

SECTION B – PLANNING AND SERVICE AREA PROFILE

B-3 AAA Services:

Service	Asotin	Benton	Columbia	Franklin	Garfield	Kittitas	Walla Walla	Yakima
Congregate Meals	X	X	X	X	X	X	X	X
Home Delivered Meals	X	X	X	X	X	X	X	X
Ethnic Sites		X		X			X	X
Transportation	X	X	X	X	X	X		X
Information & Assistance	X	X	X	X	X	X	X	X
Emergency Funds/Donations (Advisory Board)	X	X	X	X	X	X	X	X
Case Management	X	X	X	X	X	X	X	X
Adult Day Health		X		X				
Adult Day Care		X		X			X	X
Dementia-specific Daycare								X
Legal Services	X	X	X	X	X	X	X	X
Foot care	X		X	X		X		X
Health Screening				X				
Medication Management	X		X				X	X
Ancillary services	X	X	X	X	X	X	X	X
Respite	X	X	X	X	X	X	X	X
Family Caregiver Services	X	X	X	X	X	X	X	X
Kinship Navigator	X	X	X	X	X	X	X	X
Kinship Care Services	X	X	X	X	X	X	X	X
Caregiver Training	X	X	X	X	X	X	X	X
Medicaid Admin Claiming	X	X	X	X	X	X	X	X
Home Care Referral Registry	X	X	X	X	X	X	X	X

Service Definitions:



Seniors enjoy a congregational meal in Yakima County

Congregate Meals: Provision of a meal which complies with USDA guidelines to an eligible client at a nutrition site, senior center, or a congregational meal site.

Meal Sites: Cle Elum Senior Center, Ellensburg Adult Activity Center, Selah Civic Center, Harman Center in Yakima; Union Gap Ahtanum Youth Park, Parish Hall in Naches, Southeast Yakima Community Center (ethnic/African American), Granger Lions Club, Sunnyside Senior Center, Grandview Senior Center, Methodist Church in Mabton, Benton City, Prosser Senior Center, Pasco Senior Center, Richland Community Center, Parkside Center in Pasco, Connell Community Center, Walla Walla Senior Center, Burbank Grange Hall, Waitsburg Presbyterian Church, Garfield County Senior Center, Pautler Center in Clarkston, Asotin Methodist Church, Columbia County Senior Center. Ethnic sites for Hispanic seniors are provided in Yakima, Walla Walla, Benton, and Franklin counties. The Southeast Community Center is funded to prepare

meals at that site according to particular African American preferences.

Why eat alone?

Come join us!

Senior Round Table
Lunch for Senior Citizens

Where: Walla Walla Senior Citizens Center
720 Sprague St. - Jefferson Park

When: Monday - Friday 11:45 a.m.

Cost: Persons 60+ years of age: \$2.00 suggested donation
Guests under 60 Yr: \$4.50 charge

For more information or Home Delivered meals-on-wheels call: 527-3775

Meals on Wheels/Home-Delivered Meals is the provision of a meal which complies with dietary guidelines of USDA to an eligible client. This is provided in all eight counties.

Transportation services are designed to transport older persons to and from social services, medical and health care services, meal programs, senior centers, shopping and recreational activities to enable such services to be accessible to eligible individuals who have no other viable means of transportation. Personal assistance for those with limited physical mobility is provided.

Transportation is provided in SE/ALTC in counties that do not have funding through the Public Benefit Transit Administration. Rides are funded in Kittitas County through a contract with HopeSource; Yakima County through People For People; Benton County through Volunteer Chore/Catholic Family and Child Services; and through an inter-local agreement with Interlink Transportation for Asotin County seniors.



Sheila Brogdon, SE/ALTC Assistant Director confers with Benefits Check-Up Coordinator Wynn Bubnash at the NCOA conference in Anaheim, CA

Information and Assistance (I&A) is the provision of services for older individuals that (1) provide current information on opportunities and services available within a community, including information related to assistive technology; (2) assess the problems and capabilities of individuals (3) link the individuals to the opportunities and services available and (4) ensure, to the maximum extent possible, that individuals receive the needed services and are aware of the opportunities available to them. Functions of I&A include information giving, service referral, assistance, client advocacy, and screening for referral to another agency for a comprehensive assessment. I&A programs are also responsible for program publicity

and developing and maintaining a file of community resources available to seniors. This component involves one-to-one, rather than group, contacts with clients.

SE/ALTC provides I&A directly in all counties except Garfield where it is subcontracted. Significant outreach is done in each county and Medicare Part D counseling is also a major service provided. Funding is provided through the state Senior Citizens Services Act (SCSA), the Older Americans Act (OAA), Medicaid Claiming, and, in Kittitas and Asotin counties, by funds from United Way.

Emergency Funds/Donations: The SE/ALTC Advisory Board in each county maintains an emergency fund for special circumstances to be used in conjunction with the SE/ALTC unit. The source of all funds is private donation from individuals, groups and United Way (in some counties). Funds are provided for prescription medications, utilities, rental assistance, and other senior emergencies. Applications for funds may come from other community agencies, walk-ins to the I&A offices or through home visits. In Yakima, I&A staff also provide on-site assistance to Providence House, a senior housing center, in the form of information, referral, and assistance with forms and regulations. This is funded by the Department of Housing and Urban Development (HUD).

