

AGING & LONG TERM CARE OF EASTERN WASHINGTON  
Memo GB23-20  
August 11, 2023

RE: 2024-2027 Area Plan Adoption

**RECOMMENDATION:**

The Planning and Management Council recommends to the Governing Board adoption of the 2024-2027 Area Plan.

**BACKGROUND:**

Public hearings were held to receive comments on the Proposed 2024-2027 Area Plan for Aging & Long Term Care of Eastern Washington (ALTCEW). The Area outlines the work that the agency plans to accomplish over the next four years, as well as provides guidance for how the agency will tailor services to meet local needs. This includes the following five sections, which will be included in the full plan, to be finalized and submitted in November 2023:

1. Service and Prioritization Principles
2. Prioritization Matrix by Subregion
3. 2024 Allocation Plan
4. 2024-2027 Area Plan Goals and Objectives
5. 2020-2023 Area Plan Work Objective Accomplishments

The following changes were made to the proposed plan based on public comment received:

1. Based on feedback from the Whitman County Public Hearing, ALTCEW was encouraged to place more prioritization on the Senior Van and Volunteer Transportation service area. This resulted in moving the service priority of "Senior Van and Volunteer Transportation" to the number two priority slot on the prioritization matrix.

## **SERVICE AND PRIORITIZATION PRINCIPLES**

Under Section A – 4, Prioritization of Discretionary Funds, the Area Plan instructions require the Area Agency on Aging (AAA) to describe their priorities for services with discretionary funding. ALTCEW must describe the agency's process for determining priority services, including the criteria established, basis for the criteria, factors influencing the prioritization, and methods employed in weighting individual elements.

ALTCEW must also describe how it would implement these priorities in the event of reductions or increases. The instructions state that discretionary funds are normally those that come from the Older Americans Act Title IIIB, Senior Citizen Services Act, and local sources.

### **PROPOSED 2024-2027 PRIORITIZATION PROCESS:**

For the 2024-2027 Prioritization Process, the following questions were used to prioritize discretionary-funded services in each area:

1. Does the program/service reach: (a) those with the greatest economic and/or social need, (b) those with severe disabilities, (c) those with limited English-speaking ability, (d) those residing in rural areas, (e) individuals living with dementia and their care partners, (f) those at risk of institutional placement, and/or (g) racially or culturally diverse individuals?
2. What is the impact of the program or service to the larger network of services?
3. Is the community need one that can be met through community collaboration, if internal resources are not sufficient?

# PROPOSED PRIORITIZATION MATRIX

## SPOKANE COUNTY SUBREGION DISCRETIONARY FUNDS

### 2020-2023 SERVICE PRIORITIES

Priority	Status	Service Objective
1	Continue	Community Living Connections
2	Continue	Home Delivered Meals
3	Continue	Adult Day Services / Fee Subsidy Transportation
4	Continue	Bathing Assistance / Limited Home Care
5	Continue	Congregate Meals / Fee Subsidy Transportation
6	Continue	Matter of Balance
7	Continue	Long Term Care Ombudsman
8	Continue	Minor Home Repair
9	Continue	Dementia Support and Education

### PROPOSED 2024-2027 SERVICE PRIORITIES

Priority	Status	Service Objective
1	Continue	Community Living Connections
2	Continue	Home Delivered Meals
3	Continue	Congregate Meals / Fee Subsidy Transportation
4	Continue	Falls Prevention Programs
5	Continue	Minor Home Repair
6	Continue	Adult Day Services / Fee Subsidy Transportation
7	Continue	Bathing Assistance / Limited Home Care
8	Continue	Long Term Care Ombudsman

In addition to the above prioritized services, the following areas are up for consideration if increased funding is available and discretionary funding could be used to leverage outside funds:

- Workforce development for the direct care workforce
- Senior Van and Volunteer Transportation
- Evidence-based health programs
- Expanding dementia support services for people living with memory loss and their care partners
- Expanded support for hospital transitions and medication management

## TRI-COUNTY SUBREGION DISCRETIONARY FUNDS

### 2020-2023 SERVICE PRIORITIES

(Pend Oreille, Stevens, and Northern Ferry counties)

