

#### **B-4 Non-AAA Services Available in Communities:**

Planning and Service Area 09 (PSA 9) covers a large land mass and eight counties; each county and community is diverse in nature. Of the land mass, 22% is considered rural. Three of the counties have a metropolitan area within their county. The diversity of this area significantly impacts service delivery.

This section describes services which are provided in our PSA not by our organization, but which play an important part in the lives of older persons in our area. Although some of these programs are provided by for-profit or non-governmental agencies, we identify them as important to address the needs of the population we serve.

**HEALTH & MEDICAL COMMUNITIES:** SE/ALTC has many medically underserved areas. Kittitas County has two areas that are considered medically underserved. All of Yakima, Franklin, Columbia, and Asotin counties are medically underserved. Part of Garfield County also has been designated as medically underserved. Recruiting and retaining physicians, psychiatrists, and dentists is a challenge in these areas. Even more alarming are the number of physicians and dentists who will not accept Medicaid clients. SE/ALTC staff continues to advocate for client physician placements, reduction in fees and improved services. SE/ALTC's Director serves on the Yakima County Health Care Coalition that is attempting to address the medical needs of the county.

All eight counties have community hospitals. Some of the smaller hospitals, however, are not equipped for some emergencies and often

transport to other hospitals. Kittitas, Franklin, Columbia, Garfield, and Asotin counties each have one hospital. Walla Walla and Benton counties have two hospitals each. Yakima County has four hospitals, two of which are located in Yakima.

Community clinics also thrive in Yakima, Benton, Franklin, and Walla Walla counties through Neighborhood Health, Yakima Valley Farmworkers Clinic, La Clinica, and Grace Clinic. Not only do these clinics lead in advocacy efforts for underserved patients, but they also provide a range of primary care to our clients.

Home health and home care are available in all eight counties. The more rural areas, such as Columbia and Garfield counties, do not have main offices for these services; those offices are located in more populated counties. At times, recruiting caregivers for rural areas is a bit cumbersome. Travel costs or "windshield time," for care providers pose a barrier to recruiting care providers who are willing to go to remote areas.

Mental health services are available in all eight counties; Greater Columbia Behavioral Health Regional Support Network is responsible for ensuring a broad array of mental health services throughout the region. There are also medical clinics that provide mental health services and perform outreach to minority populations who are non-or limited-English speaking. Kittitas, Yakima, Benton, Franklin, and Walla Walla have such clinics.



*Specialized transportation in Yakima County helps seniors to access congregate nutrition, medical appointments, and essential shopping*

**TRANSPORTATION:** Many of the counties (Kittitas, Yakima, Columbia, and Garfield counties) do not have a Public Transit Benefit Area (PTBA). Asotin County established a PTBA in 2006. Although some of the urban areas within the county have small transit systems which incorporate portions of the cities, the population base outside these areas do not have public access to transportation. Some areas, such as Garfield County, have been successful in obtaining Rural Mobility Funding.

**HOUSING ALTERNATIVES:** Housing alternatives have grown significantly over the last decade. There are many more adult family homes, assisted living or boarding home options in this region. However, according to key informant interviews, it is very difficult to find housing alternatives for individuals with mental health problems or dementia.

Adult Family Home beds account for 13% of the residential options available to consumers in Southeast Washington. There has been an increase of 374 residential or nursing home beds in the past two years. In some of our

rural areas (Garfield, Columbia), there are few residential options available.

Several facilities in Southeast Washington have dementia units where the facility and activities are customized to reduce agitation and better meet the needs of this population.

**HOUSING ALTERNATIVE BEDS AVAILABLE BY COUNTY in 2009**

County	AFH	BH AL	NH	Total Beds
<b>Asotin</b>	53	44	90	187
<b>Benton</b>	234	971	385	1,589
<b>Columbia</b>	0	30	34	64
<b>Franklin</b>	68	92	108	285
<b>Garfield</b>	0	0	20	20
<b>Kittitas</b>	17	168	141	326
<b>Walla Walla</b>	96	468	332	926
<b>Yakima</b>	256	842	1,206	2,316
<b>TOTAL</b>	<b>724</b>	<b>2,615</b>	<b>2,316</b>	<b>5,713</b>

As of June 30, 2009

**SERVICES FOR THE HOMELESS:** The Yakima County Homeless Coalition has received private funding to house homeless individuals, especially in winter months. The funds are administered through the Yakima County Community Services office and United Way.