Case Management is assistance either for access or care coordination in circumstances where older or disabled persons and/or their caregivers are experiencing diminished functioning capacities, personal conditions, or other characteristics which require the

provision of services by formal service providers. Activities of case management include assessing needs, developing care plans, authorizing services, arranging services, coordinating the provision of services among providers, follow-up and reassessment as required. For Title 19 programs (COPEs & MPC), all case management is performed by staff of SE/ALTC (Yakima County employees) except in Garfield County.



Case Manager Karie Cooper and a client review his services

Adult Day Health services are provided to eligible individuals in a group setting and on a regular recurrent basis in order to prevent or delay entrance into 24-hour care or reduce the length of stay in 24-hour care. Services are designed to address the physical, emotional and cognitive needs of participants and include rehabilitative nursing, health monitoring, occupational therapy, personal care, social services, activity therapy and a noon meal.

In SE/ALTC only Benton County provides Adult Day Health. The provider is Kennewick General Hospital. Participants

from Pasco, Connell, and other smaller cities and towns are also welcome.



SE/ALTC staff member Carolyn New shares her pets at Adult Day Care

Adult Day Care enables families of older persons to obtain relief from constant care and provide isolated older persons with opportunities for socialization. Services are designed to address the social needs of participants and the need of families for a safe, comfortable place to leave an adult eighteen years or over with functional disabilities on a regular or irregular basis.

In SE/ALTC adult day care is provided at the Walla Walla Senior Center, the Harman Center in Yakima (City of Yakima

Contract/Parks and Recreation) and through Catholic Family and Child Services for specialized dementia care, also in Yakima. The latter two programs grew from a large adult day care program, called ElderLink, that could not continue without the support of Comprehensive Mental Health which discontinued funds for this in late 2004 due to their budget constraints.

Legal Services provides assistance to older persons in advocating for their rights, benefits, and entitlements. Services in non-criminal matters are provided by attorneys, paralegal, and appropriate others. These services range from advice and drafting of simple legal documents to representation in complex litigation. Services include disseminating information about legal issues to older Person, service groups and bar association through lectures, group discussions and the media. In SE/ALTC legal assistance services are provided through a contract with the Northwest Justice Project (NJP) at the minimum required rate. Offices are located in Yakima, Pasco, and Walla Walla. CLEAR*Senior a program of NJP is available to start the legal service process. The contract requires that services are tracked according to the county where the service occurred.



A ramp, built by InterLink in Clarkston, helps a client access her home more easily

Ancillary Services (Title 19) provide additional services to assist Medicaid individuals who qualify for COPES services to remain at home. SE/ALTC has over eighty contracts throughout its eight counties to provide ancillary services to individuals who need assistance staying at home for their long term care. These may include home modification, a personal emergency response (PERS) unit, pain management, wheelchairs, walkers, and other services that may come up from time to time.

Van Modification for Brent

By Linda Muscato



Brent is a 28 year old man with Friedrich's Ataxia who lives with his parents and is confined to a wheelchair. He is young and enjoys going places and doing what other 28 year olds like to do. He goes out with his friends once in a while and they must lift him into and out of their cars, and take his wheelchair along. Brent likes to shop and do things with his parents but they haven't had a handicapped van for several years, since an old one died with over 200,000 miles on it. He has grown so tall that if he enters a normal van in his wheelchair he has to tilt his head over onto his shoulder during the entire trip. And because Brent is now 6'4" tall, his parents can no longer safely transfer him into their cars. Because of this he falls or is dropped frequently. At the last assessment Brent asked his case manager if the COPES program would be able to help. His parents had found another van, but it needed to be modified to allow Brent to ride in his wheelchair, and his parents could not afford to do it.

An Exception to Rate (ETR) was approved and the COPES program for Specialized

Medical Equipment paid Performance Mobility of Portland, OR to do a modification which lowered the floor of the van and installed an electric ramp. This modification allows the wheelchair passenger to be at regular height and see out the front windows.

Brent's mother called the case manager the day the family returned after picking up the van. She stated that Brent had fallen while transferring into their car for the trip to Portland. She said Brent told her, "Maybe this won't have to happen anymore now". She was so thankful for the modification to the van that she began to cry. She asked if the case manager would like to come see it, or they would be happy to bring it to the office to show everyone. She knew Brent would like that.

Brent and his mother arrived at the ALTC office in Zillah with Brent sitting in his wheelchair, on the passenger side. He was smiling and so excited. He showed the staff every detail of how he can open the door and lower the ramp remotely, drive up and into the van, lock down his wheelchair and ride safely, and most importantly to him, independently. His mom stood aside and watched as he was able to do all this for himself. She said now Brent will be able to get out and go into stores with her when she is running errands or shopping, instead of staying in the car because she can't transfer him by herself. When they were back in the van and ready to leave, Brent rolled down the window and told his case manager that "it is so cool to be able to ride along and look just like anybody else".



