

A-2 MISSION, VISION, VALUES:

SHARING THE VISION

OUR VISION: ALTC aspires to share its vision of a comprehensive community-based long term care service delivery system with quality options and choices for elders and adults with disabilities. We envision long term care services that reflect our nation's diversity and are accessible, consumer-friendly, supported and valued by the community at large. ALTC seeks to engage the public in the vision that a comprehensive long term care service delivery system is not merely an ideal, but a basic human right.

We envision a public that demands quality long term care services, not only for their children, siblings and parents, but also for the friends, neighbors and citizens of their communities.

ALTC is a designated Area Agency on Aging (AAA). AAAs were established nationwide in 1973 as directed by the OAA to meet local needs of the nation's aging population. ALTC is primarily funded by federal and state dollars. A small percentage of its funding comes from entities such as United Way and from local donations.

ALTC is responsible for planning, developing and contracting for long term care services. We also provide Aging and Disability Resource Centers, Case Management and Nursing Services directly within our service delivery area.

OUR HISTORY: ALTC was created in 1973 to provide a variety of long term care services for the 60+ population. In 1995, ALTC expanded its customer base to include adults with disabilities age eighteen and over. ALTC serves adults with disabilities in our

Respite Program, Family Caregiver Services, Health Home Care Coordination, Community First Choice (CFC), COPES and MPC program and our Aging and Disability Resource Center (ADRC).

ALTC contracts with other entities to provide home-delivered and congregate meals, in-home personal care services such as MPC, CFC, COPES, Respite, Family Caregiver Support, legal services, foot care, adult day care, adult day health, senior employment and senior transportation programs.

ALTC obtains local input on service delivery through a variety of ways. One source is an advisory council committee consisting of representatives from all eight counties (currently forty-two members). These advisory council members assist by making discretionary funding decisions for local areas, providing input into the area plan and serving on long term care planning and development committees for special projects. They have also participated in quality assurance reviews of contractors.

OUR STAFF: ALTC employs one hundred (100) part and full-time employees located throughout our region. Of these employees, eighty-two are direct service delivery staff within the Aging and Disability Resource Centers, Case Management, Health Home and Nursing Services programs. The remaining staff members serve as ALTC's administrative body.

OUR PARTNERS: The aging network includes the Administration of Community Living, which is part of the U.S. Department of Health and Human Services. The designated Washington State department for aging issues is the Aging and Long-Term Support Administration (AL TSA) within the

Department of Social and Health Services. ALTSA contracts with thirteen regional grantee agencies for local administration of both state and federal funds. ALTSA monitors the grantees. Grantees are selected by ALTSA to establish staff and administer programs. The grantee agency for Southeast Washington is ALTC.

OUR AREA PLAN: ALTC develops an Area Plan every four years, employing a variety of methodologies to obtain the highest level of stakeholder input. ALTC must consider and plan for legislative agendas that impact older citizens and adults with disabilities. The purpose of the Area Plan is to direct the organization toward its vision. As well, ALTC wishes to share its vision with the larger community, hopeful that they, too, will take part in a purpose that encompasses much more than ALTC. An Area Plan update is compiled in the second year.

ALTC'S MISSION AND VALUES

Our Mission: To provide the highest quality community-based service and enhance the quality of life for those who use community-based, long term care services. We are responsible to manage, plan, coordinate, educate and advocate for a comprehensive long term care system.

Our Philosophy:

- We believe that all people are entitled to the highest quality of life possible.
- We believe in supporting the dignity and independence of individuals by serving all without personal bias or prejudice.
- We believe each individual has the right to make informed choices.
- We believe that everyone deserves to be treated with respect.
- We believe that everyone using the long term care service delivery system should

expect a high caliber of service.

What We Value:

- **Leadership:** ALTC values an integrated leadership. Leadership is expected of all ALTC employees. All employees are to share in a guiding vision, have passion for our purpose, demonstrate personal integrity and possess the ability to self-reflect. They are to be trustworthy, curious and willing to share their ideas.
- **Accountability:** ALTC values honesty, efficiency, fairness in our processes, and personal responsibility for our actions.
- **Community Involvement:** ALTC strives to provide services that are designed around local needs. This can only occur to the degree that we obtain community involvement.
- **Advocacy:** ALTC values its right, under the OAA, to advocate for a comprehensive long term care service delivery system.
- **Our Customers:** ALTC values the people who are served by the community-based long term care system, their family members, service providers, advocacy groups, the aging and disability network and our local communities.