establishing contracts for interpreter services that will provide tools for on-going evaluation and feedback on performance.

**Goal:** Work towards continuous improvement in the delivery of services to home care clients.

**Measurable Activity:** Implement recommendations from the Cluster Care Project Client Satisfaction Survey. December, 2009.

**Update:** Responses to the survey were generally positive. Case Management staff met with Sunrise staff after the survey to talk about the results, policies, etc. No substantive changes have been made to services.

**Measurable Activity:** Modify the County Case Management website to be more accessible to clients, families, and providers. December, 2009.

**Update:** Since July 2008, the Snohomish County Case Management Division has been working with our Division of Information Services (DIS) as well as our partners in the Aging and Disability Services Administration to craft a process to share client assessment data electronically via SharePoint with our subcontracted in-home care providers. This process was implemented in 2009.

**Measurable Activity:** Improve and standardize practices for RNs regarding particular client issues, such as fall prevention. December, 2011.

**Update:** Anne Shumway-Cook (PT, PhD Professor with the Department of Rehabilitative Medicine at the Univ. of Washington) provided an interactive presentation on Fall Prevention: Strategies to Identify and Reduce Risk on July 8, 2008. She presented three tests used as a predictor of falls ( Timed Up and Go, Functional Reach Test, and Chair Stand Test) as well as exercises to improve balance and reduce fall risk. 22 of our staff attended this presentation. We have discussed some ideas around contracting for a client training COPES waived service with a PT who could perform the fall risk assessment & do client training for clients.

In October 2008, the RN Referral Procedure was reviewed and revised. There are 2 types of RN referrals: Skin Observation Protocol referral and Regular RN Referral. There are tips & directions on the back of each referral sheet. The RN's provided the updated information to Case Managers.

Yearly Blood-borne Pathogen training (required by the Safety office) is presented for the Case Management staff. It is customized to the work we do & emphasized that with Case Management jobs the risk of exposure to Blood-borne Pathogens is incidental and the purpose of the training is awareness.

### **ISSUE AREA: HEALTHY AGING**

**Problem/Need Statement:**

Snohomish County is experiencing an enormous increase in the number of its older adults. There needs to be an increased response to both the physical and mental health needs of these individuals, through disease prevention and education.

Research has proven that untreated depression can lead to physical deterioration, cognitive impairment, and suicide. LTCA will increase access to age-appropriate services to assess individuals, provide counseling, and educate

the public about geriatric mental health issues. This also means increasing access to information about emergency preparedness. Disaster disrupts our way of life and peace of mind. It can make people feel unsafe and afraid and may increase feelings of mistrust and prejudice. Being mentally and emotionally prepared is the best way to reduce the effects of natural disaster or terrorism.

Untreated dental disease can lead to deterioration in overall physical health of individuals. LTCA will increase access to dental health education and dental services for Snohomish County older adults, with a particular focus on low-income individuals.

Lack of adequate nutrition and physical exercise can contribute to chronic diseases, increase the symptoms of some diseases, and can lead to premature institutionalization. LTCA will increase advocacy and education efforts targeted to nutrition and physical activity for older adults.

**Goal:**

Promote equity and resources for older adults to access mental health care.

**Objective 1:**

Implement evidence-based practices to improve the mental health of Snohomish County seniors.

**Measurable Activity:** Provide information to local service agencies that can promote disaster preparedness and education for both personnel and clients. A minimum of 12 agencies will be contacted by December 2008. All subcontractors will have disaster preparedness responsibilities built into their contracts by December 2009.

**Update:** Disaster preparedness clauses have been added to all subcontractor contracts as of December 2008.

**Measurable Activity:**

Advocate for implementation of recommendations of the Geriatric Mental Health Access Project conducted in 2007. (The Geriatric Mental Health Access Project (GMHAP) will design and develop a mental health services delivery model focused on older adults and integrated cross-system partnerships.) Ongoing.

**Update:** LTCA convened several meetings of the Geriatric Mental Health Access Project (GMHAP) in 2008. The group consists of Snohomish County mental health providers, county staff, physical health care providers, aging service providers and advocates concentrating on how to improve and expand mental health services for older adults. Members submitted ideas for new and expanded mental health services and worked on developing the case for why the

mental health needs of older adults should be a priority in terms of allocating money for services.

**Goal:**

Promote equity and resources for older adults to access dental care.

**Objective 1:**

Expand options for dental care and prevention of dental disease in older adults in Snohomish County.