Columbia County Foot Care Nurse Susan Linehan examines a senior's feet

Foot Care is the provision of foot care through either clinics or senior centers where a registered nurse provides the service. Each county has access to foot care through SE/ALTC funding, another agency or church. Services funded by SE/ALTC include Kittitas County, Yakima County, Franklin County, Asotin, Garfield, and Columbia counties.



Health Screening at the Pasco Senior Center

Geriatric Health Screening is provided in Franklin County through the Pasco Senior Center. This service provides early detection of symptomatic diseases and assesses physical and emotional adjustment

to chronic disability and disease. Each health screen includes a general health assessment, limited physical examination, and selected laboratory tests. The client is referred to a health care provider when abnormalities are detected. The program will end in December 2009 due to clinics available in Franklin and Benton Counties that provide the same services and bill the participant on a sliding scale.

Respite provides relief for families or other caregivers of adults eighteen years and over with functional disabilities. In home respite care is available and provided on an hourly or daily basis and may include 24-hour care for several consecutive days. Respite care workers provide supervision, personal care services and nursing tasks usually provided by the primary caregiver of the disabled adult. Services appropriate to the needs of individuals with dementia are also provided. Related medical services, such as administration of injections or education are provided by a licensed health practitioner.



Kittitas County Caregiver Conference, 2007

Family Caregiver Services provide spouses, other family members, and friends with the tools to assist them in continuing to care for a loved one with long term care needs, personal care needs, and dementia. Services include support groups, respite care, housekeeping and errand assistance, information and referral, in-home assessment of need, counseling, training in disease-specific care, and group trainings such as Powerful Tools for Caregivers classes and dispute mediation. Funding is provided by the Washington State Family Caregiver Support Program and the Older Americans Act. SE/ALTC has a Family Caregiver coordinator in the administration office and two family caregiver information specialists serving the Tri-Cities and Yakima areas.

Kinship Navigator is a service provided to relative caregivers who are not the parents of children in their care. The Navigator assists kin caregivers of any age with understanding and navigating the system of services for children in out-of-home but not official foster care placement, reducing the barriers faced by these kinship caregivers when accessing such services. Priority is given to helping kinship caregivers, who, without such assistance, would be at risk of being unable to maintain their caregiving role. Navigator services are also offered in Spanish. This program is funded by the Washington State Legislature and is subcontracted to Catholic Family and Child Services. Navigator services are available to kinship caregivers in all eight counties.

Kingship Caregiver Support Program provides financial support to grandparents and others who are primary caregivers of children under the age of 19. Funds are

available once per year per recipient to help with basic needs such as housing, food, clothing, school supplies, transition counseling, legal services, durable medical equipment, school and youth activities, transportation, utility shut-off notices, and assistive technology. Funds cannot be used for medical or dental services or ongoing benefits such as rent or monthly utility payments. Priority is given to those kinship caregivers experiencing the most urgent and emergent needs. This program is funded by the Washington State Legislature and is also subcontracted to Catholic Family and Child Services. The Kinship Navigator screens caregivers and oversees the dispersal of KCSP funds. This program is available in all eight counties served by SE/ALTC.

Nursing Services for Developmentally Disabled (DDD) children and adults: This service is provided by SE/ALTC nurses and involves a home visit to a DDD client if the client is referred to SE/ALTC by a DDD case manager.



RN Kathy Medford works with a client on preventive care

Intensive Chronic Case Management (ICCM) is a pilot project to test the effectiveness of a nurse case manager approach to certain chronically ill clients. Clients in this project are of two types: the first group had Medicaid medical expenses in 2003 of \$10,000 or more and were already in the COPES or MPC program. The current referrals for ICCM include those individuals whose score on a predictive model indicate that they are at high risk of future spending because of their disease process. Such individuals often have diabetes, congestive heart failure and/or obesity and are clients for whom specific nurse interventions might help to improve their condition and save costs.

Caregiver Training is a formal series of classes provided to paid caregivers (other individual caregivers and agency caregivers) in order to qualify to be caregivers in the COPES and MPC system. Fundamentals of Caregiving, a 32-hour curriculum is taught by SE/ALTC nurses in eight counties on a scheduled basis. In addition, ten hours of continuing education is also required of each caregiver. SE/ALTC provides a wide variety of continuing education classes throughout the eight-county area including but not limited to: diabetes management, fall prevention, mental health issues, handling difficult behaviors, and dental care. Reimbursement for caregiver training is through the DSHS Aging and Disability Services (ADSA) on a unit basis per hour served.

Home Care Referral Registry: A formal registry of caregivers is maintained in our Ellensburg, Yakima and Zillah offices through a program of the state Home Care Quality Authority (HCQA). Potential

caregivers are recruited, interviewed, must pass a background check and be contracted to provide care to either Home and Community Service clients and/or Department of Developmental Disabilities clients. This funding comes directly from HCQA. The registry is designed to enhance the quality of home care through the maintenance of a list of qualified caregivers, matching those caregivers with Medicaid-eligible long term care clients, and it serves to further the image of the caregiver as an employee in the community.