

Northwest Senior Services Board
September 12, 2023
1:00 pm – 3:30 pm
Hybrid Meeting

In-Person
Mount Vernon NWRC Office
301 Valley Mall Way, Suite 100
Mount Vernon, WA
(360) 676-6749

[Join Zoom Meeting](#)
Meeting ID: 814 4973 0953
Passcode: 522849
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+12532158782, 81449730953# US (Tacoma)

AGENDA

Agenda Topic	Action Required	Time
1. Call to Order Chair- <ul style="list-style-type: none">• Introduction of guests• Roll call• Review of July minutes• Announcements• Public Comment	Motion	1:00 pm – 1:05 pm
2. Nomination and Vote for Chair	Motion	
3. Executive Director Updates <ul style="list-style-type: none">• Agency Updates – Review	Information	1:05 pm – 1:15 pm
4. WA CARES	Discussion	1:15 pm – 1:45 pm
5. Break		1:45 pm – 2:00 pm
6. NWRC Video	Discussion	2:00 pm – 2:15 pm
7. October Virtual Advocacy Day Planning	Discussion	2:15 pm – 2:45 pm
8. Bylaws - Sub-committee Review/update	Discussion	2:45 pm – 2:55 pm
4. State Council on Aging Update (SCOA)	Information	2:55 pm – 3:05 pm
5. Updates from our Communities	Information	3:05 pm – 3:30 pm
6. Adjourn	Motion	

****The next meeting of the NWSSB will be held on November 14th, 2023**

Anyone needing special accommodations to participate in a meeting should contact NWRC at least 48 hours in advance of the scheduled meeting.

For more information, please contact the NWRC office at (360) 676-6749
600 Lakeway Drive, Bellingham, WA 98225.

Northwest Senior Services Board Meeting Minutes

July 11, 2023

Members Present and via Zoom or Telephonically: Carl Bender, Shirley Bennett, Georgiann Dustin, George Edward, Wendy Gilbert, Alberta Horn, Mary Kanter, Jennifer Lautenbach, Bob Monize, Barb Pesola, Stephen Shubert.

Members Absent: Doug Cornelsen, Jana Finkbonner, Shirley Forslof, Marshall Gartenlaub, Denise Irey, Mike Shaw, Jodi Sipes.

Staff Present: Amanda McDade, Bethany Chamberlin, Jeri Johansen

Guest: None

Call to Order (Barb Pesola) at 1:00 PM

Review of May 9, 2023, Minutes:

Motion put forward by the Board President, Barb Pesola to accept the minutes from the May 9, 2023, meeting. Motion was granted by Bob Monize and seconded by Georgiann Dustin. **Motion Passed.**

Announcements: Stephen Wicks is not well and is currently at the Bridge in Mount Vernon.

Public Comment:

Georgiann brought up some questions regarding WA Cares to be addressed in the WA Cares section of the agenda.

George Edward read an article from the press that mentioned NWRC's role. More information to be discussed in the Executive Director Updates.

Executive Director Updates

Agency Updates – Review

Amanda McDade gave an overview of possible pending litigation with more information to follow as available. The budget is on target. Hiring overview is focused on Behavioral Health. Long Term Care Team Supervisor is starting their first day on Monday, July 17th.

WA Cares

Bethany and Amanda presented an updated WA Cares website for members. NWRC Community Programs staff provide information at community events. WA Cares training will be scheduled for staff with the possibility of WA Cares counseling available to the community through NWRC.

Educational Interest Survey

NWSSB Interest Survey: Group consensus on what topics are most relevant and appealing to members so that presentations/trainings provided will be more meaningful. Members asked to fill out and return to Bethany.