**Measurable Activity:**

Expand dental health promotion efforts in Snohomish County by December 2009 by methods which may include:

- a. Seek resources to underwrite expansion of dental health promotion efforts.
- b. Conduct a dental supply drive.
- c. Conduct a dry mouth awareness campaign.

**Update:** LTCA was successful in obtaining a “Senior Smiles” grant from the Snohomish County Dental Society. Extensive dental care kits were distributed to 450 low-income Meals on Wheels clients during September 2008. An additional 100 oral health booklets were distributed to congregate meal participants.

Additionally, an educational program entitled “32 Reasons to Smile: Oral Health As You Age” was presented in September 2008, co-sponsored by the Everett Clinic and advertised through their marketing division. It included presentations by a dentist, a nutritionist, and a resource specialist.

**Measurable Activity:** Expand dental services for low income seniors in Snohomish County by December 2010 by methods which may include:

- a. Conduct a Dental Summit
- b. Explore connections with UW School of Dentistry
- c. Advocate for expansion of mobile dental van services

**Update:** A contract was established with the University of Washington Geriatric Mobile Dental Clinic, and services were provided to 76 low-income individuals in 2008. Individuals targeted were those just above the Medicaid eligibility level, but below 200% of the federal poverty level. A large percentage of the clients were Limited or Non-English speaking. UW dental staff commented on the extreme needs of these clients. Similar services were provided in 2009 for over 70 individuals.

**Goal:** Promote successful and healthy aging through quality nutrition and physical exercise.

**Objective 1:** Expand options for adequate nutrition services for older adults.

**Measurable Activity:** Advocate for expansion of Meals on Wheels to two meals per day per participant. Advocacy efforts will be targeted to state legislators. December 2008

**Update:** In January, advocacy announcements were sent to members of E-Scan (Electronic Senior Citizen Action Network) to contact their legislators regarding this issue.

**Measurable Activity:** Provide information to ethnically diverse populations on healthy eating and available nutrition services. Ongoing.

**Update:** Nutrition and healthy eating is a focus of the 5<sup>th</sup> annual Ethnic Elders Resource Fair in Fall of 2009. Cooking demonstrations and ethnically appropriate nutrition information will be provided. Nutrition education is also regularly provided at the Multicultural Senior Center. Nutrition education classes are also being prepared for the Russian seniors' meal site and should be delivered in 2010.

**Objective 2:** Expand options for physical activity for older adults.

**Measurable Activity:** Promote awareness and education regarding the need for physical activity in healthy aging. Ongoing

**Update:** Staff participated in the Senior Stroll event at Everett Mall (Sept. 2008) which provided information on the benefits of physical activity, particularly as it relates to fall prevention. Similar events are scheduled for Fall of 2009.

“Healthy Communities by Design for All Ages”, a forum to be held in Fall 2009, addresses how the built environment affects physical and mental health of residents. The forum will advocate for communities which afford walkable access to jobs, shopping (including grocery stores), entertainment, education, and social events.

## **ISSUE AREA: NATIVE AMERICAN ELDERS**

### **Problem/Need Statement:**

Native American elders have historically been underserved by the traditional community service system. Developing new, culturally appropriate methods of connecting them to needed services is called for in order to increase their access to the service system.

**Goal:** To increase access to services for Native American elders in Snohomish County.

**Objective:** Develop a partnership with Native American advocates, service providers, tribal representatives and others that will enhance the connection between Native American elders and services.

**Measurable Activities:** See 7.01 Plan for 2009/2010 Ongoing.

**Policy 7.01 Implementation Plan**

Timeframe: July 1, 2009 to June 30, 2010

**Snohomish County AAA**

Plan Due Dates: April 2 (Regional Plan submitted to Assistant Secretary) and April 30 (Assistant Secretary Plan submitted to IPSS) of each even-numbered year.  
 Progress Report Due Dates: April 2 (Regional Plan submitted to Assistant Secretary) and April 30 (Assistant Secretary Plan submitted to IPSS) of each odd-numbered year.

