

BELLEVUE NETWORK ON AGING
REGULAR MEETING
MINUTES

April 3, 2014
8:30 a.m.

Bellevue City Hall
Room 1E-120

MEMBERS PRESENT: Dan Aznoff, Ethan Crawford, Jullie Gray, Jeanne Grote, Beverly Heyden, Peg Jones, Hannah Kimball, Eileen Rasnack, Berta Seltzer, Chris Strand, Diana Thompson, Mary Watkins, Janet Zielasko

MEMBERS ABSENT: Howard Katz, Bob Megargel, Bill Merriman, Susan Posten, Terri Wilson

STAFF PRESENT: Alex O'Reilly, Department of Parks & Community Services

OTHERS PRESENT: Liz Tidyman

RECORDING SECRETARY: Teri Ekstrom

WELCOME AND ROLL CALL

The meeting was called to order at 8:35 am by Chair Rasnack. Roll was taken and all members were present with the exception of Howard Katz, Bob Megargel, Bill Merriman, Susan Posten, and Terri Wilson.

PUBLIC COMMENTS/QUESTIONS

Visitor Liz Tidyman said she is a citizen of Bellevue that appreciates the work that the BNOA does and its open forum. She thanked members for serving. She follows the meetings online and regularly reads the minutes and is very interested in the outreach and advocacy that the group is doing. Ms. Tidyman works with the Ombudsman program, is aware that the State Agency & Disability Council advises DSHS and said that the BNOA should advise DSHS with some of the issues that they are working on. She said she had a legislative bill (RCW) introduced that helps older adults and has experience getting sponsorship for legislation. She feels that she would be helpful to the Outreach Committee and would like to participate if possible, by helping staff tables at fairs and events. Ms. Tidyman has conflicts in attending regular BNOA meetings but could help out in other places. She is inspired by the work with advocacy and outreach and would like to receive a call if her help is ever needed.

APPROVAL OF MINUTES – March 6, 2014

There were no changes to the minutes, and they were voted on and approved unanimously.

FD CARES [PRESENTATION & DISCUSSION]

Chair Rasnack introduced Natasha Grossman, Bellevue Fire C.A.R.E.S. Coordinator. Ms. Grossman said the program originated in Spokane and focuses on the idea of addressing the true needs of those who frequently call 9-1-1 for non-emergency situations. The Spokane program has been in place for eight years and has anywhere between eight and twelve MSW practicum students at any given time. The students assist people who need help beyond the emergent care provided by the fire department by connecting them with physical, mental and environmental resources in the community. The program also partners with the police department and receives referrals from them.

Ms. Grossman said the fire department responds to 9-1-1 calls and addresses any imminent and emergent needs, but often they are called regularly to the same addresses. When that happens, the persons are referred to the C.A.R.E.S. program, which then goes out to conduct assessments by meeting with the clients to find out what is happening in their lives and identifying their needs, which can include anything from fall assistance and prevention to caregiver assistance to having a lifeline button to push in case of emergency. The clients are then connected with available services in the community. A number of referrals are made by the C.A.R.E.S. staff to Adult Protective Services. The program has encountered both chronically homeless and chronically mentally ill persons. Most 9-1-1 calls are medically-related. Documentation from Spokane showed that the average call exceeds \$750. One local woman called 9-1-1 about 350 times in a three-week period; which, while not common, the cost of those calls can add up quickly. There has been a 70 percent reduction in repeat calls since the C.A.R.E.S. program went into effect.

One of the first persons that the C.A.R.E.S. program helped was a chronically homeless man. The program was able to get him into chemical dependency treatment and into transitional housing. He is now in a home and is giving back to the community by volunteering at some of the organizations that originally served him. In 2011, the C.A.R.E.S. program had 27 cases, increased to 37 in 2012, and 70 in 2013. To date, the program has had 171 cases; the increase can be tied in part to having steady staffing.

There are currently two MSW students working with the program, one from Eastern Washington University and one from the University of Southern California. The University Of Washington's School of Social Work can give C.A.R.E.S. up to four students. As manager and field instructor, Ms. Grossman supervises the MSW students while they perform their practicums with C.A.R.E.S. She started in February, with the Fire Dept. funding her position for half-time through December. Prior to this, she volunteered as field instructor for almost a year.

Ms. Grossman said the C.A.R.E.S. program is ideally positioned to report vulnerable adults. Firefighters often are called to care facilities where they find that referrals need to be made to DSHS or Adult Protective Services.

In addition to working with fire and police to increase the number of program referrals, the C.A.R.E.S. program is taking steps to work with community providers to develop coordinated care plans.