Break

Strategic Planning 2024-2027

Bethany Chamberlain reviewed the Strategic Plan process. The group went through the following items, including time to fill out questions for each – or to complete at home and return to Bethany:

Issue Area #5. Coordination with Tribes

Board members felt that they are somewhat unqualified to answer and that perhaps Jana Finkbonner could shed some light on this subject. Creating trust in building a relationship with Tribes is necessary. Conversation led to Bethany sharing that she has had an invite to Canoe Journey, possibly generating interest while there. The possibility of focus groups among elders was introduced. The Board members would like to invite Katherine Romero to a future meeting.

Issue Area #6. Behavioral Health & Social Isolation

Georgiann relayed that DSHS compiled a report about isolation with some very good information included and worth reading (see SCOA for link). Several ideas were presented about how to reach individuals who might benefit from services. These included the possibility of radio, television and public service announcements. It was mentioned that the Bellingham Library will be adding a social worker to their staff and that Goodwill will be hosting an outreach technology bus, both of which might be avenues for NWRC outreach.

Issue Area #7. Diversity, Equity, and Inclusion

Applies internally (staff) *and* externally (clients). The Governing Board requested that this issue area be added to the Strategic Plan.

We have been informed that Shirley Forslof will be stepping away from NWSSB. Shirley has been an active participant from 2012 until 2023 and served her community well. A card will be circulated and certificate of appreciation sent.

We are recruiting members for NWSSB, if you know of anyone who might be interested in becoming a member please contact Bethany for an application.

Bylaws

Sub-committee Review – Page 6-8 will be reviewed at the next meeting. Meetings have been scheduled on the third Thursday of the month if members would like to join in, contact Bethany.

State Council on Aging Update (SCOA)

Georgiann Dustin

The Dementia Action Collaborative (DAC) seeks public comment on the 2023-2028 State Plan to Address Alzheimer's Disease and other Dementias (Draft) can be found at the following:

<https://www.dshs.wa.gov/sites/default/files/ALTSA/hcs/DAC/Alzheimer%20State%20Plan/WA%20State%20Alzheimer%27s%20Plan%202023%20DRAFT.pdf>

Communities

Orcas: IslandRides has had its grant extended for another two years – providing rides to those who need them.

Lynden: Senior Day in the Park is August 2nd and NWRC will be there.

Snohomish/Island Counties: A group of volunteer pilots are training to fly food and essentials to islands or areas cut off in the event of a crisis or natural disaster.

It has been requested that members receive an updated NWSSB roster and to add future meeting dates to the agenda.

Adjourn:

A motion was made to adjourn by Bob Monize and seconded by Georgiann Dustin. **Motion passed.**

The meeting adjourned at 3:02 PM

Jeri Johansen, Administrative Assistant/Reception

Reviewed and approved by the Northwest Senior Services Board at the September 12, 2023, meeting.

