

O3A ADVISORY COUNCIL AGENDA



Meeting Date: Tuesday, April 20, 2021
Time: 10:00 a.m. – 12:30 p.m.
Location: Via Conference Call – Zoom
Call Info: ZOOM meeting – see email for instructions
Copy also enclosed behind agenda (p.1)

Elizabeth Pratt, 2021 Chair

- Call to Order
- Welcome new members:
 - Denny Evans, Pacific
 - Connie King, Pacific
 - Sandra Goodwick, Disabilities Representative
- Roll Call (Verbal verification from membership roster)
- New Business/Changes to Agenda
- Public Comment
- Select May COG Meeting Attendee(s)
- Review/Approve Minutes for March 16, 2021 (p.2-4)

Roll Call

Select Motion

Laura Cepoi, Executive Director

- Legislative Update
- W4A Update
- Vaccination Update

Report

Jody Moss, Director, Contracts & Planning

- Recommendations from the Allocations Committee: Older Americans Act RFP
 - Senior Nutrition (p.5-7)
 - Volunteer Transportation (p.8-10)
- Area Plan Update:
 - Client Survey (p.11-12)
 - Key Informant Survey (p.13-14)
 - Survey Distribution Plan (p.15)
- Discuss AC Orientation – Ingrid Henden

Report Motion

Local & Committee Reports/Announcements

Report

State Council on Aging – Joe Sharkey

Elizabeth Pratt, 2021 Chair

- Public Comment
- Adjourn Meeting

Adjourn

Next Advisory Council meeting: May 18, 2021 via ZOOM.
Next COG meeting: Thursday, May 6, 2021 a.m. by video conference/call.

**The Advisory Council
of the
Olympic Area Agency on Aging
Meeting Minutes for March 16, 2021
Location: Conference Call**

DRAFT

MEMBERS PRESENT: Beth Pratt, Chair; Becca Knievel, Vice Chair; Charla Wright; Dale Jacobson; Eldred Gilpin; Ginny Adams; Joe Sharkey; Karen Sturnick; Marti Anthony; Susan Conniry

MEMBERS ABSENT: Carolyn Lindley; Jane Lauzon; Margaret Taylor; Tobi Buckman.

O3A STAFF PRESENT: Laura Cepoi, Executive Director; Jody Moss, Director, Contracts Management & Planning; Janis Housden, Program Manager; Ingrid Henden, Program Manager.

GUESTS: Sharon Maggard, Executive Director, Serenity House.

CALL TO ORDER: 10:04 a.m. by Beth Pratt, Chair.

NEW BUSINESS/CHANGES to AGENDA: None.

PUBLIC COMMENT: Sharon Maggard, Executive Director at Serenity House shared that Serenity House has youth programs, housing, help with evictions, homeless shelter, and thrift shop. They are working to expand the shelter to meet ADA requirements and increase sleep space. 15-20% of people at the shelter are over 60; 37% of the people in their housing are over 60.

SELECT COG MEETING REPRESENTATIVE: Becca and Susan volunteered for the April 1 COG meeting which will be held over a conference call.

MEMBERSHIP REVIEW/APPROVAL: The council reviewed the application and recommendation for the Disabilities representative. Motion to recommend the Disabilities representative candidate Sandra Goodwick was made by Dale with a second by Ginny.
Motion Passed.

REVIEW/APPROVE MEETING MINUTES: A motion to approve the minutes from February as written was made by Charla, with a second by Becca. **Motion Passed.**

2021 COMMITTEE CHAIR APPOINTMENTS: Beth appointed the following council members to chair these committees:

- **Advocacy/Outreach:** Susan and Marti
- **Planning:** Joe and Beth
- **Allocations:** Ginny and Becca

EXECUTIVE DIRECTOR REPORT: *Laura Cepoi*

Laura provided a legislative update to the council and said we expect to receive the State budget any day. SJR 8200, the proposed bill to allow investing of the funds for the Long Term Care Trust Act (LTCTA), has been pulled from the calendar. In five years when people are able to collect benefits from the program, the bill will be re-introduced. HR1323, sponsored by Representative Tharinger to make some adjustments with the LTCTA for eligibility and participation is moving through the process.

