

REPORT ON ACCOMPLISHMENTS FOR THE 2020 – 2023 AREA PLAN

Aging & Long Term Care of Eastern Washington (ALTCEW) has accomplished the following work from the 2020-2023 Area Plan:

ISSUE AREA: Healthy Aging

GOAL: Improve health and wellbeing of older adults by increasing the array of affordable health, prevention, and wellness service options for older persons and individuals living with disabilities.

Objective A: Between January 1, 2020, and December 31, 2023, ALTCEW will expand the use of Evidence Based Programming, specifically A Matter of Balance, to support prevention and wellness options for older persons and individuals living with disabilities.

Outcome: Expanded numbers of volunteer A Matter of Balance coaches and host sites that extended the reach of A Matter of Balance class offerings to larger numbers of participants, supporting prevention of wellness options for older persons and individuals living with disabilities.

Accomplishments: As the COVID-19 pandemic closures took effect during March 2020, multiple “A Matter of Balance” in-person classes were suspended. Additionally, the Matter of Balance coach trainings were suspended, and numerous coach candidates were notified of this suspension.

During the pandemic closures, ALTCEW falls prevention staff used virtual platforms, to train one internal staff and one community volunteer in FallsTalk. This evidence-based falls prevention program is for individuals that can be conducted entirely over the telephone. Program implementation began in October 2020.

In the winter months of 2021, ALTCEW falls prevention staff were trained in a recently approved virtual platform, A Matter of Balance (MOBV). The first virtual classes were held in May and the second series in September 2021.

In 2022, two more virtual classes were held in January and April. Following the retirements of previous falls prevention staff and the Planning Director, two new staff were hired and trained as Master Trainers for A Matter of Balance. In addition, the first two in-person A Matter of Balance classes were held in August and October.

In 2023, volunteer recruitment and coach trainings resumed. Four Eastern Washington University students completed the virtual A Matter of Balance training in January. In February

and April, coach trainings were held for a total of twenty volunteers. In March the program expanded to Republic in Ferry County where four volunteers were trained. In May, three additional coaches were trained in Ferry County. The two new falls prevention staff are also finishing their training in FallsTalk and FallsTalk-C. With the newly hired staff relaunched, the MOB in person classes resumed in January with one virtual class offered in May. During this time, seven in-person classes were completed with a record setting total of 75 participants who received certificates of attendance. In June, three more classes began including one class in Ferry County. Another Coach training was scheduled for mid-June in Whitman County with at least four new volunteers. Additional classes are planned throughout Spokane, Ferry, Stevens, Pend Oreille, and Whitman counties for the remainder of 2023.

Objective B: Between January 1, 2020, and December 31, 2023, ALTCEW will continue to advocate for additional funds to continue the Senior Farmers Market Nutrition Program (SFMNP) voucher process. Staff will continue efforts to increase awareness of the SFMNP through flyers, public service announcements, and other media opportunities.

Outcome: Additional funding for the SFMNP was supported by ALTCEW decision-making entities and the program reach was expanded through enhanced marketing processes.

Accomplishments: ALTCEW staff have worked with the Planning and Management Council and Governing Board to allocate additional funding each year to SFMNP, in order to expand the number of vouchers available for purchase. Each year, they have endorsed putting the agency's admin allocation priority toward voucher purchases, as well as allocating additional Senior Citizens Service Act (SCSA) funds.

As newspaper advertising got more expensive with less impact, we modernized our messaging around the SFMNP in all five counties. This included integrated website messaging, additions to virtual newsletters, and placing notices on Facebook and other social media platforms. Running messaging in targeted minority publications and neighborhoods has been effective using the translated affidavits and brochures.

Spokane County program contractors distributed SFMNP brochures in English and additional copies that were translated into several languages for community housing complexes, specifically targeting the complex's Social Worker(s) (where applicable). We also observed that the information was shared widely in aging and low income neighborhoods through word of mouth. Spokane County SFMNP staff began to receive phone calls about the program well before vouchers were available. SFMNP staff indicated early interest tends to come from the Russian/Slavic communities.

In 2022, the amount of benefit per client increased from \$40 to \$80 for State-funded benefits. Spokane County had far more applicants than anticipated based on their allocation of checks and had to wait list clients. Unused checks from Tri-County were reallocated to Spokane County which served these additional participants. Spokane County SFMNP staff received phone calls about the program well before vouchers are available, and throughout the entire voucher season.