Implementation Plan				Progress Report
(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	(4) Lead Staff and Target Date	(5) Status Update for the Fiscal Year Starting Last July 1
1. Recognize, communicate and negotiate with Tribes on a Government to Government basis	Quarterly 7.01 meetings	In 2008/9, Stillaguamish Tribe did not wish to pursue a 7.01 plan based on lack of need for services and staffing issues.	AAA lead staff—Stefanie Novacek  Stillaguamish Tribe – Edward Reser	Stillaguamish Tribe has indicated some interest in reviewing possible mutual activities for this coming year.
2. Support tribal efforts to inform elders of available services and to educate elders on important issues.	Mail 2009-2010 Senior Source Resource Guide to Tulalip and Stillaguamish elders  Provide dementia information for seniors attending the Tulalip meal site, as well as for those receiving home delivered meals.  Collaborate with tribal staff to develop an educational lunch program focused on diabetes, dementia, or cancer for tribal elders.	Increased awareness of county services available to tribal elders.  Increased awareness of health promotion and prevention among tribal elders.	Stefanie Novacek & Susie Starrfield, LTCA  Virginia Carpenter, Tulalip Senior Center	The Senior Source was provided to Tulalip staff for distribution to all seniors and elders in May of 2009. Updated versions of this resource guide will continue to be provided to Tulalip Tribal elders each year.  Diabetes information was provided to Tulalip staff during the first quarter of 2008. Educational materials on dementia will be provided during 2009.  Meetings were held in June 2009 (at Tulalip elders breakfast and 7.01 meeting) to update plan.

**Policy 7.01 Implementation Plan**

Timeframe: July 1, 2009 to June 30, 2010

**Snohomish County AAA**

Plan Due Dates: April 2 (Regional Plan submitted to Assistant Secretary) and April 30 (Assistant Secretary Plan submitted to IPSS) of each even-numbered year.  
 Progress Report Due Dates: April 2 (Regional Plan submitted to Assistant Secretary) and April 30 (Assistant Secretary Plan submitted to IPSS) of each odd-numbered year.

Implementation Plan				Progress Report
(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	(4) Lead Staff and Target Date	(5) Status Update for the Fiscal Year Starting Last July 1
3. Support tribal efforts to provide nutrition services to seniors and elders.	Provide nutrition services (food) and nutrition information for Tulalip Senior Center participants and homebound seniors.	Increase availability of nutritionally sound meals.  Increase tribal members' knowledge of nutrition requirements, diabetes management, etc.	Virginia Carpenter, Tulalip Senior Center Susie Starrfield, LTCA  Martha Peppones, Senior Services of Snoh. County	During 2008, insulated carrier packs were provided to Tulalip Senior Center staff for use in delivering hot meals to homebound seniors.  Use of Title IIIC funding enabled Tulalip Senior Center to provide a new service - breakfast for approximately 15 seniors/elders per weekday.  Services continue to be provided for the congregate meals and home delivered meals.
4. Continue providing and/or facilitating technical assistance to tribes as needed	Topics to be determined by tribes but could include: Family caregiver and kinship care issues; Long Term Care ombudsman program ; Federal or State law or WAC changes.	Increased awareness and accessibility of services available to tribal elders.  Improved communication and planning around policy changes impacting tribes.	Helen Fenrich, Virginia Carpenter, Paula Cortez, Natalie Knapp, and Lahneen Fryberg - Tulalip Tribes  R3 IPSS Staff LTCA Staff	Renewed efforts will be made in 2009 to bring LTC Ombudsman information and resources to the reservation.

**Policy 7.01 Implementation Plan**

Timeframe: July 1, 2009 to June 30, 2010

**Snohomish County AAA**

Plan Due Dates: April 2 (Regional Plan submitted to Assistant Secretary) and April 30 (Assistant Secretary Plan submitted to IPSS) of each even-numbered year.  
 Progress Report Due Dates: April 2 (Regional Plan submitted to Assistant Secretary) and April 30 (Assistant Secretary Plan submitted to IPSS) of each odd-numbered year.

Implementation Plan				Progress Report
(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	(4) Lead Staff and Target Date	(5) Status Update for the Fiscal Year Starting Last July 1
5. Implementation of Sno Co AAA's and Tribal Representatives contact list	Tribal contacts and AAA contacts to be emailed to IPSS, R3  Sno Co AAA will select a Tribal Liaison to be lead contact for local Tribes	Comprehensive contact list for both Tribes and AAA to enhance communication flow  Point of contact between AAA and Tribes	Helen Fenrich, Virginia Carpenter, Paula Cortez, Tulalip Tribes; R3 IPSS Staff Lead - Jerry Fireman, AAA Also: Susie Starrfield, AAA Stefanie Novacek, AAA	Completed
6. Invite Tribes to send representatives, at their discretion, to work groups and other events organized by LTCA .	LTCA will invite tribal representatives to participate in aging-related work groups and events such as <ul style="list-style-type: none"> <li>• Snohomish County Coalition Against Elder Abuse</li> <li>• Aging Readiness Summit</li> <li>• Family Caregiver Coalition</li> <li>• Geriatric Mental Health Access Project</li> <li>• Falls Prevention Coalition</li> </ul>	Ability to provide services geared toward culturally appropriate service	Helen Fenrich, Virginia Carpenter, Kathy Hurd, and Paula Cortez, Tulalip Tribes  R3 IPSS Staff LTCA Staff and Providers	Ongoing