Laura updated the council on the recently passed American Rescue Plan and the expected \$7 million Washington State is to receive. O3A staff are researching several options for the funds – we aren't seeing the increase in services like urban areas; case management fees will be increasing; funding for vaccination outreach, appointment assistance, transportation, and contracting with nurses to deliver vaccines to people who are homebound. AAA staff will be eligible for vaccination as part of the next tier.

Susan asked about the cab company in Grays Harbor that said they don't wear masks; she will follow-up with county commissioners.

Jody added that we have expanded and increased transportation contracts, and started an ad campaign to contact O3A if you need help scheduling and/or transportation to a vaccine appointment. This also helps to connect us to homebound seniors we don't currently serve.

Becca asked about herd immunity, Dr. Fauci stated 80% to reach that; Laura responded that the New York Times stated 74-83%.

Ginny commented that there was an ad in the local paper for a Covid-19 Resource Navigator at OlyCAP. Laura responded that Community Development Block Grants are also funding positions for Covid-19 assistance and Jody added that OlyCAP is better positioned to serve a younger, abled population.

CONTRACT MANAGEMENT AND PLANNING DIRECTOR REPORT: *Jody Moss*

Jody updated the council on the current RFP process for Nutrition and Transportation contracts; the application period has been extended by one week. Jody will email Allocation committee members to schedule dates to review the received proposals. We expect to receive an application for each county for both Nutrition and Transportation, possibly two applications for Transportation in Pacific county.

Jody reported that the Area Plan survey has been revised to include questions related to Covid. We don't usually do a survey for an update but we believe that the last year has had enough impact on seniors that we want to know what has changed for them during the pandemic. The survey will be available electronically on the O3A website, paper copy, or respondents can provide answers by phone. Susan asked for a link to the survey so she can share it; we'll send a link out to council members when it is posted to the website.

Jody announced that there is a new Care Coordination Organization (CCO) in Kitsap, Peninsula Community Health Services, in the Health Home program. O3A is a lead organization and recruits CCOs in the counties we serve, plus Kitsap. This program serves the most frequent uses of health care services: individuals who have two or more diagnoses for chronic diseases and are dually eligible for both Medicare and Medicaid. Most clients are already O3A clients. Clients work with a coach on self-identified goals to improve their health; care coordinators help them to meet their goals, which result in reduced ER visits, improved health and community engagement.

O3A is also looking to expand to include the Lewis/Mason/Thurston Area Agency on Aging (LMTAAA). LMTAAA is thinking about becoming a CCO in their region, with O3A as the

lead organization. Currently, O3A does not break even in this program. Adding more clients by expanding our area should help to improve the rate. Ginny asked if the rate changed for CCOs. Yes, it has been substantially increased to \$183 – \$796 depending on the Tier. Jody added that we are also focusing on contracting with Tribes for CCOs.

LOCAL MEMBER REPORTING:

- No reports provided.

STATE COUNCIL ON AGING (SCOA) REPORT: *Joe Sharkey*

SCOA meets next week, minutes will be sent out as they are available.

PUBLIC COMMENT: Sharon Maggard, Executive Director at Serenity House provided more information on Serenity House and their housing populations. 15-20% of the population in the shelter at 60 and over. Several reasons for seniors losing their housing including losing a spouse (loss of income and maintenance support), house isn't habitable, difficult behaviors and addictions impact access to other housing options. The last Point In Time count (unsheltered homeless count) showed 17% were 55 and older.

A challenge for having an older population in the shelter is that not all residents are self-sufficient, staff are not caregivers, and Medicaid agencies cannot provide care in a shelter environment. It can also be difficult to transfer to and from the cots available in the shelter for those with mobility issues.

Serenity House is looking to increase the shelter space by adding 80 more beds, creating more private spaces, and adding more ADA compliant bathrooms. They are utilizing CARES dollars and requesting funding from other sources. Ginny asked if they are working with OlyCAP. Sharon said they have met with Clallam Board of County Commissioners, OlyCAP, City of Port Angeles and none have much interest in writing a grant for housing. Becca referenced the hotels that the State bought to house homeless individuals who tested positive for Covid-19; Sharon said that model would work with some adjustments. They can use their current shelter for future isolation needs; it shelters 80 people and has a block of rooms for social distancing if needed. They have 140 people on their waiting list for apartments.