Messaging about SFMNP included a dedicated page on the ALTCEW website and an SFMNP hotline where callers can phone in to hear recorded information on the program.

In 2023, the program transitioned from paper vouchers (“checks”) to an electronic benefit card.” and the standard benefit stayed at \$80 for 2023.

Objective C: Between January 1, 2020, and December 31, 2023, ALTCEW will elevate the housing issue within the greater community, advocating for universal design methodology, retrofitting of older housing structures, and highlighting the need for larger numbers of accessible units within new multi-housing construction. Will advocate for and assist local housing providers in creating and offering additional affordable, accessible housing units for older adults.

Outcome: The health and wellbeing of older adults and individuals living with disabilities has improved through an increased array of options for affordable semi-permanent and permanent housing options.

Accomplishments: ALTCEW had expanded housing advocacy participation throughout the plan period, with the goal of highlighting the need for affordable and accessible housing for older adults and individuals living with disabilities. This work has been both through advocacy and planning work, as well as by supporting programs and models that support tenancy and gaps in the housing process.

ALTCEW staff partnered with local organizations working on housing advocacy and coordination issues. During this period, this has included participation in the Continuum of Care Council for Community Housing and Human Services in Spokane County, participation in an Affordable Housing Workgroup of the Accountable Communities of Health Spokane Collaborative, participation as a member of the Spokane Low Income Housing Consortium, participation in the Resident Action Project run by the Washington Low Income Housing Alliance, and participation in the Homeless Coalition. ALTCEW participated in planning sessions for revisions to the City of Spokane’s Comprehensive Plan. ALTCEW staff also provide leadership and support to organizing the Spokane Homeless Connect, and participated in the Spokane Valley Connect, to help unhoused community members connect with agency services and supports.

ALTCEW has evolved programs and supports beyond providing supportive housing, in order to target gaps impacting seniors. The agency funded a staff position at Catholic Charities of Eastern Washington that provided support for seniors in accessing coordinated entry and homelessness diversion resources. The agency also provides support for rental assistance applications and utilities debt assistance programs through the Community Living Connections (CLC) HelpLine. Many of these assistance programs prioritized online applications, and CLC is able to facilitate access to this assistance that can maintain housing by gathering application information over the phone. In addition, CLC hired two Options Counselors that specialize in housing supports and link clients to community programs, coordinate entry, and maintain specialized knowledge of local housing resources. ALTCEW applied for and receives one housing voucher per month in partnership with the Spokane Housing Authority, which is used to assist clients served by CLC and Supportive Housing programs in securing housing.

Objective D: Between January 1, 2020, and December 31, 2023, ALTCEW will continue to advocate for awareness of the transportation needs of older adults and individuals living with disabilities through staff participation in coalitions and committees within the ALTCEW service area.

Outcome: Transportation barriers and gaps experienced by those ALTCEW serves were identified and solutions advocated for through staff participation in coalitions and committees within the ALTCEW service area.

Accomplishments: The agency's Planning & Resource Director served until 2022 on the Transportation Advisory Council of the Spokane Regional Transit Council, the agency designated as a Metropolitan Planning Organization at the federal level, and a Regional Transportation Planning Organization by state law; as well as the Spokane Transportation Collaborative, a collaborative advocating for an accessible, coordinated system to improve mobility options for health and wellbeing in Spokane County.

ISSUE AREA: Mental Health and Aging

GOAL: Improve the cognitive, emotional, and behavioral wellbeing of older adults, disabled adults, and their families.

Objective A: Between January 1, 2020, and December 31, 2023, ALTCEW will collaborate and promote partnership with the Alzheimer's Association Spokane office and additional community partners to offer "Staying Connected," an "Early Stage Memory Loss" for individuals with early-stage memory loss and their care partners.

Outcome: Individuals with early-stage memory loss and their care partners are supported as they begin to travel the radically altered journey of memory loss.

Accomplishments: ALTCEW contracted with the Alzheimer's Association to offer classes, provided meeting space when in-person meetings when available and promoted the classes.

Objective B: Between January 1, 2020, and December 31, 2023, ALTCEW will collaborate and promote partnership with local government, home care entities, hospitals and the medical community, community services and supports, the business community, local universities, and first responders to facilitate the development of Spokane County as the first Dementia Friendly Community in the State of Washington.

Outcome: The Spokane Area Dementia Friendly Community collaboration is advanced through active leadership and facilitation by ALTCEW staff and volunteers through active community engagement.