Priority	Status	Service Objective
1	Continue	Community Living Connections
2	Continue	Senior Van / Volunteer Transportation
3	Continue	Home Delivered Meals
4	Continue	Congregate Meals
5	Continue	Long Term Care Ombudsman

### PROPOSED 2024-2027 SERVICE PRIORITIES

(Pend Oreille, Stevens, and Northern Ferry counties)

Priority	Status	Service Objective
1	Continue	Community Living Connections
2	Continue	Senior Van / Volunteer Transportation
3	Continue	Home Delivered Meals
4	Continue	Congregate Meals
5	Continue	Long Term Care Ombudsman

Based on feedback from focus groups and the prioritization criteria, the agency proposes to keep the same list of prioritized services as in years past. In addition to the above prioritized services, the following areas are up for consideration if increased funding is available and discretionary funding could be used to leverage outside funds:

- Support for hospital transitions
- Expanded support for senior nutrition services and transportation services
- Chore services
- Evidence-based health programs

# WHITMAN COUNTY DISCRETIONARY FUNDS

## 2020-2023 SERVICE PRIORITIES

Priority	Status	Service Objective
1	Continue	Community Living Connections
2	Continue	Senior Van and Volunteer Transportation
3	Continue	Home Delivered Meals
4	Continue	Congregate Meals
5	Continue	Long Term Care Ombudsman

## PROPOSED 2024-2027 SERVICE PRIORITIES

Priority	Status	Service Objective
1	Continue	Community Living Connections
2	Continue	Senior Van and Volunteer Transportation
3	Continue	Home Delivered Meals
4	Continue	Congregate Meals
5	Continue	Long Term Care Ombudsman

Based on feedback from focus groups and the prioritization criteria, the agency proposes to keep the same list of prioritized services as in years past. In addition to the above prioritized services, the following areas are up for consideration if increased funding is available and discretionary funding could be used to leverage outside funds:

- Evidence-based health programs
- Chore services
- Expanded support for transportation services
- IT and technology support to access services and resources

# AGING & LONG TERM CARE OF EASTERN WASHINGTON

## PROPOSED 2024 ALLOCATION PLAN

### ANTICIPATED FUNDING

For 2024, it is estimated that Aging & Long Term Care of Eastern Washington (ALTCEW) will receive \$2,545,391 in Older Americans Act (OAA) and \$800,422 in Senior Citizens Services Act (SCSA) funds. The agency proposes to distribute \$2,147,091 in discretionary funds via contracts to community agencies for services. Additional OAA, State of Washington, and Title XIX funds will be distributed as listed in the non-discretionary schedules. The public and ALTCEW's Governing Board have the ultimate decision as to what services are provided by which agencies at what funding levels.

*Note: For 2024, ALTCEW will also receive OAA American Rescue Plan funds related to the COVID-19 pandemic. These funds are not included in the proposed allocations described in the preceding paragraph or in the allocations by region. Please see Exhibit A for a description of the availability of the allocation of 2024 COVID-19 funds.*

This memo contains background information, allocation history, and ALTCEW Planning and Management Council (PMC) recommendations, including the following:

- A. Discussion of Estimated Available Funding
  - B. Review of Allocation Policies
  - C. Presentation of Proposed Allocation Options by Subregion
- A. AVAILABLE FUNDING: ALTCEW receives government grant funds from a number of sources each year. Approximately 78% of these funds are restricted, meaning that ALTCEW's discretion over their use is very limited. Examples include Medicaid Title XIX funds for Case Management and Family Caregiver Support program funds. ALTCEW has a measure of flexibility in determining the use of the other 22% of its annual revenues.

ALTCEW receives "discretionary" funds from the following sources: Titles III (except Title III E) & VII of Federal OAA and State of Washington SCSA.

The total 2024 anticipated funding from all sources is \$24,000,000.

Revenue Source	2022 Proposed	2022 Actual	2023 Proposed	2024 Proposed
New Title III/VII OAA	\$2,565,422	\$2,294,633	\$2,576,114	\$2,545,391
SCSA	\$ 807,027	\$ 836,117	\$ 807,027	\$ 800,422
Carryover Title III/VII OAA	\$ 215,000	\$ 594,964	\$ 226,337	\$ 250,000
Total New and Carryover	\$3,587,449	\$3,725,714	\$3,609,478	\$3,595,813
% Change				(.40 %)

The above chart shows ALTCEW staff estimates of new discretionary funding for 2024, with an anticipated carryover of funds from 2023 to 2024 of \$250,000, making the **total estimated discretionary funding of \$3,595,813**.

