



**Northwest Senior Services Board**

**July 14, 2026**

**1:00 pm – 3:30 pm**

**Hybrid Meeting**

|                                                                                                                             |                                                                                                     |
|-----------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| <b>In-Person</b><br><b>Mount Vernon NWRC Office</b><br>301 Valley Mall Way, Suite 100<br>Mount Vernon, WA<br>(360) 676-6749 | <a href="#"><u>Join the meeting now</u></a><br>Meeting ID: 256 884 937 142 38<br>Passcode: h3GT9QR7 |
|-----------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|

**AGENDA**

| <b>Agenda Topic</b>                                                                                                                                                                                              | <b>Action Required</b> | <b>Time</b>              |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------------------------|
| <b>1. Call to Order</b><br>Chair – <ul style="list-style-type: none"><li>• Introduction of guests</li><li>• Roll Call</li><li>• Review of May Minutes</li><li>• Announcements</li><li>• Public Comment</li></ul> | <b>Motion</b>          | <b>1:00 pm – 1:10 pm</b> |
| <b>2. Committee Updates</b> <ul style="list-style-type: none"><li>a. Save Ourselves</li><li>b. Social Isolation</li><li>c. Legislative Advocacy</li><li>d. Outreach</li></ul>                                    | <b>Information</b>     | <b>1:10 pm – 1:40 pm</b> |
| <b>3. Executive Director Updates</b>                                                                                                                                                                             | <b>Information</b>     | <b>1:40pm – 2:00 pm</b>  |
| <b>4. Break</b>                                                                                                                                                                                                  |                        | <b>2:00pm – 2:10 pm</b>  |
| <b>5. Strategic Planning Focus Group</b> <ul style="list-style-type: none"><li>• Survey- online link:<br/><a href="https://www.surveymonkey.com/r/J69LYTM">https://www.surveymonkey.com/r/J69LYTM</a></li></ul>  | <b>Discussion</b>      | <b>2:10 pm – 3:10 pm</b> |
| <b>6. Updates from Our Communities</b>                                                                                                                                                                           | <b>Information</b>     | <b>3:10 pm – 3:30 pm</b> |
| <b>Adjourn</b>                                                                                                                                                                                                   | <b>Motion</b>          | <b>3:30 pm</b>           |

**\*\*Upcoming 2026 Meetings:**

- September 8<sup>th</sup>, 2026 – *Optional lunch prior to meeting*



- November 10<sup>th</sup>, 2026

*Anyone seeking accommodations to participate in a meeting is encouraged to 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**

**May 12, 2026**

**Members Present In-person, via teams, or Telephonically:** Mary Kanter, Carl Bender, George Edward, Georgiann Dustin, Jana Finkbonner, Mike Shaw, Morgan Hendricks, Shirley Bennett, Lucretia Devine, Stephen Schubert, Grethe Cammermeyer, Michael Johnson, Laura Castro-Benzing

**Members Absent:** Jodi Sipes, Jennifer Lautenbach, Gail Leschine-Seitz

**Staff Present:**

Amanda McDade, Katie Durbec, Bethany Chamberlin, Chelsie Brann

**Guest:** Marianne Bender

---

**Quorum at 1:01 PM**

**Review of the March 10, 2026, Minutes:** Motion made by Morgan Hendricks to accept the minutes from the March 10, 2026 meeting and seconded by Carl Bender. **Motion Passed.**

**Announcements:** None.

**Public Comment:** None.

**Committee Updates:**

**Save Ourselves:** The committee has shrunk recently due to some health issues among the members. Because of this, the timeline for action items has been stretched out. The focus right now is on services and membership dues. Dues, grants and donations are the most common ways for committees like this to receive funding.

San Juan County is looking to reduce funding to public health and senior services due to their budget. They are seeking donations currently. Although this is not good news, sometimes budget cuts can greatly increase motivation and awareness for fundraising.

Grethe Cammermeyer mentioned that the Village to Village model is working well in South Whidbey for the people who pay into it.

There was discussion around the affordability of the monthly membership costs and how that can sometimes be a barrier for people.

**Social Isolation:** This committee met recently and the focus is still on establishing the call line. They have started doing some research, and have reached out to Orcas Island about their call line. Mike Shaw has seen a great need in Skagit County and the idea is to try something in Skagit, start small, and get volunteers. They will start with a small number of callers, maybe 5, from both our board and NWRC to start making these calls. There is an idea to turn some of the socially isolated people receiving the calls into the callers later on. There was some discussion around the art of conversation and how a training around this could be beneficial.

Mary K shared that the Camano Center has a project called “morning calls” where their volunteers call every day. NWRC has referred folks to this program.

Grethe C pointed out there are two separate issues: the morning calls intention may be just to check in on a person’s welfare, where the social calls are to build a relationship over time.

Laura Castro-Benzing would like to be on the committee and be a caller.

Next steps are to establish the 5 callers and start the pilot in Skagit.