, NWSSB Chair

NORTHWEST REGIONAL COUNCIL		TOTAL		
BUDGET TO ACTUAL REPORT (ACCRUAL BASIS)		2023	% of Year	42%
JANUARY - MAY 2023		Original	Actual	% of Budget
Funding				
1	DSHS - ALTSA - TXIX Medicaid	6,134,811	2,548,410	42%
2	DSHS - ALTSA - All Other	5,707,232	2,319,100	41%
3	Disaster Relief Funding - COVID	817,356	642,922	79%
4	Health Care Authority	9,588,800	4,059,015	42%
5	Local Funds	123,628	117,132	95%
6	Other Contracted	4,366,683	1,730,901	40%
Subtotal Current Year Funding		26,738,510	11,417,480	43%
7	Use of Fund Balance Reserves	173,796	69,700	40%
Subtotal Funding (including reserves)		26,912,306	11,487,180	43%
Operating Expenditures				
8	Salaries & Wages	9,343,365	3,551,901	38%
9	Taxes & Benefits	4,019,505	1,521,267	38%
Total Personnel		13,362,870	5,073,168	38%
10	Office/Operating Supplies	109,577	35,121	32%
11	Small Tools/Capital Equipment	112,225	19,412	17%
12	Professional Services	526,025	202,433	38%
13	Communication	280,363	63,216	23%
14	Travel	206,822	47,250	23%
15	Occupancy/Insurance	594,845	208,489	35%
16	Disaster Relief	380,677	207,250	54%
17	Miscellaneous	185,377	59,927	32%
Total Operating Expenditures		2,395,911	843,098	35%
Total Direct Service and Administration		15,758,781	5,916,266	38%
Subcontractor Expenditures				
18	I&A/Case Management/FCSP			
19	ISR/Island County	783,030	260,514	33%
20	San Juan County Senior Services	192,395	24,603	13%
21	Legal Services	54,072	5,773	11%
22	Nutrition			
23	ISR/Island County	265,748	171,037	64%
24	Skagit County	363,843	270,842	74%
25	WCOA/Whatcom and San Juan Counties	669,684	444,616	66%
26	Disaster Relief	436,679	435,672	100%
27	Volunteer Services			
28	ISR/Island County	34,628	17,772	51%
29	CASC/Skagit County	38,602	20,194	52%
30	Opportunity Council/Whatcom County	45,638	27,892	61%
31	Long Term Care Ombudsman Program	3,959	1,980	50%
32	Medicaid Transportation Brokerage	5,040,000	2,151,671	43%
33	Family Caregiver Support Project & Respite Services	462,440	201,201	44%
34	Dementia Partnerships Project	-	-	
35	Kinship Caregivers Support Program/Kinship Navigator	114,055	30,830	27%
36	Caregiver Training/Agency Workers Health Insurance	299,800	92,137	31%
37	Evidence Based Programs	32,306	2,000	6%
38	Dementia Support Program	202,500	58,774	29%
39	Health Homes	1,725,000	773,105	45%
Total Subcontractor Expenditures		10,764,379	4,990,613	46%
40	Total Budgeted Expenditures	26,523,160	10,906,879	41%
41	Unallocated Funding	389,146	580,301	149%

NORTHWEST REGIONAL COUNCIL		Community Programs		
BUDGET TO ACTUAL REPORT (ACCRUAL BASIS)		2023	% of Year	42%
JANUARY - MAY 2023		Original	Actual	% of Budget
Funding				
1	DSHS - ALTSA - TXIX Medicaid	159,000	50,046	31%
2	DSHS - ALTSA - All Other	3,468,005	1,138,043	33%
3	Disaster Relief Funding - COVID			
4	Health Care Authority			
5	Local Funds			
6	Other Contracted	-	-	
Subtotal Current Year Funding		3,627,005	1,188,089	33%
7	Use of Fund Balance Reserves	62,213	69,700	112%
Subtotal Funding (including reserves)		3,689,218	1,257,789	34%
Operating Expenditures				
8	Salaries & Wages	1,585,695	566,794	36%
9	Taxes & Benefits	713,981	250,604	35%
Total Personnel		2,299,676	817,398	36%
10	Office/Operating Supplies	23,262	5,816	25%
11	Small Tools/Capital Equipment	16,660	1,682	10%
12	Professional Services	16,731	4,834	29%
13	Communication	39,288	14,521	37%
14	Travel	30,981	8,136	26%
15	Occupancy/Insurance	124,522	41,210	33%
16	Disaster Relief	-		
17	Miscellaneous	37,671	24,320	65%
Total Operating Expenditures		289,115	100,519	35%
Total Direct Service and Administration		2,588,791	917,917	35%
Subcontractor Expenditures				
18	I&A/Case Management/FCSP			
19	ISR/Island County	243,092	55,294	23%
20	San Juan County Senior Services	192,395	24,603	13%
21	Legal Services			
22	Nutrition			
23	ISR/Island County			
24	Skagit County			
25	WCOA/Whatcom and San Juan Counties			
26	Disaster Relief			
27	Volunteer Services			
28	ISR/Island County			
29	CASC/Skagit County			
30	Opportunity Council/Whatcom County			
31	Long Term Care Ombudsman Program			
32	Medicaid Transportation Brokerage			
33	Family Caregiver Support Project & Respite Services	462,440	201,201	44%
34	Dementia Partnerships Project	-		
35	Kinship Caregivers Support Program/Kinship Navigator			
36	Caregiver Training/Agency Workers Health Insurance			
37	Evidence Based Programs			
38	Dementia Support Program	202,500	58,774	29%
39	Health Homes			
Total Subcontractor Expenditures		1,100,427	339,872	31%
40	Total Budgeted Expenditures	3,689,218	1,257,789	34%
41	Unallocated Funding	-	-	