Ms. Grossman said her position is funded through August with grant dollars, and discretionary funds are available to supplement the program through December. Additional grant dollars are being pursued, with plans to submit a proposal for the C.A.R.E.S. program to be included in the city's budget.

Ms. O'Reilly noted that a firefighter in uniform will often go along on the C.A.R.E.S. visit and his/her presence is often a factor in clients opening their doors, which is another advantage of the partnership.

Ms. Grossman said Spokane has a program called Hot Spotters, with which C.A.R.E.S. participates. The program schedules regular meetings with care providers and personnel from hospital, fire and police departments to put together care plans for clients who are dealt with frequently. A grant proposal has been submitted to looking at putting together a similar program in Bellevue.

It was asked if they deal with many of the homeless people. Ms. Grossman said that they work from referrals from Fire and Police only. Ms. O'Reilly said that the Human Services Division now has a contract through Congregations for the Homeless that funds a person to do outreach to the homeless. Because this person also get referrals from Police and Fire, it would be good for the person to coordinate with the FD C.A.R.E.S. program.

FD C.A.R.E.S. program evolved when Human Services was contacted by a EMT, who wanted Human Services to work with the frequent 9-1-1 callers, but because it was out of their scope of work, Kathy Barker and Nuri Thobani from the Fire Department established this program in Bellevue themselves. They saw a need in the community, established the program, got it funded and going.

COMMITTEE REPORTS

Outreach Committee (reported by Dan Aznoff)

Committee members staffed a table to pass out BNOA materials and health and wellness resources at the Overlake Active Senior Fair in March. There were a lot of people in attendance, with so many interactions and questions that were answered. Many indicated that they have been to many of these fairs and it seemed like a different crowd that attended this year. Mr. Aznoff said many seemed to be afraid of approaching the table due to many tables selling items and they were trying to find a middle ground to deliver the BNOA message. Mr. Crawford said he talked with someone in Overlake Hospital's Community Education and Outreach and invited her to be a part of their Outreach meetings. They have great plans for light rail and he said partnering with others will help out.

Ms. O'Reilly said that Overlake Hospital is a non-profit and is required every couple of years to do a Community Assessment. They are currently gathering information for this and she, with several others, will be part of a conference call to let them know what we see as issues/needs in the community. If you would like to have any information conveyed you can pass that information on to Ms. Du.

Ms. Grote said the next event is the Strawberry Festival on June 28-29 at Crossroads. The Aging Your Way Conference is on June 26. The committee is also working with neighborhood groups. Ms. Thompson said that Smart 9-1-1 (which is Vial of Life on a phone) is not currently operating in Bellevue, and some seniors do not use smart phones so there is a place for both Smart 9-1-1 and Vial of Life.

Transportation/Housing Committee (reported by Hannah Kimball)

The committee met at Evergreen Court and talked with Alicia Campbell from DASH. The BNOA and King County Housing Authority was very instrumental in getting the changes needed at Evergreen Court. They went to City Council to make them aware of the issues at Evergreen Court and the Council helped fund the changes needed. The remodel is very nice, light, clean, and very pleasant. Ms. O'Reilly said that Human Services CDBG funds were put toward updates also.

On April 18th, Arthur Sullivan from ARCH will be addressing the City Council regarding multi-family tax exemptions. Alicia Campbell will be at the meeting to support him. BNOA can attend and vocalize a stand the issue.

Ms. Wilson's job has changed, along with her availability to attend BNOA meetings, so she can no longer chair the Transportation/Housing Committee. They will self-lead for the time being.

Advocacy Committee (reported by Diana Thompson)

The committee has been working very hard on the medical observation issue. There is a meeting on April 16th with Senator Murray's office. Ms. Thompson said she does not think that the legislation regarding this will pass; online poll indicates only a 1% chance of passing. Chris Strand and Carolyn Kelso are working on this issue at the local level. They have been meeting with hospitals and talking with them about the two night rule and how it is affecting seniors. Swedish Hospital had a meeting that they attended on Friday with vendors in the community that are serving these discharged patients that do not qualify to go into facilities. They will be doing presentations in Bellevue assisted living facilities on Medicare and the services/benefits available to them so they can be more proactive.

The Veteran Poaching Pension Bill passed; people were scamming senior veterans. The committee is concerned for the fate of programs that help vulnerable seniors and two programs received additional funds: Long-term care Ombudsman Program received \$306,000 more money and the Office of Public Guardianship (provides guardians for low-income people not able to represent and take care of themselves) received \$200,000 more money. Community First Choice Program passed, which helps people that are disabled or seniors. The training requirements for part-time respite care providers passed, which will make it easier for families to keep respite care workers.