**Food Banks:** Food Banks in a variety of communities assist families with their nutritional needs.

**SERVICES THAT TARGET MINORITY POPULATIONS:**

Spanish radio Station KDNA and ALTC are partnering in conducting an informational presentation on KDNA's "La Tercer Edad" music hour for seniors.

The music hour is from 10 a.m. to 11 a.m. and targets the Spanish monolingual seniors and their adult children in the community.

Within this hour, 30 minutes is dedicated to a talk show about senior information and services provided within the community. The host interviews the guest on the services available and how the senior or their adult children may access the service.

The listening area is Yakima County. Their signal reaches into Kittitas County and Prosser in Benton County. The interview will be conducted in Spanish.

The Tomando Control de su Salud (Cronic Disease Self-Management Program - in Spanish) is offered by Yakima Valley Farm Workers and Yakima Valley Memorial Hospital in Yakima County and by Choice Regional Health Network and Community Health Center La Clinica in Benton County.



*Congregate meal site in Walla Walla County*

**SENIOR CENTERS:** All our counties have at least one senior center. In Yakima County a private donor has provided funding for a new senior center in the city of Yakima. Senior centers serve as the hub of service delivery in small towns such as Dayton and Pomeroy. Some of the Senior Information and Assistance (I&A) offices rent space in the senior centers. The contracted nutrition sites

serve congregate meals there, too. SE/ALTC does not provide direct funding for senior center administration but does encourage service delivery there through its subcontractors. Services available include exercise programs, computer classes, a variety of social activities including dance and bridge/pinochle and pool, senior nutrition and information and referral.

**OTHER ACCESS SERVICES:** Access services are the gate to social services that enable older and/or disabled persons and families to live in the least restrictive alternatives possible. Such services consist of I&A and case management. SE/ALTC operates I&A and case management services in seven counties and in Garfield County, these services are contracted.

Ensuring accessibility is a primary challenge. Our PSA has a rural factor to contend with. SE/ALTC will continue to pursue the best avenue of outreach to various ethnic groups and rural sectors of the region.

**Department of Social and Health Services Department of Developmental Disabilities (DDD):** This is the access point for individuals with developmental disabilities who meet the DDD qualification guidelines. This office provides access to a variety of in-home service delivery options and case management. This service is provided throughout the region.

**Department of Social and Health Services Home and Community Services (HCS):** HCS offices serve as the access point for state funded long term care services. HCS provides the initial assessment and authorization for COPES, Medicaid Personal Care, and Residential Service placements. They transfer all the community based clients to SE/ALTC for ongoing case management

and reauthorization. They provide the ongoing case management and monitoring for state-paid residential placements, i.e., nursing homes, adult family homes, and assisted living.

**Elder Abuse Prevention:** HCS also provides Adult Protective Services (APS). APS evaluates alleged abuse, neglect, and exploitation of vulnerable adults. With the consent of the vulnerable adult, APS assists the individual to obtain needed services. APS activities are constrained by statute. They are not authorized to place individuals into protective custody, even for self-neglect. Referral to the mental health system for an evaluation is appropriate in some circumstances. But they, too, have limited authority to detain individuals against their will.

#### **SERVICES TO PERSONS WITH ALZHEIMER'S AND THEIR CAREGIVERS:**

The Western and Central Washington Chapter of the Alzheimer's Association sponsors support groups which meet monthly at two separate locations in Yakima plus telephone support groups in Yakima and Kittitas Counties. The Inland Northwest Chapter of the Alzheimer's Association has support groups in Richland and Kennewick sponsored by the Neurological Resource Center and in Walla Walla. There is also a 24 hour HOT LINE available for caregivers.

#### **PRIVATE CASE MANAGEMENT:**

Private Case Management is available through several insurance companies, the VA and several disease specific societies.

#### **Regional Efforts**

SE/ALTC has been active in the planning and implementation phase of the 211 effort in central and southeastern Washington as a member of the local and regional steering committee. People For People, a long time Yakima transportation and Medicaid brokerage contractor, is fully operational in seventeen counties in eastern Washington. Efforts in the 2007 Legislative session to request funding for nights and weekend hours were not successful.

#### **Objectives:**

- Assist People For People in attaining adequate federal and state funding for expanded coverage. **Ongoing**
- Facilitate education and training on senior and disabled issues to the staff at People For People. **2010-2011**
- Continue as active participant on regional steering committee. **Ongoing**