

Section 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 members 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 (ADRCs), 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 Family Caregiver Services, Health Home Care Coordination, Community First Choice (CFC), COPES, MPC program, and our ADRC. ALTC is also a Lead Health Home and provides direct Care Coordination Services. Medicaid Alternative Care (MAC) and Tailored Supports for Older Adults (TSOA) was implemented in 2017.

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

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 40 members). These advisory council members assist by setting discretionary funding priorities and assisting with service delivery objectives. They assist with information on service gaps 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, and some are trained as Dementia Friends Champions.

ALTC also holds community forums throughout our planning and service area.

OUR STAFF: ALTC employs 172 part and full-time employees located throughout our region which includes a total of 23 vacant positions. Of these employees, 149 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 for Community Living (ACL), a 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. AL TSA contracts with thirteen regional grantee agencies for local administration of both state and federal funds. AL TSA monitors the grantees. Grantees are selected by AL TSA to establish staff and administer programs. The grantee agency for Southeast Washington is ALTC. ALTC also has a contract with the Health Care Authority as a Health Home Lead. ALTC has fulfilled a contract with WA State Department of Health to build infrastructure for falls prevention within our service area. In 2019 ALTC became a partner with University of Washington's Geriatric Workforce Enhancement Center's (GWEC) project to enhance medical providers' knowledge of geriatric medicine and build bridges between the medical system and social services. ALTC has contracts with some Managed Care Organizations to perform Health Home Care Coordination services.

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:

Our lived experience varies, and that diversity is our organizational strength. To consistently tap that multi-dimensional resource as we approach problems, policies, and practices increases our collective Intelligence Quotient, Rationality Quotient, and Emotional Quotient while enhancing our organizational health, innovation, and creativity. A climate of belonging and pride in our collective diversity enables us to better solve problems, maximize the best in individuals and motivate individuals to offer their best to the clients we serve.

- **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 input.
- **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.