**Legislative Advocacy:** The state is meeting with us tomorrow. Kate White Tudor and the legislative committee met last week. We are trying to finalize Health Homes becoming a part of the state’s maintenance budget so we don’t need to advocating for it every year. This will be our focus for the next year.

**Outreach** – NWRC will be coming out to the Mullis Center this summer. Amanda M encourage board members to continue to invite NWRC out to community centers and events.

#### **NWSSB Term Renewals:**

Katie D checked in on the 3 board members with expiring terms. Stephen Schubert would not like to renew, Jana Finkbonner would like to renew. Katie will reach out directly to Jodi Sipes, who was not in attendance.

#### **Executive Director Updates**

Amanda McDade provided agency updates including:

NWRC recently hired a new Tribal Program Specialist who started last week.

We have found a new provider for the Skagit nutrition program. SCOA (Skagit Council on Aging) will be carrying the program forward and NWRC is working alongside them to get them up and running.

Skagit Recovery Care Coordination and Skagit Hospital Care Coordination contracts have ended due to Skagit County budget issues.

A lot of new work and programs are coming our way including Rural Health Transformation funding.

Washington received a pot of this money and some of this has been allocated to the AAA network. We will be able to use some of this funding for our dementia program. There is also mobile assistance van funding coming.

We are in conversation with both Island and San Juan Counties who are both majority rural areas.

HRSN (Health Related Social Needs) is another pot of money coming our way, through Medicaid waiver dollars. We have launched this program and are currently serving clients with this money including home-delivered medically-tailored meals.

The last big program to mention is WA Cares which NWRC has been working on for a long time. We are ready to launch this program this year.

There was some discussion around a registry of vulnerable people who rely on electricity to power oxygen devices, etc. There isn’t a specific list and every community handles this a bit differently.

**FCS Supported Employment Program**

Chelsie Brann presented an overview our NWRC's new supported employment program including eligibility, services, and the service area.

There were some questions from the board about expanding to other counties and working with other providers.

Information to be sent out to the board via email.

**Updates from our Communities:**

None

**Adjourn:**

**The meeting adjourned at 3:30pm**

Katie Durbec, Agency Administrator

Reviewed and approved by the Northwest Senior Services Board at the July 14, 2026 meeting.

---

Georgiann Dustin, NWSSB, Chair

## Introduction

**Our strategic planning process remains a powerful opportunity to shape the core goals and long-term vision of our agency. While we must navigate the realities of strict funding allocations for specific services, our true strength lies in our ability to remain nimble, adapting quickly to new opportunities during times of great change. Your feedback is absolutely invaluable to this process; it provides a vital window into what you see every day in your communities, highlighting your incredible contributions to both our agency and our 4 county region. Thank you so much for taking the time to share your insights and help guide us through this incredibly important planning process!**

**This survey should take 30 to 45 minutes depending on the amount of feedback you have for each question. If you require assistance to complete this survey, or if you would prefer to share your thoughts in a different format, please contact Bethany Chamberlin at [bethany.chamberlin@dshs.wa.gov](mailto:bethany.chamberlin@dshs.wa.gov).**

1. Your name: (optional)

2. Are we identifying all populations in need? If not, where can we improve and how could we help them?

3. Is our agency outreach effective? Please share your thoughts.

4. How do you feel our Aging and Disability Resources Program is doing? This is our department that provides information and assistance in the community, on our call line and in person in our offices. What are we doing well, and what are our areas for improvement?

5. What are your thoughts about the Dementia Support Program? What are we doing well and what are areas of improvement?

6. Do you have thoughts on social isolation within our community and among our clients?

7. Do you have concerns about advocacy, advanced planning, abuse and neglect or exploitation with our clients? What more can we do?

8. NWRC serves many Medicaid case managed clients. Do you have thoughts on the program's successes or areas where we can improve? Please share.

9. Do you have thoughts or opinions on our Care Coordination Programs? What are we doing well? Are there areas we could improve?

10. Are there other community members who would benefit from Care Coordination services?

11. Are you aware of our new Supportive Employment Program? If so, please share your thoughts.

12. Our Family Caregiver Support program has been helping caregivers and their families for over two decades. Do you have ideas about additional ways we could support caregivers in our community?

13. What are your thoughts on supporting and strengthening the direct care workforce?

14. What are your thoughts on NWRC's relationship with our regional tribes? What are we doing well and are there areas for improvement?



15. Are you aware of the Diversity, Equity and Inclusion work that has been happening at NWRC? We have an internal committee that has been viewing all our work through a diversity lens. Do you have thoughts on this progress?



16. Our agency serves as the Non-Emergency Medicaid Transportation broker for our region. Do you have thoughts on transportation in our area and ideas for future solutions to transportation concerns?



17. Regulations and budgets might set our boundaries, but they don't limit our imagination. What are your ultimate, 'wish-list' ideas for our client programs and services? Share your biggest dreams with us here.



**Thank you so much for taking the time to contribute to this process! We appreciate you and all the work you are doing with our clients, partners and community!**