Sharon shared the story of a 78 year old man on kidney dialysis who was released to the shelter by Virginia Mason and died within 24 hours. Beth commented that there are not enough Medicaid beds in facilities throughout the county; Janis added that Western State has a one year wait list. Sharon noted that some individuals would refuse admission to a long term care facility, leaving them with few options.

Laura suggested we start a housing workgroup that can look at these issues and also how to provide Title 3D programs in shelters, congregate meals and transportation to those over 60, possible home modifications to help older adults remain in their homes and potentially support homelessness housing with modification for older adults.

MEETING ADJOURNED: The meeting was adjourned by consensus at 11:52 a.m.



Olympic Area Agency on Aging

2200 West Sims Way, Unit 100

Port Townsend, WA 98368

www.o3a.org

Phone: 360-379-5064 or 1-866-720-4863 Fax: 360-379-5074

DATE: April 7, 2021

TO: O3A Executive Director, and O3A Advisory Council

FROM: Jody Moss

RE: O3A RFP for Senior Nutrition Services:

Evaluation Committee Proposal Ranking and Award Recommendations

Background:

O3A published a Request for Proposals (“RFP”) for Senior Nutrition Program Services in the South Olympic Region (Grays Harbor & Pacific) and the North Olympic Region (Clallam and Jefferson) for the three year period beginning January 1, 2022 – December 31, 2024. These services are funded by the Older Americans Act and are for the benefit of adults aged 60 and older.

Nutrition services include Congregate Meals (i.e., community group settings), and Home Delivered meals (hot, fresh or frozen) for homebound adults who are unable to prepare meals for themselves. The program also includes nutrition education or counseling, an annual assessment for nutritional risk and program eligibility and the opportunity to participate in the Senior Farmers Market Nutrition Program. The Senior Farmers Market Program provides fresh fruit and vegetables to lower-income seniors and supports local farming.

The Nutrition Program is funded by the Federal Older Americans Act and the USDA Nutrition Services Incentive Program (NSIP). The estimated funding for the 2022 calendar year is projected to be **\$594,000** for the Olympic Region.

The Senior Nutrition contracts offered through this RFP are designed to allow the Senior Nutrition Services provider to support, but not supplant, the local infrastructure needed to provide both congregate and home delivered meals in each two-county service region. The funding provided through the contract is not intended to cover the full cost of the program. Proposers must also raise funds from grants, non-recipient donors, and voluntary and confidential donations from recipients.

Here are the projected revenue sources projected for 2022. Funding levels are approximate for each service area and are based on historical usage.

Service Area	Title III-C Funding	NSIP	Total
*Counties must be served together as listed.			
North Olympic Region:			
Clallam & Jefferson Counties*			
Home Delivered Meals	\$125,000		
Congregate Nutrition	\$95,000		
SUBTOTAL	\$220,000	\$32,000	\$252,000

Service Area	Title III-C Funding	NSIP	Total
*Counties must be served together as listed.			
South Olympic Region: Grays Harbor & Pacific Counties*			
Home Delivered Meals	\$130,000		
Congregate Nutrition	\$185,000		
SUBTOTAL	\$310,000	\$32,000	\$342,000
TOTALS	\$530,000	\$64,000	\$594,000

The Proposals:

O3A received timely proposals from each of its current service providers: CCAP for Grays Harbor and Pacific counties and OlyCAP for Clallam and Jefferson counties.

1. Coastal Community Action Program (Grays Harbor & Pacific County)

Coastal Community Action Program (CCAP) has provided services to those 60 and older in Grays Harbor for close to 40 years, and for Pacific County for 10 years. As part of its proposal, CCAP plans to provide the following Congregate Dining Services and Home Delivered Meals from the following centers.