NORTHWEST REGIONAL COUNCIL		Clinical and Long-Term Care Programs		
BUDGET TO ACTUAL REPORT (ACCRUAL BASIS)		2023	% of Year	42%
JANUARY - MAY 2023		Original	Actual	% of Budget
Funding				
1	DSHS - ALTSA - TXIX Medicaid	5,975,811	2,498,364	42%
2	DSHS - ALTSA - All Other	281,683	133,315	47%
3	Disaster Relief Funding - COVID	-		
4	Health Care Authority	3,500,000	1,451,739	41%
5	Local Funds	-		
6	Other Contracted	2,211,542	792,401	36%
Subtotal Current Year Funding		11,969,036	4,875,819	41%
7	Use of Fund Balance Reserves	-	-	
Subtotal Funding (including reserves)		11,969,036	4,875,819	41%
Operating Expenditures				
8	Salaries & Wages	5,648,703	2,145,386	38%
9	Taxes & Benefits	2,434,703	919,919	38%
Total Personnel		8,083,406	3,065,305	38%
10	Office/Operating Supplies	70,947	26,168	37%
11	Small Tools/Capital Equipment	75,505	16,073	21%
12	Professional Services	199,565	88,754	44%
13	Communication	200,649	41,771	21%
14	Travel	163,350	36,596	22%
15	Occupancy/Insurance	402,299	145,077	36%
16	Disaster Relief	-		
17	Miscellaneous	119,231	29,177	24%
Total Operating Expenditures		1,231,546	383,616	31%
Total Direct Service and Administration		9,314,952	3,448,921	37%
Subcontractor Expenditures				
18	I&A/Case Management/FCSP			
19	ISR/Island County	539,938	205,220	38%
20	San Juan County Senior Services			
21	Legal Services			
22	Nutrition			
23	ISR/Island County			
24	Skagit County			
25	WCOA/Whatcom and San Juan Counties			
26	Disaster Relief			
27	Volunteer Services			
28	ISR/Island County			
29	CASC/Skagit County			
30	Opportunity Council/Whatcom County			
31	Long Term Care Ombudsman Program			
32	Medicaid Transportation Brokerage			
33	Family Caregiver Support Project & Respite Services			
34	Dementia Partnerships Project			
35	Kinship Caregivers Support Program/Kinship Navigator			
36	Caregiver Training/Agency Workers Health Insurance			
37	Evidence Based Programs			
38	Dementia Support Program			
39	Health Homes	1,725,000	773,105	45%
Total Subcontractor Expenditures		2,264,938	978,325	43%
40	Total Budgeted Expenditures	11,579,890	4,427,246	38%
41	Unallocated Funding	389,146	448,573	