The following assumptions have been made to arrive at these estimates.

Funding Amounts:

- 1% decrease in Older Americans Act funds in 2024 from Aging and Long-Term Support Administration (AL TSA).
- Nominal decrease in state Senior Citizens Service Act funds or other State funds as of July 1, 2024.

B. ALLOCATION POLICIES: The following policies have guided the agency in its budget development:

1. It has been the policy of ALTCEW since 1976 to divide the agency's 4-1/2 county service area into three subregions, as follows: 1) Spokane County; 2) Whitman County; and 3) the Tri-County Area including Stevens County, Pend Oreille County, and the north portion of Ferry County outside the Reservation of the Colville Confederated Tribes of Indians. It has been agency policy to develop a separate allocation plan for each subregion.
2. ALTCEW uses the following funding formula to allocate funds to each subregion. Funding formula factors were updated in 2023 using American Community Survey 2016-2020 Special Tabulation data. This is a change in data practice from using 10-year census data, due to a change in the availability of data subsets. This formula provides:

- a) A base of \$75,000/subregion PLUS \$10,000 per County within the subregion
- b) Distribution of the balance of funds is based on the weights/factor of the intra-state funding formula:

<u>FACTOR</u>	<u>WEIGHT</u>
Age 60+ population	25%
Age 60+ at or below poverty	30%
Age 60+ minority	12%
Square miles in the AAA service area	10%
Age 60+ limited-English speaking	5%
Age 60+ living with a disability	18%

- 3. The Proposed 2024-2027 Service Prioritization Principles and Prioritization by Subregion were used as a tool to guide allocations to services.
- 4. The allocations for Older Americans Act funding follow budget guidance for the program, which directs a distribution of funds to access services, in-home services, legal assistance, and senior nutrition. The allocation plan follows rules and regulations, including any guaranteed funding percentages or limits to transfer authority between Older Americans Act titles.

C. PROPOSED ALLOCATION PLAN OPTIONS BY SUBREGION: Distribution of the estimated 2024 Discretionary Funds, by Subregion in accordance with the policies contained in Section B.

**2024 PROPOSED FUNDING ALLOCATIONS**

SUB-REGION	BASE	*ALLOCATION	TOTAL	% TOTAL ALLOCATION
Spokane County	\$ 85,000	\$2,396,631	\$2,481,631	69.02%
Tri-County	\$105,000	\$ 667,815	\$ 772,815	21.49%
Whitman County	\$ 85,000	\$ 256,367	\$ 341,367	9.49%
TOTALS	\$275,000	\$3,320,813	\$3,595,813	100.00%

\* Allocation based on ACS Weights/Factors: Spokane – 72.17%; Tri-County – 20.11%; Whitman – 7.72%



**SPOKANE COUNTY  
DISCRETIONARY FUNDS**

	Initial 2023 Awards	Proposed 2024 Awards
Home Delivered Meals	\$ 437,947	\$ 451,482
Adult Day Services/Fee Subsidy Transportation	123,301	55,404
Bathing Assistance/Limited Home Care	122,856	126,654
Congregate Meals/Fee Subsidy Transportation	377,674	389,346
Long Term Care Ombudsman	11,112	10,708
Minor Home Repair	143,644	144,926
Legal Assistance	118,481	122,144
<b>TOTAL</b>	<b>\$ 1,335,015</b>	<b>\$ 1,300,664</b>

*Community Living Connections in Spokane County is a direct service of ALTCEW with an allocation of \$585,083 in 2024.*

**NONDISCRETIONARY FUNDS**

	Initial 2023 Awards	Proposed 2024 Awards
Title XIX - Case Management	\$ 3,420,170	\$ 4,104,204
Medicaid Transformation Project	1,204,166	1,300,500
Family Caregiver Support (State & Federal)	916,884	866,769
Kinship Caregiver Support	88,773	88,773
Kinship Navigator	50,398	74,240
Home Delivered Meals (State funds)	38,628	41,269
State Nutrition funds	-	112,378
Nutrition Services Incentive Program	119,670	129,746
<b>TOTAL</b>	<b>\$ 5,838,689</b>	<b>\$ 6,717,879</b>