CCAP

Congregate Site(s) Meals are Served (M-F)	Days/Week	# Meals	# Clients
Grays Harbor - Aberdeen	5		
Grays Harbor - Elma	5		
Grays Harbor - Hoquiam	5	24,000	750
Pacific - Raymond	5		
Pacific – Ilwaco	5	11,000	400
		35,000	1,150
Home Delivered Meals, fresh or frozen, del 2-5 meals/wk.			
Grays Harbor - From Same Locations	7	31,000	400
Pacific - From Same Locations	7	17,000	150
		48,000	550

2. Olympic Community Action Program (Clallam, Jefferson Counties)

OlyCAP has been providing Senior Nutrition Services throughout Clallam and Jefferson for almost 50 years. As part of its proposal, OlyCAP plans to provide the following Congregate Dining Services and Home Delivered Meals from the following centers. Once the pandemic allows for congregated meals, OlyCAP plans to address the lack of a site in Sequim*, as well as expanding services in the west end of Clallam County. OlyCAP is also interested in expanding the Diner’s Choice voucher model in other regions allowing clients to eat at participating restaurants.

OlyCAP

Congregate Site(s) Meals are Served	Days/Week	# Meals	# Clients
Jefferson - Tri Area Community Center - Chimacum	4		
Clallam - Port Angeles Senior Center	4		
Clallam - Spoons Café – Forks	4		
Sequim TBD	TBD		
		16,000	329
Home Delivered Meals, frozen - delivered 1-2/wk.			
Jefferson - Tri Area Community Center – Chimacum, Brinnon, Bayside (hot meals),	7		
Clallam - Port Angeles/Sequim*/Forks	7		
		30,000	250

Evaluation Committee:

The Evaluation Committee included Joe Sharkey - C, Charla Wright - C, Becca Knievel – J, Ginny Adams - J, Susan Conniry - GH, Connie King - P, and Denny Evans – P. O23A staff support was provided by Jody Moss provided staff. The committee met via Zoom on April 6, 2021 to review, score, and rank the proposals. (Initials following AC names are counties represented.)

Evaluation Recommendations:

The Evaluation Committee recommends that the Advisory Committee forward a recommendation to the Council of Governments to award the Senior Nutrition Program contracts to the following proposers contingent upon successful negotiation of the contracts:

- Coastal Community Action Program – South Olympic Region (Grays Harbor, Pacific)
- Olympic Community Action Program – North Olympic Region (Clallam, Jefferson)

Initial awards will be made for the period of January 1, 2022 – December 31, 2022. The amount of the annual award will vary based upon the budget passed by the Council of Governments including the awards for the calendar year. Assuming contractual obligations are in compliance, successful bidders can anticipate continued funding for three years, i.e., through December 31, 2024, after which the service area will be open to bid based on O3A and State funding cycles. All awards are subject to receipt of funds from funding sources.

Proposed Motion: The Advisory Council recommends that the Council of Governments approve awarding a 3 year allocations cycle for Senior Nutrition Contracts to Coastal Community Action Programs serving Grays Harbor and Pacific counties and to Olympic Community Action Programs serving Clallam and Jefferson counties.



Olympic Area Agency on Aging

2200 West Sims Way, Unit 100

Port Townsend, WA 98368

www.o3a.org

Phone: 360-379-5064 or 1-866-720-4863 Fax: 360-379-5074

DATE: April 7, 2021

TO: Olympic Area Agency on Aging (O3A) Executive Director, and O3A Advisory Council

FROM: Jody Moss

RE: O3A RFP for Senior Transportation Services:
Evaluation Committee Proposal Award Recommendations

Background:

O3A published a Request for Proposals (“RFP”) for Senior Transportation Services in each of the Olympic area four counties (Clallam, Grays Harbor Jefferson & Pacific) for the three year period beginning January 1, 2022 – December 31, 2024. These services are funded by the Older Americans Act and are for the benefit of adults aged 60 and older. This program is particularly critical for O3A given the rural nature of the area.

This program is designed to reimburse volunteer drivers for their mileage, ferry and parking expenses, and for the use of their private vehicles in transporting eligible older adults to and from medical and health care services, social services, meal programs, senior centers, shopping and recreational activities. The programs may use part or all of the mileage reimbursements for program expenses, but generally must use their own resources to pay for the infrastructure of the program.