NORTHWEST REGIONAL COUNCIL		Other Subcontracting		
BUDGET TO ACTUAL REPORT (ACCRUAL BASIS)		2023	% of Year	42%
JANUARY - MAY 2023		Original	Actual	% of Budget
Funding				
1	DSHS - ALTSA - TXIX Medicaid	-		
2	DSHS - ALTSA - All Other	1,957,544	1,047,742	54%
3	Disaster Relief Funding - COVID			
4	Health Care Authority	-		
5	Local Funds			
6	Other Contracted	60,000	60,000	100%
Subtotal Current Year Funding		2,017,544	1,107,742	55%
7	Use of Fund Balance Reserves	-	-	
Subtotal Funding (including reserves)		2,017,544	1,107,742	55%
Operating Expenditures				
8	Salaries & Wages	57,618	13,810	24%
9	Taxes & Benefits	23,250	5,711	25%
Total Personnel		80,868	19,521	24%
10	Office/Operating Supplies	855	300	35%
11	Small Tools/Capital Equipment	1,622	129	8%
12	Professional Services	1,805	1,018	56%
13	Communication	3,693	403	11%
14	Travel	534	74	14%
15	Occupancy/Insurance	3,503	792	23%
16	Disaster Relief	-		
17	Miscellaneous	2,329	432	19%
Total Operating Expenditures		14,341	3,148	22%
Total Direct Service and Administration		95,209	22,669	24%
Subcontractor Expenditures				
18	I&A/Case Management/FCSP			
19	ISR/Island County			
20	San Juan County Senior Services			
21	Legal Services	54,072	5,773	11%
22	Nutrition			
23	ISR/Island County	265,748	171,037	64%
24	Skagit County	363,843	270,842	74%
25	WCOA/Whatcom and San Juan Counties	669,684	444,616	66%
26	Disaster Relief			
27	Volunteer Services			
28	ISR/Island County	34,628	17,772	51%
29	CASC/Skagit County	38,602	20,194	52%
30	Opportunity Council/Whatcom County	45,638	27,892	61%
31	Long Term Care Ombudsman Program	3,959	1,980	50%
32	Medicaid Transportation Brokerage			
33	Family Caregiver Support Project & Respite Services			
34	Dementia Partnerships Project			
35	Kinship Caregivers Support Program/Kinship Navigator	114,055	30,830	27%
36	Caregiver Training/Agency Workers Health Insurance	299,800	92,137	31%
37	Evidence Based Programs	32,306	2,000	6%
38	Dementia Support Program	-		
39	Health Homes	-		
Total Subcontractor Expenditures		1,922,335	1,085,073	56%
40	Total Budgeted Expenditures	2,017,544	1,107,742	55%
41	Unallocated Funding	-	-	

NORTHWEST REGIONAL COUNCIL		Non Emergency Transportation Brokerage		
BUDGET TO ACTUAL REPORT (ACCRUAL BASIS)		2023	% of Year	42%
JANUARY - MAY 2023		Original	Actual	% of Budget
Funding				
1	DSHS - ALTSA - TXIX Medicaid			
2	DSHS - ALTSA - All Other			
3	Disaster Relief Funding - COVID			
4	Health Care Authority	6,088,800	2,607,276	43%
5	Local Funds	123,628	20,186	16%
6	Other Contracted			
Subtotal Current Year Funding		6,212,428	2,627,462	42%
7	Use of Fund Balance Reserves	50,637	-	0%
Subtotal Funding (including reserves)		6,263,065	2,627,462	42%
Operating Expenditures				
8	Salaries & Wages	727,818	296,301	41%
9	Taxes & Benefits	332,352	135,414	41%
Total Personnel		1,060,170	431,715	41%
10	Office/Operating Supplies	5,947	2,036	34%
11	Small Tools/Capital Equipment	13,584	1,111	8%
12	Professional Services	39,951	12,803	32%
13	Communication	25,689	4,486	17%
14	Travel	3,717	777	21%
15	Occupancy/Insurance	57,810	19,221	33%
16	Disaster Relief	-		
17	Miscellaneous	16,197	3,642	22%
Total Operating Expenditures		162,895	44,076	27%
Total Direct Service and Administration		1,223,065	475,791	39%
Subcontractor Expenditures				
18	I&A/Case Management/FCSP			
19	ISR/Island County			
20	San Juan County Senior Services			
21	Legal Services			
22	Nutrition			
23	ISR/Island County			
24	Skagit County			
25	WCOA/Whatcom and San Juan Counties			
26	Disaster Relief			
27	Volunteer Services			
28	ISR/Island County			
29	CASC/Skagit County			
30	Opportunity Council/Whatcom County			
31	Long Term Care Ombudsman Program			
32	Medicaid Transportation Brokerage	5,040,000	2,151,671	43%
33	Family Caregiver Support Project & Respite Services			
34	Dementia Partnerships Project			
35	Kinship Caregivers Support Program/Kinship Navigator			
36	Caregiver Training/Agency Workers Health Insurance			
37	Evidence Based Programs			
38	Dementia Support Program			
39	Health Homes			
Total Subcontractor Expenditures		5,040,000	2,151,671	43%
40	Total Budgeted Expenditures	6,263,065	2,627,462	42%
41	Unallocated Funding	-	-	