Accomplishments: ALTCEW has provided staff leadership for the Spokane Area Dementia Friendly Community project through our Dementia Capable Grant. Highlights during the period under consideration include:

- Facilitated contracting with a consultant from the National Association of Area Agencies on Aging to provide support for the formation of a local Action Team and development of next steps. ALTCEW staff wrote a successful proposal with a local funder to underwrite costs.
- Provided support for building structures and processes necessary to receive designation as a Dementia Friendly Community.
- Provided facilitation and support for the development of a community needs assessment survey, as well as compilation and analysis of the survey data.
- Provided leadership for a process of taking the community needs assessment survey results to the community for public comment.
- Facilitated ongoing work towards the Dementia Friendly Community Plan and leveraged efforts to support goals of the Dementia Action Catalyst program.

Objective C: Between January 1, 2020, and December 31, 2023, ALTCEW will continue to advocate regarding the mental health needs of older adults through coordination efforts with providers of mental health services and community educational events.

Outcome: The mental health needs of older adults received greater attention because of coordination efforts with providers of mental health services and community educational events.

Accomplishments: ALTCEW advocated for access to mental health to be included in the USAgging policy agendas. ALTCEW also provided American Rescue Plan (ARP) funding to Rural Resources Community Action to implement the Healthy Ideas program, which is designed to impact depressive symptoms in older adults and their caregivers. Additionally, the creation of the Check and Connect program, which connects homebound and isolated clients with a volunteer who contacts them by phone on a weekly basis, has greatly increased awareness of mental health needs and provided opportunities for intervention and referral.

ISSUE AREA: Community Based Supports

GOAL: Address basic needs of individuals living in the community by increasing access to information and assistance to services and supports that prevent or delay entry into Medicaid funded long-term services and supports (LTSS).

Objective A: Between January 1, 2020, and December 31, 2023, ALTCEW will continue to develop a public awareness campaign to enhance access to resources and information of the services available within the ALTCEW Service Area.

Outcome: Public awareness was enhanced regarding access to resources and information of the services available within the ALTCEW Service Area.

Accomplishments: Combining funding for Community Living Connections (CLC) and the Medicaid Transformation Demonstration (MTD) has allowed us to use a professional advertising agency to target messaging throughout our area. The results show in our increasing metrics in most programs. In anticipation of tighter funding in the future we are systematically leveraging less expensive media such as social media enhancements, getting a systematic brochure distribution process running post-COVID, and organizing “word of mouth” campaigns.

MTD and Family Caregiver Support Program (FCSP) staff at contractor agencies were diligent in screening potential caregivers/care receivers to ensure that they were offered the program(s) most applicable to their situation.

In addition to the work done by the professional advertising agency, the CLC department continually reached out and presented to different local community resources to create partnerships for referrals. The Department is responsible for a resource database, and consistently looks for new services to add that fill gaps in the community, so that staff can use

the database to find appropriate referrals. The agency's social media and website also posted consistent and newsworthy information to increase awareness. Press releases for pandemic specific programs and resource assistance were also advertised to ensure the aging and disabled population had equitable access to financial resources for crisis assistance.

Additionally, there was a significant increase in the agency's social media following and reach through Facebook and LinkedIn, continued growth and reach of the website, and regular utilization of the website to share relevant news and information for the target audience. ALTCEW also created a biannual digital newsletter, which shares agency updates and resources.

In 2023 so far, three press releases had been sent to newspapers and picked up for publishing. The releases were about the agency's Area Plan Community Forum, Volunteer Recruitment, and National Volunteer Month. In 2022, several press releases were picked as a result of our efforts.

Objective B: Between January 1, 2020, and December 31, 2023, for Community Living Connections, ALTCEW will conduct quality assurance cycles that examine and improve 1) content of electronic resource directory, 2) services to provide information and referral, and 3) services to provide options counseling.

Outcome: Improvements are documented for CLC's electronic resource directory, services to provide information and referral, and services to provide options counseling.

Accomplishments: The CLC resource directory continued to be updated monthly, with listings checked for accuracy and additions. Staff regularly communicated with ALTSA for needed improvements. Quality assurance (QA) checks were conducted weekly by the QA lead for accurate provision of Information and Referral services, and monthly by the CLC Director to ensure accountability and accuracy. Options counseling followed the same QA schedule, and 5% of all calls received engaged in a satisfaction survey to ensure quality customer service.