**TRI-COUNTY  
DISCRETIONARY FUNDS**

	Initial 2023 <u>Awards</u>	Proposed 2024 <u>Awards</u>
Community Living Connections	\$ 214,248	\$ 217,700
Transportation - Van and Volunteer	141,752	143,031
Home Delivered Meals	55,556	56,057
Congregate Meals	157,200	158,619
Long Term Care Ombudsman	2,738	2,845
Legal Assistance	8,812	8,892
TOTAL	<u>\$ 580,306</u>	<u>\$ 587,144</u>

**NONDISCRETIONARY FUNDS**

	Initial 2023 <u>Awards</u>	Proposed 2024 <u>Awards</u>
Title XIX - Case Management	\$ 1,080,106	\$ 1,296,128
Medicaid Transformation Project	270,000	292,000
Family Caregiver Support (State & Federal)	288,598	269,876
Kinship Caregiver Support	23,945	23,945
Kinship Navigator	25,198	37,120
Home Delivered Meals (State funds)	12,160	12,850
State Nutrition funds	-	34,990
Nutrition Services Incentive Program	49,886	54,092
TOTAL	<u>\$ 1,749,893</u>	<u>\$ 2,021,001</u>

**WHITMAN COUNTY  
DISCRETIONARY FUNDS**

	Initial 2023 <u>Awards</u>	Proposed 2024 <u>Awards</u>
Community Living Connections	\$ 116,424	\$ 109,162
Home Delivered Meals	21,362	21,555
Transportation - Van and Volunteer	59,810	60,350
Congregate Meals	64,005	64,584
Long Term Care Ombudsman	1,161	1,228
Legal Assistance	<u>2,382</u>	<u>2,404</u>
TOTAL	<u>\$ 265,144</u>	<u>\$ 259,283</u>

**NONDISCRETIONARY FUNDS**

	Initial 2023 <u>Awards</u>	Proposed 2024 <u>Awards</u>
Title XIX - Case Management	\$ 280,126	\$ 378,672
Medicaid Transformation Project	162,000	175,000
Family Caregiver Support (State & Federal)	131,864	119,178
Kinship Caregiver Support	4,091	4,091
Kinship Navigator	3,830	5,640
Home Delivered Meals (State funds)	5,555	5,674
State Nutrition funds	-	15,452
Nutrition Services Incentive Program	<u>14,610</u>	<u>15,834</u>
TOTAL	<u>\$ 602,076</u>	<u>\$ 719,541</u>

## EXHIBIT A

### AMERICAN RESCUE PLAN FUNDS AVAILABLE FOR 2024

In 2024, ALTCEW will receive OAA American Rescue Plan (ARP) funding related to the COVID-19 pandemic. These funds are not included in the allocations by region for non-COVID-19 funds on the preceding pages.

Funding for 2024, as shown below, is allocated based on several factors and includes Senior Transportation, Community Living Connections, Minor Home Repair, Senior Nutrition, and Family Caregiver Support Program.

The required match is 15% for all services, except Family Caregiver Support Program which is 25%. For each grant amount awarded, state funds equivalent to the required match amount will also be awarded. State funds must be spent by June 30, 2024, and can be spent before the ARP funds. ARP funds must be spent by September 30, 2024.

The amounts shown below represent a total of ARP and State funds.

#### SPOKANE COUNTY

Community Living Connections	\$ 240,173
Minor Home Repair	100,000
Senior Nutrition	167,750
Family Caregiver Support Program	14,000
	<u>521,923</u>

#### TRI-COUNTY

Community Living Connections	34,000
Senior Nutrition	51,000
	<u>85,000</u>

#### WHITMAN COUNTY

Senior Transportation	26,000
Community Living Connections	25,000
Senior Nutrition	24,500
	<u>75,500</u>

<b>TOTAL</b>	<b>\$ <u>682,423</u></b>
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## 2024-2027 AREA PLAN ISSUE AREA THEMES, GOALS AND OBJECTIVES

### 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, 2024, and December 31, 2027, ALTCEW will expand the use of Evidence Based Programming, specifically A Matter of Balance (MOB), A Matter of Balance – Virtual (MOBV) Translation, FallsTalk, FallsTalk-C, and FallsScape-D to support prevention and wellness options for older persons and individuals living with fall risks and disabilities.