NORTHWEST REGIONAL COUNCIL		Jail Health Program		
BUDGET TO ACTUAL REPORT (ACCRUAL BASIS)		2023	% of Year	42%
JANUARY - MAY 2023		Original	Actual	% of Budget
Funding				
1	DSHS - ALTSA - TXIX Medicaid			
2	DSHS - ALTSA - All Other			
3	Disaster Relief Funding - COVID			
4	Health Care Authority			
5	Local Funds			
6	Other Contracted	1,943,281	788,902	41%
Subtotal Current Year Funding		1,943,281	788,902	41%
7	Use of Fund Balance Reserves	-	-	
Subtotal Funding (including reserves)		1,943,281	788,902	41%
Operating Expenditures				
8	Salaries & Wages	1,300,002	499,392	38%
9	Taxes & Benefits	505,787	198,465	39%
Total Personnel		1,805,789	697,857	39%
10	Office/Operating Supplies	8,014	569	7%
11	Small Tools/Capital Equipment	3,821	296	8%
12	Professional Services	95,036	9,530	10%
13	Communication	8,700	1,571	18%
14	Travel	7,859	1,584	20%
15	Occupancy/Insurance	5,576	1,529	27%
16	Disaster Relief	-		
17	Miscellaneous	8,486	841	10%
Total Operating Expenditures		137,492	15,920	12%
Total Direct Service and Administration		1,943,281	713,777	37%
Subcontractor Expenditures				
18	I&A/Case Management/FCSP			
19	ISR/Island County			
20	San Juan County Senior Services			
21	Legal Services			
22	Nutrition			
23	ISR/Island County			
24	Skagit County			
25	WCOA/Whatcom and San Juan Counties			
26	Disaster Relief			
27	Volunteer Services			
28	ISR/Island County			
29	CASC/Skagit County			
30	Opportunity Council/Whatcom County			
31	Long Term Care Ombudsman Program			
32	Medicaid Transportation Brokerage			
33	Family Caregiver Support Project & Respite Services			
34	Dementia Partnerships Project			
35	Kinship Caregivers Support Program/Kinship Navigator			
36	Caregiver Training/Agency Workers Health Insurance			
37	Evidence Based Programs			
38	Dementia Support Program			
39	Health Homes			
Total Subcontractor Expenditures		-	-	
40	Total Budgeted Expenditures	1,943,281	713,777	37%
41	Unallocated Funding	-	75,125	