Funding for volunteer transportation services to older adults may be made available from Title III of the Older Americans Act and the Senior Citizens Services Act (SCSA). O3A currently invests \$74,000 in Older Americans Act funds to provide transportation services to participants in Clallam, Grays Harbor, Jefferson and Pacific Counties. The following fund allocation between Service Areas is for planning purposes only and is based on historical usage:

Current Service Areas	Estimated 2022 Transportation Allocation	Estimated number of clients to be served	Estimated mileage to be driven	Volunteers
Clallam – CCS	\$17,000	52	25,599	16
Grays Harbor – CCAP	\$19,000	90	50,000	6
Pacific – CCAP	-	60	18,000	3
Jefferson – ECHHO	\$19,000	1,349	33,929	88
Pacific – CCS	\$19,000	26	47,916	10

Historically this RFP has been issued with the goal of allocating one contractor per county. During the past year, transportation issues have surfaced regularly, and with increasing frequency during the RFP

application cycle. Some of the more recent issues are related to supporting community members to access the COVID19 vaccine. O3A staff is interested in having more options for transportation to serve more community members. Mid RFP cycle, we asked all applicants, if they had the capacity to serve additional counties and if so what counties would they wish to serve. No additional funds are currently available but contracting with multiple agencies in each county would allow O3A staff additional options when helping clients. And it would allow contractors to invoice O3A for qualifying clients in any region where they have capacity and are contracted for service.

The Proposals: O3A received timely proposals from the following service providers:

1. Catholic Community Services (CCS) (Clallam & Pacific Counties Initially Requested – Agency subsequently responded to email that they have the capacity to serve Clallam, Jefferson, Grays Harbor and Pacific Counties)

CCS has successfully administered an O3A Transportation Program in Clallam County and Pacific County as part of its Volunteer Chore Program. It provides paratransit services in Pacific County. It has a group of volunteer drivers that currently serve Clallam and Pacific counties, and also provides some services in Grays Harbor and Jefferson counties.

2. Coastal Community Action Program (CCAP) (Grays Harbor & Pacific Counties Initially Requested – Agency subsequently responded to email that if no additional funds accompany the award, they are concerned about being able to meet the need and stay within budget, but could potentially serve Pacific and parts of Clallam County in addition to Grays Harbor county.)

CCAP has successfully administered an O3A Transportation Program in Grays Harbor County. They also administer paratransit services in the five county region including Grays Harbor, Pacific, Lewis, Mason and Thurston Counties.

3. ECHHO (Jefferson County Initially Requested – Agency subsequently responded to email that they are not currently prepared to serve other counties but may be able to do so in the future.)

ECCHO has successfully administered an award winning O3A Transportation Program in Jefferson County for many years with very strong local support and a robust group of local volunteers.

Evaluation Committee

The Evaluation Committee included Joe Sharkey - C, Charla Wright - C, Becca Knievel – J, Ginny Adams - J, Margaret Taylor - J, Jane Lauzon - GH, Susan Conniry - GH, Connie King - P, and Denny Evans – P. O3A staff support was provided by Jody Moss. The committee met via Zoom on April 7, 2021 to review, score, and rank the proposals. (Initials following AC names are counties represented.)

All three Proposers submitted well written proposals that demonstrated a thorough understanding of the current Senior Transportation Requirements which includes careful screening of volunteer drivers, training, and vehicle checks. They also demonstrated local support for the program without which the program will not be successful. They also demonstrated efforts to serve local needs with available volunteers cooperatively.

The Allocations Committee members viewed the idea of offering multiple agencies contracts in multiple counties favorably and concluded that all three agencies serving in our region could be a benefit for clients and O3A staff. They also concluded that agencies would be drawing volunteers and support from different pools in each region, so rather than being competitive this option may be more collaborative.