Objective C: Between January 1, 2020, and December 31, 2023, ALTCEW will continue providing benefits counseling and enrollment assistance to Medicare and Medicaid beneficiaries and assist low-income individuals with the application process for other types of cost-saving benefits.

Outcome: Medicare and Medicaid beneficiaries were provided benefits counseling and enrollment assistances, and low-income individuals were assisted with the application process for other types of cost-saving benefits.

Accomplishments: Statewide Health Insurance Benefits Advisors (SHIBA) staff and counselors assisted clients in four counties to enroll and counsel for Medicare coverage needs. Benefits

Enrollment Specialists were trained to assist Medicaid callers with insurance navigation and supplemental application assistance. They also assisted with property exemption applications and rental/utility assistance applications.

Objective D: Between January 1, 2020, and December 31, 2023, ALTCEW will collaborate with providers for more thorough and effective hospital discharge planning to ensure a successful transition to home and to minimize the possibility of re-hospitalization.

Outcome: Community members were discharged from the hospital to home successfully as the result of collaborative efforts of multiple partners.

Accomplishments: ALTCEW staff participated in quarterly meetings with Managed Care Organizations, Acute Hospital Social Work Unit Supervisors, Home and Community Services, and the Developmental Disabilities Administration to collaborate on clients in acute hospital settings regarding long length of stays, discharge needs, and medication assistance at home. In 2022, ALTCEW received a combination of Administration for Community Living and State funds to start providing Care Transitions, helping older adults transition from hospital to home. ALTCEW worked directly with Providence and MultiCare to help older adults successfully transition to the community and help prevent re-hospitalization.

In addition, ALTCEW designed and piloted the Advanced Medication Management Program in partnership with Rural Resources Community Action, Empire Health Foundation, Washington State University, and the Alliance for Medication Management. The agency was able to integrate Advanced Medication Management services into the Care Transitions program, as a complementary service. The Advanced Medication Management Program was the second place recipient of the 2022 USAging Innovations Award. The program was on track to graduate 200 clients before the end of the grant contracted timeline and will be arranging a demonstration project to explore cost savings created by the intervention.

Objective E: Between January 1, 2020, and December 31, 2023, ALTCEW will assist subcontractors in promoting the Family Caregiver Support Program and the Medicaid Transformation Demonstration (MAC and TSOA) to address needs, also reducing, or delaying the need for more costly services.

Outcome: ALTCEW subcontractors assisted in promoting the Family Caregiver Support Program and the Medicaid Transformation Demonstration (MAC and TSOA).

Accomplishments: As mentioned above, a robust media campaign and active outreach designed to get clients to make the first call for help through CLC was very effective. Options

Counselors are great navigators in explaining the various options available for in-home services and had been key to linking individuals to all caregiver support programs.

ALTCEW's CLC department assisted with the promotion of all contracted programs and events, ensuring local providers were informed and referrals were received. Information and Referral staff were kept up to date so they could offer access to services immediately upon availability to the public.

ISSUE AREA: Medicaid Supported Services

GOAL: Work across systems to ensure access to planned and coordinated care for older persons and individuals with disabilities.

Objective A: Between January 1, 2020, and December 31, 2023, ALTCEW will collaborate with Home and Community Service and Managed Care Organizations to ensure successful care transitions.

Outcome: Community members were able to navigate community transitions successfully as the result of collaborative efforts between multiple community partners.

Accomplishments: As mentioned above, ALTCEW staff attended quarterly meetings with Managed Care Organizations, Acute Hospital Social Work Unit Supervisors, Home and Community Services, and the Developmental Disabilities Administration to collaborate on how to best serve clients in the acute hospital with long length of stays or needing discharge assistance to get back home.

ALTCEW also participated in regular meetings to coordinate and collaborate on Behavioral Health Personal Care, Governor's Opportunity for Supported Housing (GOSH), Veteran's Directed Services, and the Program for All Inclusive Care of the Elderly (PACE). The focus of these meetings was to improve client care, ensure regular communication with partnering providers, and help facilitate coordinated transitions of care.

In addition, ALTCEW staff met quarterly with the Home and Community Services Regional Administrator and the Adult Protective Services' Regional Administrator to coordinate and communicate updates to services.

Objective B: Between January 1, 2020, and December 31, 2023, ALTCEW will collaborate with local behavioral health providers to improve access to appropriate care.

Outcome: Community members have increased access to local behavior health providers.