**Policy 7.01 Implementation Plan**

Timeframe: July 1, 2009 to June 30, 2010

**Snohomish County AAA**

Plan Due Dates: April 2 (Regional Plan submitted to Assistant Secretary) and April 30 (Assistant Secretary Plan submitted to IPSS) of each even-numbered year.  
 Progress Report Due Dates: April 2 (Regional Plan submitted to Assistant Secretary) and April 30 (Assistant Secretary Plan submitted to IPSS) of each odd-numbered year.

Implementation Plan				Progress Report
(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	(4) Lead Staff and Target Date	(5) Status Update for the Fiscal Year Starting Last July 1
7. Recruitment of AI/AN for Snohomish County available positions	Develop and maintain contacts of Tribal Representatives & Snohomish County AAA representatives to disseminate employment opportunities	Increase American Indian/Alaska Native employment within Snohomish County Government and other agencies	Julie Jefferson & Susie Starrfield	All job announcements from the Snohomish County and other governmental agencies are being shared with the tribes, through the assistance of Julie Jefferson, on an ongoing basis. At her request, job announcements will also be sent to Virginia Carpenter, Tulalip Senior Center.
8. Case management/ accessibility issues	Build relationships between AAA case managers & Tribal Elders; include case managers in different tribal functions involving Tribal elders, specifically Elders breakfast, advertise on channel 10, the elders newsletter and the See Yacht Sub-newspaper; have Tribal contact representatives accompany case managers to Tribal homes.  Assign a tribal contact to assist managers, to aide in completion of paperwork, apps, etc., in Tribal residences	Better access to services; enhance and make the assessment process more culturally appropriate for elders; improved level of trust; elders to gain information on a variety of different services.	Virginia Carpenter from Tulalip Tribes-Elder Services; Paula Cortez, Tulalip Tribes; John Peterson, Snohomish County AAA; Supervisor Bob Quirk from Senior Services of Snohomish County.	During 2009/10, LTCA staff along with County Case Management staff will renew efforts to schedule this meeting.

**Policy 7.01 Implementation Plan**

Timeframe: July 1, 2009 to June 30, 2010

**Snohomish County AAA**

Plan Due Dates: April 2 (Regional Plan submitted to Assistant Secretary) and April 30 (Assistant Secretary Plan submitted to IPSS) of each even-numbered year.  
 Progress Report Due Dates: April 2 (Regional Plan submitted to Assistant Secretary) and April 30 (Assistant Secretary Plan submitted to IPSS) of each odd-numbered year.

Implementation Plan				Progress Report
(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	(4) Lead Staff and Target Date	(5) Status Update for the Fiscal Year Starting Last July 1
9. Cultural awareness	Involve tribes and Office of Indian Policy and Support Services in developing and conducting cultural awareness training for Snohomish County AAA and Human Services Department staff.	Increased awareness of tribal beliefs, customs, history, and governance. Improved ability to build relationships and deliver culturally appropriate services.	Julie Jefferson Susie Starrfield	The Snohomish County Human Services Department has an Inclusion Committee; its Training Subcommittee is responsible for planning department-wide training opportunities. In 2007, the Training Subcommittee brought two trainings on Mental Health Issues for Native Americans to the Department. LTCA staff will work with Julie Jefferson to explore other trainings for 2009/10.
10. Recruitment of AI/AN for Snohomish County Council on Aging	Develop and maintain contacts of Tribal Representatives & Sno Co AAA representatives to disseminate advisory council opportunities	Increase American Indian/Alaska Native representation on Snohomish County advisory boards	Julie Jefferson, Paula Cortez & Helen Fenrich (Tulalip Tribes), & Joyce Frasu (AAA lead)	Completed. Helen Fenrich was appointed the Tribal representative on the Council on Aging. Term of service is three years (Jan. 2009 – Dec. 2011)

## **ISSUE AREA: AGING READINESS**

**Problem/Need Statement:** The County's population is rapidly aging. Government, business, civic, education and community leaders need to proactively plan for the changes this will make in how they provide services, build infrastructure, and integrate aging citizens into all aspects of our community.