Evaluation Recommendations:

The Evaluation Committee recommends to the Advisory Council that a recommendation be made to the Council of Governments to award the Senior Transportation Service contracts to all Proposers contingent upon successful negotiation of the contracts, and that the geographical reach of each contractor be negotiated during the contracting process. Listed are the current proposers’ application requests:

<u>Proposers</u>	<u>Clallam</u>	<u>Grays Harbor</u>	<u>Jefferson</u>	<u>Pacific</u>
Catholic Community Services	Award	Award	Award	Award
Coastal CAP		Award		Award
ECHHO			Award	

Initial awards will be made for the period of January 1, 2022 – December 31, 2022. The amount of the annual award will vary based upon the budget passed by the Council of Governments including the awards for the calendar year. Assuming contractual obligations are in compliance, the proposers can anticipate continued funding for three years, i.e., through December 31, 2024, after which the service area will be open to bid based on O3A and State funding cycles. All awards are subject to receipt of funds from funding sources.

Proposed Motion: The Advisory Council recommends that the Council of Governments approve awarding a 3 year allocations cycle for Senior Volunteer Transportation Contracts to Catholic Community Services of Western Washington, Coastal Community Action Programs and to Ecumenical Helping Hands Organization with the geographic reach of each contractor being determined at the time of contract negotiations.



Olympic Area Agency on Aging

Advocates for Independence, Individual Choice and Quality Community Services Serving Older Persons and Persons with Disabilities Serving Clallam, Grays Harbor, Jefferson & Pacific Counties

1-866-720-4863

Thank you for completing this survey, designed to help identify the needs of older adults, adults with disabilities, & their caregivers in our region to assist us in planning for the next two years. If you are also a caregiver, please assist the person you care for to complete a survey representing his or her needs as well. **You can also respond to this survey by telephone: call 1-866-720-4863 during business hours and a staff member will happily take your responses over the phone. The survey is also available on our website: www.o3a.org.**

1. **Are you Male or Female?** Male Female Outside the Gender Binary Prefer not to answer
2. **How old are you?** Under age 60 Age 60 to 74 Age 75 to 84 Age 85 or older
3. **Do you...?** Live alone Live with a spouse or partner Live with a friend or relative
4. **Do you live in...?** Clallam Grays Harbor Jefferson Pacific (north) Pacific (south)
5. **How would you rate your quality of life?** Excellent Good Okay Poor Bad
6. **Do you plan or have you already received a COVID-19 vaccine?** Yes No
7. **Did you contract COVID-19?** Yes No
8. **Did you gain or lose any weight during the pandemic & if so how much?** Stayed the same
 Lost ___ lbs. Gained ___ lbs.
9. **Did you choose to remain at home socially distanced from others during the Pandemic?**
 Yes – I/we stayed home and had all items I/we needed delivered.
 No - but I/we limited the number of times we left the house and always took safety precautions of masking, social distance of 6 feet, and sanitizing/hand sanitizing.
 I wanted to stay home but had to work I stayed home due to job being closed
 I wanted to work & went to work
10. **To what degree have you experienced the negative effects of social isolation?**
 I/we have been very depressed, anxious or sad much of the time due to social isolation
 I/we have been intermittently depressed, anxious or sad due to social isolation.
 I/we have only been slightly depressed, anxious or sad due to social isolation.
 I/we have not experienced any depression, anxiety or sadness due to social isolation.
11. **What problems do you have with your current housing situation? Please check all that apply.**
 Do not have problems with housing I live in temporary situation with family or friends
 Upkeep and maintenance I live in an RV
 I am at risk of foreclosure I live in a shelter
 I live in an assisted living facility I do not have stable housing
 I live in a skilled nursing facility
 The cost of my housing is a challenge (rent, mortgage, utilities, taxes)
 My home needs modifications to improve safety (such as ramp, or changes to the bathroom)
 Other (please specify): _____

12. Have you been able to access needed legal services during the pandemic? Yes No NA

13. Are you aware that free Senior Legal Advice Clinics are offered for those 60 and older in a remote, safe manner through our offices? Yes No I did not need legal services

14. Since the COVID-19 pandemic began, what do you need help with?

Not needed. Need & have access. Cannot access. Need some help. Need more help.