NORTHWEST REGIONAL COUNCIL		Other NWRC Activities		
BUDGET TO ACTUAL REPORT (ACCRUAL BASIS)		2023	% of Year	42%
JANUARY - MAY 2023		Original	Actual	% of Budget
Funding				
1	DSHS - ALTSA - TXIX Medicaid			
2	DSHS - ALTSA - All Other			
3	Disaster Relief Funding - COVID	817,356	642,922	79%
4	Health Care Authority			
5	Local Funds	-	96,946	--
6	Other Contracted	151,860	89,598	59%
Subtotal Current Year Funding		969,216	829,466	86%
7	Use of Fund Balance Reserves	60,946	-	0%
Subtotal Funding (including reserves)		1,030,162	829,466	81%
Operating Expenditures				
8	Salaries & Wages	23,529	30,218	128%
9	Taxes & Benefits	9,432	11,154	118%
Total Personnel		32,961	41,372	126%
10	Office/Operating Supplies	552	232	42%
11	Small Tools/Capital Equipment	1,033	121	12%
12	Professional Services	172,937	85,494	49%
13	Communication	2,344	464	20%
14	Travel	381	83	22%
15	Occupancy/Insurance	1,135	660	58%
16	Disaster Relief	380,677	207,250	54%
17	Miscellaneous	1,463	1,515	104%
Total Operating Expenditures		560,522	295,819	53%
Total Direct Service and Administration		593,483	337,191	57%
Subcontractor Expenditures				
18	I&A/Case Management/FCSP			
19	ISR/Island County			
20	San Juan County Senior Services			
21	Legal Services			
22	Nutrition			
23	ISR/Island County			
24	Skagit County			
25	WCOA/Whatcom and San Juan Counties			
26	Disaster Relief	436,679	435,672	100%
27	Volunteer Services			
28	ISR/Island County			
29	CASC/Skagit County			
30	Opportunity Council/Whatcom County			
31	Long Term Care Ombudsman Program			
32	Medicaid Transportation Brokerage			
33	Family Caregiver Support Project & Respite Services			
34	Dementia Partnerships Project			
35	Kinship Caregivers Support Program/Kinship Navigator			
36	Caregiver Training/Agency Workers Health Insurance			
37	Evidence Based Programs			
38	Dementia Support Program	-		
39	Health Homes			
Total Subcontractor Expenditures		436,679	435,672	
40	Total Budgeted Expenditures	1,030,162	772,863	75%
41	Unallocated Funding	-	56,603	



Human services with **you** at the center

360-676-6749

CASE MANAGEMENT

Amy Atticus – Director

Angela Ross, Daniel Siedlecki, Amanda Refuge - Supervisors
(Care Managers visit client 1-2x/year, authorize services)

Purpose: Help older adults and adults with disabilities access and use health and community-based long-term services and supports

Who is eligible: Older adults and adults with disabilities who live at home and who qualify for a DSHS-funded long-term care program, either Community First Choice (CFC), Community Options Program Entry System (COPEs Program) or Medicaid Personal Care (MPC Program)

What services are available: Services will depend upon your program eligibility and may include:

- Personal care and household assistance from an agency or individual provider
- Adult day services
- Skilled nursing
- Meals on wheels and nutrition services
- Individual education and training
- Personal emergency response devices
- Medical equipment and supplies
- Home Modifications
- Client-Caregiver trainings

How Do I Apply for Services: For Whatcom, Skagit and San Juan, call ADR at 360-738-2500 and for Island County (360) 240-4737 or 800-326-1247

BEHAVIORAL HEALTH
Elizabeth Anderson – Director
Shawn Devine - Supervisor

Goal: Provide weekly mental health counseling services to community members in their homes.

Who is eligible: adults on Medicaid who have any of the following Managed Care Organizations administering their Medicaid benefit: Molina, CHWP, Amerigroup, or United. Additionally, our program is tailored to adults who have barriers to getting counseling outside of their homes.

What can they do: Weekly visits for 1:1 counseling in the clients' home or via telehealth.

HEALTH HOME CARE COORDINATION
(Skagit, Whatcom, Island only)
Elizabeth Anderson – Director
Silva Sarafian and Kim Acuff - Supervisors
(Care Coordinators visit clients a minimum of 1x/month)

Purpose: To help individuals who face challenges related to chronic and complicated health problems be less overwhelmed and receive better and more effective care

Who is eligible: Those with chronic illnesses who are eligible for Medicaid or both Medicare and Medicaid who are also at significant risk for health problems that can lead to unnecessary use of hospitals, emergency rooms, and other expensive institutional settings such as psychiatric hospitals and nursing homes

What services are provided: Transition of care, Care Coordination, Health Promotion, Referrals, Support, Comprehensive Care Management.