**Goal:** Encourage the development of an "Elder Friendly" community.

**Objective:** Promote awareness of changing demographics and the dramatic increase in the aging population.

**Measurable Activity:** Conduct outreach and education by methods which may include but are not limited to:

1. Plan and organize an Aging Readiness Conference
2. Conduct educational and training events
3. Create a Speakers' Bureau
4. Promote inclusion of aging curriculum into public schools at all levels
5. Organize outreach to business and civic entities

December 2008

**Update:** Staff collaborated with community agencies to present an "Aging in the Workforce" forum Nov. 20, 2008. Panelists from Boeing, The Everett Clinic, Washington Employers, Everett Mall and Washington Manufacturing Services shared challenges and opportunities in employing mature workers. This effort continued into 2009.

Staff continues to work regularly with the Senior Consortium and a subcommittee on Aging in the Workplace. The subcommittee has produced a survey of jobseekers and of employers.

Staff, in conjunction with W4A, United Way, Snohomish Health District, Senior Services of Snohomish County, and others, will hold a Healthy Communities by Design for All Ages forum in late September, 2009. The focus of the forum is how the built environment affects physical and mental health of residents. The audience for the forum will be a wide array of builders, developers, planners, municipal officials, etc., which will expand the concept of aging readiness to new groups of people and work environments.

**Measurable Activity:** Support local service providers, businesses, and agencies in their efforts to become more "Aging Ready" by methods which may include but are not limited to:

1. Providing checklists of issues to consider
2. Sharing “Best Practices”

Ongoing, but at least 50 businesses/service providers will be provided with materials by December 2009.

**Update:** Staff is working on producing checklists for dissemination in late 2009 or early 2010.

**Objective:** Advocate for a fair share of resources and services targeted to seniors.

**Measurable Activity:** Create an advocacy campaign regarding senior issues through efforts such as but not limited to:

- a. Develop a Legislative Agenda with Council on Aging and disseminate to legislators and community groups
- b. Organize Legislative receptions
- c. Hold candidate forums and direct senior-specific questions to candidates
- d. Develop and promote training for community members to be “senior advocates”
- e. Meet with elected officials
- f. Join existing coalitions with common issues

Ongoing

**Update:** Staff and Council on Aging members reviewed, revised, and adopted a new Legislative Agenda for 2009. Staff educated constituents and provided transportation and support for meetings with legislators in Olympia during the 2008 Legislative Session. Additionally, staff supported COA members and other constituents in meeting with legislators in their home districts in Fall 2008, in an effort to educate legislators on aging issues prior to the 2009 Legislative Session.

A Legislative Reception was held in August 2008, and approximately 40 legislators/candidates attended. Consumers shared their perspectives on the aging services they were receiving, and spoke with attendees about needed policy and budget initiatives.

Staff also supported and promoted the use of E-SCAN (electronic senior citizen action network) to notify constituents of legislative issues related to aging services, policies, and budgets.

In 2009, COA members and staff went to Olympia to meet with legislators and have invited the congressional delegation or their staff to meet with the COA Legislative Committee.

**Measurable Activity:** As highlighted in discussions during the Aging Summit, the AAA should promote a focus on issues such as the need for increased low-income housing options, increased transportation options, awareness and action on elder abuse issues, and inclusion of senior issues in emergency shelter and transitional housing planning. Activities may include, but not be limited to, attending housing and transportation advisory board meetings, joining appropriate coalitions, and including these issues in any legislative advocacy efforts.

Ongoing

**Update:** Staff regularly participates in meetings of the following groups:

- Snohomish County Elder Abuse Coalition
- Sno-Trac (Snohomish County Special Needs Transportation Coalition)
- Snohomish County Housing Consortium
- Emergency Preparedness for Vulnerable Populations
- Office of Public Guardianship Advisory Group

Council on Aging members attend the North Sound Mental Health Administration Advisory Board and the Chemical Dependency/Mental Health Sales Tax Board.

Staff has submitted aging information during Public Hearings for Snohomish County Unified Code Development.

### **ISSUE AREA: SPECIAL POPULATIONS**

**Problem/Need Statement:** Many special populations face barriers to their full participation in society due to discrimination, social isolation, physical and mental disabilities, and/or lack of visibility. These groups often need specialized services or assistance in accessing services.

**Goal:** Expand awareness of the needs of non-majority populations and advocate for specialized programs to address these needs.