Food / Cooking meals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation Services:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respite Services:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health Care Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental Services:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health Treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substance Use Treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pharmacy/Medicines:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide additional details of how your needs have changed during the pandemic: _____

15. Are you caring for or supporting a family member, friend, or neighbor? Yes No

16. How have your needs changes during the pandemic? _____

17. If you are a caregiver of a person with dementia have you seen accelerated decline during this time? _____ NA Yes No

18. Have you received information about the Dementia Road Map? Yes No
Available by contacting WA State Alzheimer's Assoc: 800-272-3900 or Google 'Dementia Road Map'.

19. Have you heard of the Palliative Care Road Map? Yes No
Contact O3A for a copy or Google 'Palliative Care Road Map'.

20. Do you ever skip paying for or buying any of the following items because of family finances?
Please check all that apply to your household.

Housing Transportation Insurance Utilities (water, electric, heat, landline phone)
 Food Medicine Dental Care Vision or glasses Pets (care or food)
 Internet Cell phone My family does not have financial stress.
 Other (please specify): _____

21. What would you say has been your most significant unmet need during the pandemic?

22. If you would like someone to contact you with information about services, please provide your name and your contact information in the space below (email, telephone, mailing address):

Your Name: _____ Phone #: _____ Email: _____

**Please Return Survey before May 30, 2021 to Olympic Area Agency on Aging,
2200 West Sims Way, Unit 100, Port Townsend, WA 98368**



Olympic Area Agency on Aging

Advocates for Independence, Individual Choice and Quality Community Services Serving Older Persons and Persons with Disabilities Serving Clallam, Grays Harbor, Jefferson & Pacific Counties

1-866-720-4863

This survey is intended for our partners to share pandemic related changes and challenges you are seeing in older adults and adults with disabilities. We have another survey specifically for older adults – please contact us if you would like a copy or link to send out. **You can also respond to this survey by telephone: call 1-866-720-4863 during business hours and a staff member will happily take your responses over the phone. The survey is also available on our website: www.o3a.org.**

1. **Do you work in...?** Clallam Grays Harbor Jefferson Pacific (north) Pacific (south)
2. **What demographic do you serve?** Older adults Adults with disabilities Other ages
3. **What needs do you address?** Home Care Services Housing Aging Nutrition
 Transportation Health Care Behavioral Health Dementia Care Other _____
4. **How would you rate changes in the quality of life for seniors /adults with Disabilities?**
 No changes observed Most are doing okay Some are struggling Most are struggling
5. **Has your agency received COVID related funding?** Yes No
6. **Do the majority of your clients plan to get COVID vaccines?** Yes No Don't Know
7. **Did many of your clients contract the COVID virus?** Yes No Some did Don't Know
8. **Overall, what percentage of clients gained /lost weight?** ___%Loss ___%Gain ___% No change
9. **Were your clients able to maintain isolation or social distance during the Pandemic? Check all that apply.**
 Yes – they mostly stayed home and had all items delivered.
 No - but they limited the number of times they left the house and took safety precautions - masking, social distance of 6 feet, and sanitizing/hand sanitizing.
 They wanted to stay home but had to work They stayed home due to jobs being closed
 They wanted to work & went to work
10. **All of us experienced social isolation – what have the majority of your clients experienced?**
 They have been very depressed, anxious or sad much of the time due to social isolation
 They have been intermittently depressed, anxious or sad due to social isolation.
 They have only been slightly depressed, anxious or sad due to social isolation.
 They have not shown obvious signs of depression, anxiety or sadness due to social isolation.
11. **What problems have you noted emerging with client housing situations? Check all that apply.**
 Do not have problems with housing They live in temporary situation with family or friends
 Upkeep and maintenance They are living in an RV
 At risk of foreclosure They are living in a shelter
 Living in an assisted living facility They do not have stable housing
 Living in a skilled nursing facility
 The cost of their housing is a challenge (rent, mortgage, utilities, taxes)
 Their homes need modifications to improve safety (such as ramp, or changes to the bathroom)
 Other (please specify): _____

12. Are you aware that free Senior Legal Advice Clinics are offered f-or those 60 and older in a remote, safe manner through our offices? Yes No Clients did not need legal services

13. Since the COVID-19 pandemic began, what areas do your clients need the most help with?

Not needed. Need & have access. Cannot access. Need some help. Need more help.

