

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: 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. ALTC staff continues to advocate for physicians to accept new Medicaid clients, reduction in fees and improved services. ALTC's Director serves on The Greater Columbia Accountable Communities of Health 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 county has two hospitals and Benton County has three. Yakima County has four hospitals, two of which are located in Yakima.

Federally qualified community health clinics also thrive in Yakima, Benton, Franklin and Walla Walla counties through Neighborhood Health, Yakima Valley Farm Workers Clinic, Nueva Esperanza 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. ALTC is working with Care Transitions with these clinics and local hospitals.



WSU Nursing students provided blood pressure checks at a Wellness Conference in Yakima

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 quite difficult. 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 none or limited-English speaking. Kittitas, Yakima, Benton, Franklin and Walla Walla have such clinics.

TRANSPORTATION: Many of the counties (Kittitas, Yakima, Columbia, and Garfield counties) do not have a Public Transit Benefit Area (PTBA). Although some of the urban areas within the county have small transit systems incorporating portions of the cities, the population base outside these areas does not have public access to transportation. Some areas, such as Garfield County, have been successful in obtaining Rural Mobility Funding. Catholic Family and Child Services Volunteer Chore Program has volunteer transportation services available in the rural areas around Prosser and Connell.

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 13.5% of the residential options available to consumers in Southeast Washington. 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 2015**

County	AFH	BH AL	NH	Total Beds
Asotin	41	58	90	189
Benton	243	1,096	364	1,703
Columbia	0	30	34	64
Franklin	66	92	108	266
Garfield	0	0	0	0
Kittitas	17	168	141	326
Walla Walla	64	503	332	899
Yakima	234	890	1,744	2,868
TOTAL	665	2,837	2,813	6,315

As of August 2015

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 our contracted legal services conduct informational presentations on KDNA's "Aqui y Alla" (Here & There) program. The program is from 4 p.m. to 5 p.m. and targets the general public to include the Spanish monolingual seniors and their adult children in the community. The hour is dedicated to a talk show about legal issues in general. The host interviews the guest on priority issues such as housing, protective services, exploitation, etc., that seniors may be dealing with and how the senior, their adult children, and the general public may access the legal services available. ALTC staff partners with NWJP to determine the topic to be presented to the seniors.

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

SENIOR CENTERS: All our counties have at least one senior center. Senior centers serve as the hub of service delivery in small towns such as Dayton and Pomeroy. Some of the Aging and Disability Resource Center (ADRC) offices rent space in the senior centers. The contracted nutrition sites serve congregate meals there as well. 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 ADRC and case management. ALTC operates ADRC and case management services in seven counties. In Garfield County these services are contracted.

Ensuring accessibility is a primary challenge. Our PSA has a rural factor to contend with. 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 DEVELOPMENTAL DISABILITIES ADMINISTRATION (DDA):

This is the access point for individuals with developmental disabilities who meet the DDA 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 Community First Choice (CFC), Medicaid Personal Care (MPC) and Residential Service placements. HCS transfers all the community based clients to 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 facilities.

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, the National Association of Professional Geriatric Care Managers (NAPGCM) and several disease specific societies.

REGIONAL EFFORTS:

ALTC was active in the planning and implementation phase of the Greater Columbia 211 (GC211) service in Region 7, Central and Southeastern Washington.

People For People, a long time Yakima transportation and Medicaid brokerage contractor, is now fully operational with GC211 in eighteen counties in eastern Washington. Efforts in the legislative session to request funding for nights and weekend hours have not been successful. Currently it operates during regular business hours, however it is available on line at <http://win211.org/>. By September 30, 2015, GC211 will give after hours callers the option to access information via phone from a 211 regional call center on the west side of the state.

Objectives:

- Support People For People in attaining adequate federal and state funding for expanded availability by phone. **Ongoing**
- Facilitate education and training on senior and disabled issues to the staff at People For People. **Ongoing**
- Continue as active participant on the GC211 partnership meetings. **Ongoing**
- Support NWJP in their effort to educate the seniors and the community of senior legal issues. **Ongoing**