How do I inquire about eligibility: Please contact Community Programs at 360-738-2500 or 800-585-6749 or e-mail inquiries to NWRCHHealthHome@dshs.wa.gov

RECOVERY CARE COORDINATION

(Skagit only)

Elizabeth Anderson – Director

Kim Acuff – Supervisor

Goal: Improve quality of life by coordinating recovery, health and social services thru collaboration through partnership with Skagit County and NWRC

What can they do: Provide comprehensive coordination to Skagit county residents struggling with substance use and mental health disorders. Provide health promotion, connection to services, transition support and individual/family support; this is the only program where staff can transport clients in their vehicles to critical appointments; clients are seen often more than once a month, contacted on phone frequently depending on need.

HOSPITAL CARE COORDINATION

(St. Joseph's Hospital, Whatcom & Skagit Valley Hospital, Skagit)

Elizabeth Anderson – Director

Silva Sarafian & Kim Acuff - Supervisors

Goal: To reduce unnecessary readmissions to the hospitals by increasing the efficient use of community-based agency resources; increasing the development of cross-organizational, integrated community connections.

What can they do: Act as a liaison between patients and staff at the hospital to the most appropriate community resources; reduce lag time to acquire necessary information by accessing NWRC sources, thereby increasing efficiencies when planning for discharge. Of crucial importance is the HCC's completion of a transitions service at the client's home and ability to follow a patient for necessary amounts of time post-discharge to establish better stability.

AGING AND DISABILITY RESOURCES (ADR)

Stacy Malone-Miller

Accessing services and programs that assist older adults and people with disabilities can be confusing. You may need guidance in finding the information and programs that meet your individual needs. Aging & Disability Resources can provide you with information about many services and options, such as:

- In-Home Care
- Medical Insurance
- Medicaid
- Caregiver Support
- Housing.
- Long-term Care Options
- General Resources

How Do I Apply for Services: For Whatcom, Skagit and San Juan, call ADR at 360-738-2500 and for Island County (360) 240-4737 or 800-326-1247

FAMILY CAREGIVER SUPPORT PROGRAM (FCSP)

Melody Woodrich-Fernando

Goal: Provide support and services for **unpaid** family caregivers in Island, San Juan, Skagit, and Whatcom counties

What can they do: Support Specialists help caregivers find reference materials, coordinate services, and provide follow-up support to the unpaid caregiver (counseling, respite, training, powerful tools, resources, etc)

How Do I Apply for Services: For Whatcom, Skagit and San Juan, call ADR at 360-738-2500 and for Island County (360) 240-4737 or 800-326-1247

TRIBAL OUTREACH AND ASSISTANCE

Melody Coleman and Katherine Romero

Goal: Link American Indian Elders with services they need. Serving the Lummi, Nooksack, Samish, Sauk-Suiattle, Swinomish, and Upper Skagit tribal community members in Skagit and Whatcom Counties

What can they do: Assures access to elders and provides technical assistance for programs on and off the reservations

How do I access this service: For Whatcom, Skagit and San Juan, call ADR at 360-738-2500

MEDICAID TRANSPORTATION

Aly Horry

Goal: Authorize and arrange non-ambulance transportation for those eligible for Medicaid who have no other means of transportation to covered medical services

What can they do: Transportation assistance options include transit passes for public transportation, para-transit service, gas vouchers for use of personal vehicles, inter-city buses, taxi, cabulance service, ferry tickets, especially in San Juan County, air and water taxi service

How Do I Apply for Services: For all 4 counties, call 360-738-4554

JAIL HEALTH

(Whatcom only)

Elizabeth Anderson – Director

BreAnna Brock - Supervisor

Goal: Support health needs of inmates in Whatcom County jail

What can they do: Complete nursing assessment upon admission and as needed. Administer medications and follow-up with needed treatments in order to manage acute and chronic conditions. Assure coordination of health services within the correctional setting including collaboration with medical providers.