

| Goal: ALTC will elevate public awareness of long-term care services and assist those in need of services to access choices that best fit their needs by increasing visibility and advocacy, ensuring a high quality Aging and Disability Resource Center | | | | | |
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| Measurable Objectives | Key Tasks | Lead Position & Entity | Timeframe for 2014-2015 (By Month & Year) | | Accomplishment or Update |
| | | | Start Date | End Date | |
| ADRC staff will obtain training on areas of disability and resources available in order to prepare for serving clientele through the ADRC. | Our employees are provided the opportunity to attend trainings provided outside our agency as well as those provided internally. We work with staff to strengthen those areas that would enhance their success in their individual roles & promote a stronger ADRC overall. | Local Program Coordinator (LPC's) WW Police, BMAC, Bridges, WW Fire Dept., ADC, NJP, Deaf/HOH, & USDA staff. | Jan 2014 | Dec 2015 | 9-2014: ADRC staff completed OC training throughout 2014; ADRC staff attend monthly Community Living Connections (CLC) webinars; & a variety of community services presentations. Staff also attend SHIBA meetings for updates. GOAL MET |
| ALTC will provide legislative advocacy for funding the ADRC in our communities. | Advocacy occurs through several venues including Senior Lobby Day, individual meetings with legislators in our communities and Olympia, as well as the telephone tree. | ADMIN staff & Advisory Council Members (ACM's) & LPC's | Jan 2014 | Dec 2015 | Local legislators & the Senator attended Meet & Greet with Lori Brown & ACM's in Clarkston. Advocated for services & provided education regarding trends of growing seniors. Staff are provided contact info for legislators. GOAL MET |
| ALTC will feature I&A/ADRC as an SCSA funded service to our state legislature, advocating for funding commiserate with the growing population needing these services. | This has continued to be a focus in our advocacy. | Program Mgr. Corrie Blythe (CB) & ACM's | | | Staff are provided contact info for legislators. GOAL MET |
| ADRC will continue to attempt to maintain an AIRS Certified staff member in each ALTC office. Staffs who are certified will maintain their certification via the renewal process, as funding allows. | We continue to ensure that AIRS certification is obtained and maintained by the ADRC staff in each of our 8 counties. Currently we have AIRS certified staff in all direct service offices and ADMIN. As we hire new staff for the ADRC we will continue to provide opportunities for staff to become certified. | Program Mgr. (CB) and LPC's, | Jan 2014 | Dec 2015 | Selected I&A/ADRC staff has active certification in 2014 & 2015. ADRC staff renews the certification before it expires. 4 staff were certified in 2015. |

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| <p>ADRC will attempt to have staff obtain certification in options counseling (OC) and Community Health Worker Training (CHWT). Community Health Worker (CHW)</p> | <p>In each of our direct service offices our ADRC staff is committed to learning opportunities that are provided for OC. Currently there are webinars, a minimum of once per month & local trainings that are provided that increase ADRC staff knowledge & skills.</p> <p>In each of our direct service offices we have asked ADRC staff to complete CHWT. We currently have trained CHW's in each of our direct service offices.</p> | <p>Program Mgr. (CB) and LPC's</p> | <p>Jan 2014</p> | <p>Dec 2015</p> | <p>ADRC staff completed OC training in 2014 & 2015; Meaghan obtained CHWT in 2014. There is a total of 20 staff that is CHW certified. GOAL MET</p> |
| <p>ALTC will automate its screening process and demographics with the State developed WA GetCare data base</p> | <p>We are currently using the WA GetCare program in all of our direct service offices. We continue to develop our skills and abilities within the framework of this tool. We participate in subcommittees, work groups and trainings to enhance our skills and provide feedback that will ensure this system is a well functioning tool.</p> | <p>Program Mgr. (CB) and LPC's</p> | <p>Jan 2014</p> | <p>Dec 2015</p> | <p>All Staff rec'd training for WAGetCare.com in 2014 & have been developing their skills in 2015; Teague participates in 2 committees related to WAGetCare.com's resource directory & is helping populate the directory for PSA 9. GOAL MET</p> |

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| ALTC will continue to work on staff development, offering internal and external training to ensure they are well versed in interviewing techniques, resource development, etc. | Staff is supported to increase their knowledge and skills through attending trainings outside our agency as well as those opportunities provided during office trainings and in services. We utilize various learning methods to include in person trainings, as well as webinar and Go To opportunities. | LPC's | Jan 2014 | Dec 2015 | Staff attended monthly CLC webinars about available resources and other trainings that help them be more effective throughout the year. GOAL MET |
| ALTC will identify two specific areas for an ADRC to ensure success and increase the I&A staffing in those offices with an expanded focus, to include increased MOU and increased training on resources for the under 60 population | As an agency we have focused on developing the skills of our staff in the area of options counseling & person centered interactions. This will be a continued focus as this is the cornerstone of our work. | LPC's | Jan 2014 | On-going | |
| ALTC will continue to expand its partnerships in local communities by working on contracts or MOU with the medical community to better ensure smooth care transitions | We continue to work with local hospitals & the medical communities within our service area to promote a strong partnership. We encourage a warm hand over vs a hand off which acknowledges each of our roles in helping support positive outcomes. | Program Mgr (CB) & LPC's | Jan 2014 | On-going | Current MOUs w/8 agencies. GOAL MET |
| ALTC will continue to incorporate oral health education to clients and keep ALTC staff informed of oral health issues. | Training by the Washington Dental Service Foundation (WDSF) on incorporating Oral Health in the CARE Assessment Tool and Care Transitions Services. Partner with the WDSF and Yakama Nation AAA to bring this training to the ALTC and Yakama AAA staff. | Program Mgr (CB), Beth Downs, Yakama Nation AAA & WDSF | Jan 2014 | March 2015 | 50 staff were trained throughout our region on March 11, 2015. Staff facilitate use of free clinics, refer to WOHF, sliding scale & Intern services, provide info as requested. GOALMET |
| ALTC will continue to partner with Radio KDNA a radio station serving the monolingual Spanish speaking community, to provide information and awareness of the services available to seniors and their families. | An agreement with Radio KDNA provided a 30 minute on-air segment in Spanish called "La Tercer Edad" (the third age). At least once a month an I&A/ADRC employee would inform the public about ADRC. Service providers in the community also presented on the various | Prog Coord, LPC's, & various service providers in the | Jan 2014 | Jan 2014 | The on-air radio segment lasted for 4 years from June 2009 to January 2014. Radio KDNA was unable to continue providing the air time due to cost & lack of |

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| | services available to seniors. | community. | | | funding. Goal Met |
| ALTC will utilize its local Advisory Council membership (ACM) to heighten awareness of service availability. | Inform the ACM's of the services available via presentations and meetings. Have ACM's present to the service clubs in the community of the I&A/ADRC services available. ACM's will participate in Community Awareness events. | LPC's & ACM's | Jan 2014 | Dec 2015 & On-going | Report to ACM at annual Funding Allocation meeting, annual emergency fund meeting, & as needed; involve ACM in emergency fund requests; ACM to arrange presentation for Rotary re: emergency fund. ACM's have volunteered to help with community events. |