Food / Cooking meals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation Services:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respite Services:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health Care Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental Services:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health Treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substance Use Treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pharmacy/Medicines:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide additional details of how clients' needs have changed during the pandemic: _____

14. If you work with caregivers, how have their needs changed during the pandemic? Need more assistance Need assistance but unwilling to accept it Have needed less assistance The assistance they need has not been available Other _____

15. If you work with individuals with dementia have you seen accelerated decline during this time? _____ Yes No

16. Are you aware of the Dementia Road Map? Yes No
Available by contacting WA State Alzheimer's Assoc: 800-272-3900 or Google 'Dementia Road Map'.

17. Are you aware of the Palliative Care Road Map? Yes No
Contact O3A for a copy or Google 'Palliative Care Road Map'.

18. Do clients ever skip paying for or buying any of the following items because of family finances?

Please check all that apply:

Housing Transportation Insurance Utilities (water, electric, heat, landline phone)
 Food Medicine Dental Care Vision or glasses Pets (care or food)
 Internet Cell phone Most do not have financial stress.
 Other (please specify): _____

19. What would you say has been the most significant unmet needs during the pandemic?

20. If you would like someone to contact you with information about services, please provide your name and your contact information in the space below (email, telephone, mailing address):

Your Name: _____ Phone #: _____ Email: _____

Please Return Survey before May 30, 2021 to Olympic Area Agency on Aging,
2200 West Sims Way, Unit 100, Port Townsend, WA 98368

Area Plan Update Survey Distribution Plan:

AP Client Survey:

- Ads with link and phone number
- Radio programs?
- Letters to the editors?
- Send out email links to:
 - AC Members – and ask to distribute
 - COG members – and ask to distribute
 - Senior Centers – “
 - Contractors - and ask them to distribute or help clients answer
 - Tribes – And ask them to distribute to elders
 - COB’s like Serenity House to distribute
- Paper copies available on demand
- Reference to the survey in local O3A staff articles
- OCH for patients – I doubt they would send out but maybe

AP Tribes, Contractors and Partners Survey

- O3A Staff
- Send to Tribal Staff
- Send to COG along with client survey
- Send to Contractors to complete including Health Homes
- Send to Partners to complete
 - OCH Health Care
 - Senior Center Staff
 - COBs like Serenity House

Timing: April 1 Through June 30, *(or May 1 through June 30 if current demands become too demanding)*

2021 Advisory Council Committee Memberships

Advocacy/Outreach:

- Carolyn Lindley
- Charla Wright
- Elizabeth Pratt
- Ginny Adams
- Marti Anthony
- Jane Lauzon
- Eldred Gilpin
- Sandra Goodwick
- Susan Conniry

Committee Co-Chairs: Susan Conniry & Marti Anthony

Clallam
Clallam
Clallam
Jefferson
Jefferson
Grays Harbor
Pacific
Disabilities Rep.
Elected Official Rep.

Planning:

- Carolyn Lindley
- Elizabeth Pratt
- Joe Sharkey
- Becca Knievel
- Jane Lauzon
- Tobi Buckman
- Eldred Gilpin

Committee Co-Chairs: Joe Sharkey & Elizabeth Pratt

Clallam
Clallam
Clallam
Jefferson
Grays Harbor
Grays Harbor
Pacific

Allocations:

- Becca Knievel
- Carolyn Lindley
- Charla Wright
- Joe Sharkey
- Ginny Adams
- Margaret Taylor
- Jane Lauzon
- Dale Jacobson
- Eldred Gilpin
- Denny Evans
- Connie King
- Susan Conniry
- Karen Sturnick

Committee Co-Chairs: Ginny Adams & Becca Knievel

Jefferson
Clallam
Clallam
Clallam
Jefferson
Jefferson
Grays Harbor
Pacific
Pacific
Pacific
Pacific
Elected Official Rep.
Minority Rep.