Accomplishments: ALTCEW continued to help clients link with appropriate local behavioral health providers, as well as connect to other providers via telehealth. The Consolidated Appropriations Act, which passed Congress in 2022, allowed for an expansion of Medicare-covered providers to include marriage and family therapists and licensed mental health counseling, which will greatly help older adults find mental health treatment through their Medicare benefit.

Objective C: Between January 1, 2020, and December 31, 2023, ALTCEW will advocate for enhanced access to translation services to support communication, involving languages encountered less frequently.

Outcome: Access to translation services has been enhanced to support communication, including languages encountered less frequently.

Accomplishments: ALTCEW created a Diversity, Equity, and Inclusion (DEI) committee in 2021 to address needed improvements in internal agency structure, as well as gaps in service due to language barrier issues. The committee worked to revise policy around hiring practices to increase staff language and cultural diversity. Information being distributed by DSHS (utilized by ALTCEW staff) was available in many languages and the DEI committee will continue to review ALTCEW-specific documents that may need translated into the most commonly needed languages for our local area. The language and TTY (teletypewriters) line was made available to assist staff with communication, and clients were paired with any staff that may be able to communicate in their native language to assist with engagement. In addition, the agency updated its website to provide accessibility options and added a translation option so that it could be accessed in 20 different languages. The ALTCEW general brochure, CLC brochure, and the ALTCEW Informer newsletter were translated to Spanish and Russian. A Matter of Balance brochures were also translated, with the goal of eventually being able to offer classes in other languages as new volunteers are recruited and trained. ALTCEW had increased outreach to Russian- and Spanish-speaking communities by running translated ads in the Spokane Russian newspaper, La Latina magazine, and La Prensa newspaper.

Objective D: Between January 1, 2020, and December 31, 2023, ALTCEW will evaluate the level of mental health training needed for Title XIX Case Managers and research and plan to provide training to Case Management Staff.

Outcome: Title XIX Case Managers receive necessary mental health training to equip them to effectively meet the needs of their clients.

Accomplishments: The agency has worked to secure Mental Health First Aid training for staff and has provided verbal de-escalation and crisis intervention training as well.

Objective E: Between January 1, 2020, and December 31, 2023, ALTCEW will continue with the expansion of the Health Home Program to include dual eligible, Medicaid/Medicare, and Medicaid clients to reduce care costs and promote client wellness. Additionally, ALTCEW will increase its ability to refer to community and social supports, as new needs arise that are beyond the traditional Medicaid or Medicare benefit packages.

Outcome: The reach of the Health Home Program has expanded to include dual eligible, Medicaid/Medicare, and Medicaid clients, to reduce care costs and promote client wellness.

Accomplishments: Health Homes had increased client services from an average of 400 clients served per month in 2020 to an average of 500 in 2021. Part of the impact can be attributed to additional care coordination hours and COVID-19, as Care Coordinators were able to contact clients via Zoom or phone. Home visits resumed in 2022 and became the primary method of visit, except when directed by the client. In 2022, an additional supervisor was added to assist with day-to-day program management and ensure quality services were being delivered timely. Each care coordinator was able to provide quality services to an average of 60 individuals per month.

Objective F: Between January 1, 2020, and December 31, 2023, through the Supportive Housing Program, ALTCEW will collaborate and promote partnership with public agencies and private sectors to assist in identifying and securing housing resources for clients in need of assistance to prepare for and transition to housing in Spokane County. ALTCEW will continue to provide services to support individuals to maintain tenancy once housing is secured.

Outcome: Supportive Housing clients were supported with resources to prepare and transition to housing and to maintain tenancy in Spokane County. Supportive housing specialists worked with several community agencies for apartment vacancy updates, heating needs, rent subsidies, responsible renters training, transportation needs, etc.

Accomplishments: Supportive Housing had grown from serving an average of 40 clients per month to 120 clients per month. An additional staff member was added to provide administrative support. Interns were utilized to assist in locating housing specific to client needs. A full-time community connector was also added to assist with additional housing resources, funding sources, and auditing needs to ensure quality was achieved and maintained.

In 2022, the agency began offering Road to Renting classes for clients, in partnership with Spokane Housing Authority. Staff participated in regular trainings to stay up to date on skills and

housing resources. In addition, staff had been active participants in local housing symposiums, coalitions, and outreach events.

Objective G: Between January 1, 2020, and December 31, 2023, ALTCEW will advocate with Aging and Long Term Support Administration (AL TSA) and the state legislature to increase funding for Title XIX Case Management.