The Long-Term Care Financing Study (how State is going to fund long-term care) did not get through the Senate. It might possibly pass next year. The START Program, which was to help

people save for retirement, did not pass. The legislation to increase the money to the Housing Trust Fund did not pass.

Ms. O'Reilly said that the EHSF is putting together a Federal Legislative Agenda for the first time. They will forward the agenda to the EHSF Board soon.

BREAK

COMMUNITY PARTNERSHIP REPORTS

Eastside Easy Rider Collaborative (Ms. Heyden reporting)

One member of Eastside Easy Rider Collaborative, Amy, is putting together a "cookbook" for benches. There should be more benches around Bellevue and no program to put them in place. Members are collecting information for the book and looking into siting and risk management issues. Ms. Grote said they also talked about the Orca van which will go to different locations to help people sign up and reload their Orca card.

Eastside Human Services Forum (Ms. O'Reilly reporting)

The EHSF will be having its educational forum on "Living Wage" on June 12, from 7:30-9:30am at a venue (yet to be determined) in Issaquah. The Forum does not currently have a stand on the issue but will be putting together a panel to talk about it. Seattle recently had a large forum on the topic and brought some great speakers who have researched the issue (how it affects business, etc.). The Forum is starting the conversation and getting the information out to the community. Seattle Human Services Alliance has also done a survey on the complex issue of the "living wage effect" on non-profit staff. Very little research has been done on this, but non-profit providers are talking about it.

Time Bank (Ms. Grote reporting)

Members are looking for special events to do besides their regular potlucks. They had a special class on "edible gardening" last month. They are looking for people to serve on the Board, which typically meets at 6:30pm in Kirkland.

Aging & Disability Services Advisory Council (Ms. Seltzer reporting)

Meetings are the 2nd Friday of the month and a large portion of the meetings is education. Individual committees carry the bulk of the work that needs to be done. The Planning & Allocations Committee, on which Ms. Seltzer and Ms. Heyden serve, is coming up with the work plan. They are going to be having a speaker on Veterans. There is a vacancy on the Advisory Panel (Human Services side) and Ms. O'Reilly will send out the link to where you can apply.

STAFF REPORT/UPCOMING AGENDA ITEMS

Gratitude was given to Mr. Aznoff, Ms. Grote, Ms. Zielasko, and Mr. Boliver Choi for staffing the Overlake Active Senior Fair.

Terri Wilson will be stepping down from being a voting BNOA member to a liaison member. There is an updated member list for pickup and Ms. Du will send it out.

Because Housing and Transportation Committee will be losing a chair with Ms. Wilson's member status change, the committee has to decide if it wants to function without a leader or disband and discuss topics as a big group.

BNOA has to decide how involved we want to be as a group re: Sound Transit Hospital Station. We have been invited to the process planning of the ACCESS to the station by Kate March, which will start in about a year. Ms. Du will keep members posted on this, as we will have more opportunity for input in the planning of this access. Kate March and Luke Lamson are scheduled to speak to in July.

Mr. Megargel's Facebook proposal for a BNOA page was submitted to the New Media Group and awaiting a decision. The proposal was submitted timely because the group is currently talking about revamping the City's website, how to make it more user-friendly and easier to navigate, and this discussion will include Facebook pages that the City keeps.

The next meeting is May 1st with Kevin McDonald speaking on downtown transportation.

NEW BUSINESS - none

Chair Rasnack said that the group needs to vote on the move from active member to liaison member for Terri Wilson. A motion was made to approve this move and the motion passed unanimously. There was discussion as to whether the seat would be filled with an additional person that applied in the last membership selection. This will be researched and the discussion was tabled.

Ms. Rasnack said she went to The Senior Money Project (Cents Project) presentation. It was a lot of good information and the link to their website (www.seniormoneyproject.org) should be added to the City of Bellevue BNOA website.

A question was put out on whether the BNOA PowerPoint presentation should be updated by a subcommittee and then presented to the whole group. It was discussed and members thought that Outreach Committee could work on it and then bring it back to the whole group. Send comments to Mr. Aznoff.

Ms. Heyden said that more fairs are charging for tables. The BNOA has no money in its budget, so this will need to be problem-solved.

The Seattle Times demographics person wrote an article about how Bellevue is now more diverse than Seattle. This is a must read article. He should possibly be included on the EHSF panel that they are putting together.

Ms. Thompson said that she is giving a presentation on May 5th to the City Council on Older Americans Month. It would be great if other members attended the meeting also. Ms. Du can send out a reminder.

ADJOURN

The meeting was adjourned at 10:20 am.