**Objective B:** Between January 1, 2024, and December 31, 2027, ALTCEW will continue to increase awareness of the Senior Farmer’s Market Nutrition Program (SFMNP) through flyers, public service announcements, and other media opportunities.

**Objective C:** Between January 1, 2024, and December 31, 2027, 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 a larger number of accessible units within new multi-housing construction. ALTCEW will also advocate for the creation of additional affordable and accessible housing units for older adults.

**Objective D:** Between January 1, 2024, and December 31, 2027, ALTCEW will continue to advocate for awareness of the transportation needs of older adults and individuals living with disabilities, with a focus on rural communities, through staff participation in coalitions and committees within the ALTCEW Service Area.

**Objective E:** Between January 1, 2024, and December 31, 2027, ALTCEW will promote Brain Health and Dementia Support programs, direct services, outreach, and education for persons living with dementia and their care partners. ALTCEW will continue to partner with other community and professional agencies such as: Rural Resources – Community Action, Elder Services, Frontier Behavioral Health, the Alzheimer’s Association, EMS and hospital agencies, and Aging and Long-Term Support Administration (AL TSA).

**Objective F:** Between January 1, 2024, and December 31, 2027, ALTCEW will continue to work with partners in the agency’s service region to combat social isolation and increase social and community engagement in healthy aging programs.

**ISSUE AREA: Mental and Brain Health**

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

**Objective A:** Between January 1, 2024, and December 31, 2027, ALTCEW will continue to advocate and promote partnerships to offer Early-Stage Memory Loss resources and education for individuals with early-stage memory loss and their care partners.

**Objective B:** Between January 1, 2024, and December 31, 2027, 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 support the continued development of Dementia Friendly Communities.

**Objective C:** Between January 1, 2024, and December 31, 2027, ALTCEW will continue to advocate for the mental health needs of older adults through coordination efforts with providers of mental health services and community educational events.

**ISSUE AREA: Supporting Pre-Medicaid Long-Term Services and 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, 2024, and December 31, 2027, ALTCEW will promote increased public awareness of wellness resources, Community Living Connections, and services for family caregivers. Activities will continue to include the ALTCEW Insider newsletter; the Dementia Friends newsletter and website for resources and programs; diverse media campaigns that include print, radio, television, and social media; online surveys for focus groups and needs assessments that will be available in person, by mail or virtually.

**Objective B:** Between January 1, 2024, and December 31, 2027, ALTCEW will continue to provide 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.

**Objective C:** Between January 1, 2024, and December 31, 2027, 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.

**Objective D:** Between January 1, 2024, and December 31, 2027, ALTCEW will collaborate with local primary care and behavioral health providers to improve access, increase education and awareness, and facilitate referrals to Community Living Connections and other agency services.

**Objective E:** Between January 1, 2024, and December 31, 2027, ALTCEW will assist with public education and provider network development for the WA Cares Program. In addition, ALTCEW will advocate for person-centered options counseling to assist beneficiaries in navigating services to help them maintain living at home and prevent institutionalization.

**ISSUE AREA: Person-Centered Home and Community Based Supports**

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

**Objective A:** Between January 1, 2024, and December 31, 2027, ALTCEW will collaborate with partners to facilitate the growth, expansion, and sustainability of the Advanced Medication Management Program.

**Objective B:** Between January 1, 2024, and December 31, 2027, ALTCEW will continue with the expansion of the Health Home Program, to reduce care costs and promote wellness for clients served through Medicaid, Medicare, and Apple Health Medicare Connect. Additionally, ALTCEW will continue to increase the agency staffs' ability to refer to community and social supports, as new needs arise that are beyond the traditional Medicaid or Medicare benefit packages.

**Objective C:** Between January 1, 2024, and December 31, 2027, 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.

**Objective D:** Between January 1, 2024, and December 31, 2027, ALTCEW will advocate for adequate funding for Title XIX Case Management to reduce caseloads and ensure quality client care.