Outcome: Access to planned and coordinated care has been ensured for older adults and individuals with disabilities.

Accomplishments: The agency's Planning and Management Council (PMC) participated in state-level advocacy to support funding for Title XIX Case Management. The PMC participated in activities in partnership with the Washington Association of Area Agencies on Aging (W4A). As a result of this advocacy, in 2020 the state legislature appropriated a \$2.939 million increase at the statewide level for Case Management to work with individuals with significant mental illness, and \$4.685 million for Service Summary Signature implementation. In 2021, additional advocacy resulted in one-time funding statewide to Area Agencies on Aging of \$7.58 million to offset cost impacts associated with COVID-19. Advocacy in 2022 resulted in historic increases to sustain the Case Management program for years to come, including \$24 million for rate parity, as well as additional funding to decrease caseloads to 75 clients per case manager. The 2023 session resulted in \$2.4 million in rate adjustments for inclusion in the maintenance level of future budgets.

ISSUE AREA: 7.01 Planning with Native American Tribes and Tribal Organizations

GOAL: ALTCEW will consult and collaborate with representatives from the Kalispel Tribe, the Spokane Tribe, and the Native Project, in order to ensure quality and comprehensive planning and service delivery to all American Indians and Alaskan Natives in Planning and Service Area #11.

Objective A: Between January 1, 2020, and December 31, 2023, ALTCEW will develop and implement 7.01 Plans in collaboration with local Tribes and Urban Indian Organizations. ALTCEW will meet with Tribes and Urban Indian Organizations as requested to update plans.

Outcome: Coordination of services with local Native American tribes in PSA 11.

Accomplishments: Throughout the plan period, ALTCEW regularly met with the Confederated Tribes of the Colville Reservation, the Kalispel Tribe of Indians, and the Spokane Tribe of Indians

to update the 7.01 Plans. ALTCEW also offered to create 7.01 Coordination Plans with the NATIVE Project and the American Indian Community Center.

Issue Area: COVID-19 Response Services and Supports

GOAL: ALTCEW will support and expand access to resources, supports, services, and service delivery for older adults and adults living with disabilities, utilizing approaches that meet COVID-19 safety protocols.

Objective A: Between January 1, 2020, and December 31, 2023, ALTCEW will plan for and implement the resumption of in-person services, in alignment with guidance from the Aging and Long Term Support Administration (AL TSA) and the Spokane Regional Health District.

Outcome: ALTCEW resumed in-person services safely and in alignment with health and program guidance.

Accomplishments: The agency worked with each internal program and subcontracted provider to determine individual program requirements for returning to in-person services. This included developing masking and safety procedures for offices, as well as developing in-home visit procedures for staff. All programs returned to in-person services in 2022.

Objective B: Between January 1, 2020, and December 31, 2023, ALTCEW will plan for and implement vaccination education and outreach to program participants and the larger older adult community and people living with disabilities.

Outcome: Increased community awareness of the importance of vaccination and increased vaccination rates for older adults and caregivers.

Accomplishments: In 2021, ALTCEW provided vaccine outreach to clients and caregivers of the Case Management program, including coordination with local health departments to facilitate in-home vaccination for homebound clients. ALTCEW provided regular outreach and education to clients and caregivers about COVID-19 vaccinations, mailed information about the vaccines, and assisted with scheduling vaccine appointments. The agency website was kept up to date with relevant vaccine information, as ways to arrange vaccine appointments evolved over time and became more available. In addition, CLC provided regular information and access assistance for callers trying to connect to a vaccine appointment and provided a critical link for clients without technology that needed to make appointments.

Objective C: Between January 1, 2020, and December 31, 2023, ALTCEW will plan for and implement programs and supports to address social isolation and gaps in services for older adults and adults living with disabilities.

Outcome: Increased connection and support for isolated and/or homebound older adults.

Accomplishments: The agency developed and implemented the Check and Connect Program in response to the need to connect with isolated, vulnerable adults during the pandemic. The agency recruited volunteers and provided staffing to make weekly reassurance calls and provide a point of connection to CLC services if needs were discovered during the calls. Check and Connect was able to partner with community organizations such as Greater Spokane County Meals on Wheels and local health care partners, to identify those with potential isolation needs. The clients were then paired with a volunteer to speak with weekly, thus reducing social isolation and identifying needs before they become crisis level.