**Objective:** Promote inclusion of ethnically diverse populations, developmentally disabled individuals, and cognitively impaired individuals as aging services recipients.

**Measurable Activity:** Organize trainings on dementia competency for aging providers and law enforcement personnel.  
December 2008.

**Update:** Training was provided by the Alzheimer's Assn of Western Washington, and featured Teepa Snow. Over 900 sworn officers (police and sheriffs) took the training. Additional Teepa Snow trained both LTCA and HCS Case Managers in 2009.

**Measurable Activity:** Organize trainings on cultural competency for aging providers by December 2009.

**Update:** Staff is currently working with the Human Services Inclusion Committee to identify appropriate trainers.

**Measurable Activity:** Advocate for a multicultural senior center to provide culturally relevant services for our non-majority populations.  
December 2010

**Update:** The Multicultural Center opened (in rented quarters) in May 2008. Five different groups are using the center: Chinese, Korean, Filipino, Southeast Asian, and Hispanic. Ethnic meals are provided along with social activities. A bilingual/bicultural social worker is assigned to each group to help individuals obtain services. The center has opened under the auspices of Senior Services of Snohomish County (SSSC). They hope to build a permanent center within 5 years.

**Measurable Activity:** Partner with other aging providers in sponsoring and organizing a yearly Ethnic Elders Resource Fair.  
Ongoing.

**Update:** The 4<sup>th</sup> annual Ethnic Elders Resource Fair was held in September 2008 and attracted over 300 limited English-speaking elders. Participants included Hispanic, Chinese, Vietnamese, Korean, Filipino, Russian, Farsi and Arab elders.

The 2008 event focused on "Healthy Bodies, Healthy Minds" and featured bilingual mental health providers presenting on dementia and depression. The Snohomish County Human Services council recognized the event with its 2008 Collaboration Award. Senior Services of Snohomish County serves as the lead agency for organizing the event but it also partners with Long Term Care and Aging, DSHS, community colleges, major health providers and Community Transit.

Plans are underway for the 5<sup>th</sup> annual Ethnic Elders Resource Fair. Featured this year (2009) will be access to the social service system, health screenings, and nutrition, including cooking demonstrations.

**Measurable Activity:** Participate in resource fairs for the Developmental Disabilities community.  
Ongoing.

**Update:** No progress so far on this issue.

**Goal:** Expand awareness of the needs of the Lesbian, Gay, Bisexual, and Transgendered (LGBT) community and advocate for specialized programs to address these needs.

**Objective:** Promote inclusion of LGBT individuals as aging services recipients.

**Measurable Activity:** Organize trainings for aging network providers, including home care agencies, on LGBT issues by December 2009.

**Update:** A training on special issues of LGBT elders was offered at the 2008 W4A staff development conference. Materials from this training were further disseminated to all LTCA case managers. In collaboration with Senior Services of Snohomish County, a special training occurred in January 2009 on how housing social services can provide a welcoming environment for LGBT residents.

**Measurable Activity:** Disseminate information on training opportunities and resources related to LGBT concerns to aging network providers. Ongoing.

**Update:** Training opportunities are regularly announced to case managers and other network providers. Articles of particular interest are also forwarded on to aging network providers.

Staff helped disseminate information on a LGBT survey administered in 2009 by the Family Support Center of South County and Northshore Senior Center. Information from the survey will assist in targeting service gaps for the Lesbian, Gay, Bisexual, and Transgendered (LGBT) community.

**Measurable Activity:** Partner with agencies in providing information to and advocating for services for the LGBT community.  
December 2008.

**Update:** In collaboration with Senior Services of Snohomish County, a special training occurred in January 2009 on how housing social services can provide a welcoming environment for LGBT residents. Several agencies (Senior Services of Snohomish County, Housing Hope, Snohomish County LTCA, Everett Housing Authority, etc.) sent staff to this training.

Additional, LTCA staff have helped initiate a website through Yahoo “groups” that specifically addresses LGBT seniors in Snohomish County.

**Measurable Activity:** Partner with other agencies in providing culturally appropriate nutrition information and disease-specific information to ethnically diverse groups. Ongoing

**Update:** LTCA staff provided diabetes information to the Tulalip Tribes Senior Center staff in 2009. Other information will be provided as it is requested.

Nutrition education is routinely provided at the Multicultural Senior Center to seniors from the Chinese, Korean, Vietnamese, Hispanic and Filipino communities. Cooking demonstrations will be part of the 2009 Ethnic Elders Resource Fair.

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