**Objective E:** Between January 1, 2024, and December 31, 2027, ALTCEW will work with local and state partners to encourage and facilitate the recruitment and training of Home Care Aides, so that clients are able to receive timely services through the Medicaid In-Home Care program.

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

**GOAL:** ALTCEW will consult and collaborate with representatives from Regional Tribes and Recognized American Indian Organizations 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, 2024, and December 31, 2027, ALTCEW will develop and implement 7.01 Plans in collaboration with Regional Tribes and Recognized American Indian Organizations. ALTCEW will meet with Tribes and Urban Indian Organizations as requested to update plans. ALTCEW will continue to promote healthy aging programs and dementia education in partnership with tribes in the service region.

**Objective B:** Between January 1, 2024, and December 31, 2027, ALTCEW's Tribal Liaison will continue to advocate and participate in Tribal Centric work groups at the local and state levels, to ensure quality and comprehensive healthy aging planning and supportive services are championed in the agency's service region.

**ISSUE AREA: COVID-19 Response Services and Supports**

**GOAL:** ALTCEW will continue to support post-pandemic efforts 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, 2024, and December 31, 2027, ALTCEW will continue to support the unique, ongoing needs of local communities for post-pandemic supportive services and programs that align with the agency's mission and goals.

**Objective B:** Between January 1, 2024, and December 31, 2027, ALTCEW will champion integrated vaccine efforts for the service region to promote awareness, education, and access to vaccines for older adults and people living with disabilities. ALTCEW will work to ensure there is no wrong door in accessing vaccines in the agency's service area.



# Aging and Long Term Care of Eastern Washington

## 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 (MOB), to support prevention and wellness options for older persons and individuals living with disabilities.

**Outcome:** Expanded the number of MOB coaches and host sites, thus also expanding the reach of MOB class offerings to a larger number of participants and supporting further 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 MOB 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 member 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 Virtual (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 members were hired and trained as Master Trainers for MOB. In addition, the first two in-person MOB classes were held in August and October of 2022.

In 2023, volunteer recruitment and coach trainings resumed. Four Eastern Washington University students completed the virtual MOB training in January. In February and April of 2023, 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 also finishing their training in FallsTalk and FallsTalk-C.

With the newly hired staff relaunched, the MOB in-person classes resumed in January of 2023, 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 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, with an estimated 150 graduates and over 50 volunteer coaches trained before the end of December 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 agency's Planning and Management Council (PMC) 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 increased in pricing 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 that early interest tended 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, that 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, participated in the Spokane Valley Connect, and supported our clients temporarily residing at Camp Hope, 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 received 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 ALTCEW clients were identified and solutions were 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. ALTCEW staff regularly participate in opportunities to serve, offer resources to, and advocate for any coalition that addresses the needs of our service region.

## **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, provide meeting space for in-person meetings, and promote the classes. Community education classes on early diagnosis, support groups (including "Memory Cafés"), and community forums were offered by the Alzheimer's Association in Spokane, Stevens, and Whitman Counties.

**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.
- Facilitated on-going work to support a Spokane County “Memory Garden” and a Spokane County Parks and Recreation “Dementia Exercise” program.
- Supported and guided the creation a series of professional “Dementia” development trainings for ALTCEW, Home and Community Services, Elder Services, Frontier Behavioral Health, and Hospital Systems located in Spokane County. These trainings included: 1) Early diagnosis 2) Dementia and communication 3) Preparing for the holidays 4) Preparing for an emergency 5) The 10 warning signs of dementia and 6) The journey of Alzheimer’s.

**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 USAging 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 ALISA 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 behavioral 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 participated in the creation and distribution of the Washington State “Dementia Road Map”, which was also translated into Russian and Spanish in June of 2023. 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. In May of 2023 ALTCEW signed a Business Agreement with The NATIVE Project creating opportunities to provide supportive programs and services to the aging and disabled Native Populations served by The NATIVE Project.

## **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. ALTCEW provided COVID-19 safety kits and tests for any ALTCEW employee as needed to ensure an extra level of protection. 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. The “Check and Connect” program 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 reach crisis level.